

Key Terms of Admission

A two-page summary for prospective residents and their families

About this document. This is a plain-English summary of the principal terms on which Friars Mead offers residential care. It is not the full Resident's Agreement. Once you make a formal enquiry, you will receive the complete Resident's Agreement and supporting documents (Statement of Purpose, Service User Guide, Privacy Notice and Fee Schedule) for review before any commitment is made.

Consumer law. Friars Mead complies with the Competition and Markets Authority (CMA) consumer-law advice for care homes (CMA 64) and the Consumer Rights Act 2015. Our terms are written to be fair, transparent and clear. Nothing in our standard agreement excludes liability that cannot lawfully be excluded.

1. Who we care for

Item	Detail
Service type	Residential care for older people. We do not provide nursing care, specialist dementia care, learning disability or autism specialist services, or services for younger adults.
Minimum age	65 (occasional exceptions considered for partners of an existing resident or following individual assessment).
Funding accepted	Self-funded only. We do not currently hold contracts with Hertfordshire County Council or NHS Continuing Healthcare.
Pre-admission assessment	Every admission is preceded by a documented needs assessment by the Registered Manager or Care Manager.
Trial period	The first 28 days are a mutual trial. Either party may end the agreement during this period on 7 days' written notice.

2. Fees and what is included

Item	Detail
Weekly fee range (2026/27)	£1,400.00 to £1,465.50 per week, set following pre-admission assessment.
Fee review	Annually in April. Residents and their representatives receive at least 28 days' written notice of any change.
Included in the fee	Accommodation in an en-suite bedroom; all meals, snacks and drinks; laundry; housekeeping and linen; nurse-call system; activities programme; PCS digital care planning; Famileo Pro family newsletter; Wi-Fi; utilities; routine maintenance.
Not included (charged separately)	Hairdressing, chiropody, optician, dentist, private physiotherapy, named toiletries, newspapers, escorted external appointments and personal taxi or transport costs.
Payment terms	Monthly in advance by direct debit or BACS. First month payable on admission.
Deposit	No deposit. A pre-admission fee assessment confirms the weekly rate before any sum is requested.
Fee on hospital admission	Full fee continues to be payable while the room is held.
Fee on temporary absence	Full fee continues to be payable. The room is held for the resident.
Fee after death	We follow CMA guidance: fees cease 10 calendar days after the date of death, allowing time for the room to be cleared. No fee is charged beyond this period.

3. Notice and termination

Situation	Notice we ask for / give
Resident or family ends the agreement (after the trial period)	28 days' written notice.
Friars Mead ends the agreement	28 days' written notice, except where ending sooner is necessary to meet the resident's safety needs or where there has been a serious breach. Reasons are always given in writing.
Move to nursing care or specialist setting	We will support and assist with the transition. No additional notice charge applies where the move is clinically necessary.
Trial period (first 28 days)	7 days' written notice from either side.

4. Visiting and family involvement

Item	Detail
Visiting hours	Open visiting. No fixed hours. Children, grandchildren and pets welcomed.
Essential Care Giver	An Essential Care Giver may be nominated for every resident, in line with national guidance, who retains access during outbreak conditions.
Communication	Famileo Pro private family newsletter; video calling supported in every room; Digital Reception visitor system; named keyworker for every resident.
End-of-life visiting	Always supported, irrespective of any infection-control measures.

5. Resident rights and standards of care

Right / standard	How we honour it
Care quality	Care delivered in accordance with the CQC fundamental standards and the home's Statement of Purpose.
Mental Capacity Act 2005 and DoLS	Decisions involving restriction of liberty are taken under the MCA framework with documented capacity assessments and best-interest decisions.
Dignity, privacy and respect	Underpinned by our Equality, Diversity and Inclusion Policy and the Care Certificate standards followed by every member of staff.
Complaints	We welcome feedback. Our published Complaints Procedure provides for written response within 20 working days. Residents and families also retain the right to contact the Care Quality Commission and the Local Government and Social Care Ombudsman.
Data protection	Personal records are held in line with the UK GDPR and Data Protection Act 2018. Our Privacy Notice is provided at admission.
Insurance	The home holds public liability and employer's liability insurance. Personal possessions are the resident's own responsibility; we recommend personal contents insurance for items of high value.

6. House rules and shared living

Item	Detail
Smoking	The home and grounds are non-smoking. A designated outdoor area is available where smoking is permitted away from the building.
Alcohol	Alcohol in moderation is welcomed and supported as part of a normal home life.
Pets	Visiting pets are welcomed where it is safe to do so. Permanent resident pets are considered case by case.
Personal furniture	Residents are encouraged to bring photographs, pictures and small items of furniture, subject to fire-safety and infection-control assessment.
Couples' care	We have one double en-suite room (Room 25) available for couples.

7. Next steps

If you would like to take the next step, please contact the Registered Manager. We will arrange a no-obligation visit, complete a pre-admission needs assessment, and provide the full Resident's Agreement and supporting documents for your review.

Registered Manager	Ricardo Da Silva Freitas
Email	ricardo@friarsmeadcare.co.uk
Telephone	01923 270304
Address	Friars Mead, Rockcliffe Avenue, Kings Langley, Hertfordshire, WD4 8DR

Document version 1.0 | Issued 07 May 2026 | Next review April 2027 or upon material regulatory change. This summary does not form part of the contract and is provided for information only. The Resident's Agreement is the binding contractual document.