

How much does it cost to live at Milward House?

The Registered Care Manager will assess you prior to admission to determine the level of care provision required.

We accept those who are paying for their own care (**self-funders**), those who are being supported by the **Local Authority**, and those in receipt of **Continuing Healthcare (CHC)** funding.

Our fees include the provision of:

- Around the clock care from highly-trained staff
- Personal care - such as bathing, dressing, grooming
- Daily living assistance, tailored to individual needs
- Food, drink and snacks
- Heating and lighting
- Specialist equipment
- Personal laundry
- All of our in-house activities
- Spiritual and pastoral support

They also contribute to other essential costs including financial, legal, HR, property services, and marketing.

Levels of care provision

We have three levels of care provision at Milward House.

Basic residential care: this is where the assessed needs are relatively uncomplicated and where mechanical or technical assistance is rarely needed.

Higher dependency: this is where the assessed needs are complex and where mechanical or technical assistance is intermittently needed.

Enhanced care: this is where assessed needs are highly complex and where mechanical or technical assistance is frequently needed.

Permanent costs (Weekly rate)

Standard Room

Basic residential care	£1,582
Higher dependency	£1,807
Enhanced care and dementia care	£1,999

Respite costs

Respite care fees must be settled by bank transfer at least ten days before admission to secure your place

Weekly rate

for stays of seven days or more (pro-rata)

Daily rate

for stays of less than seven days

Basic residential care	£1,677	£267
Higher dependency	£1,862	£296
Enhanced care and dementia care	£2,062	£328

These fees are valid between 1st April 2026 and 31st March 2027 and are reviewed annually. Our fees are charged per person, per week. We do not require a deposit and we do not require a guarantor.

During your stay at Milward House, fees can change if the level of care you need increases or if there is a change in the law which significantly impacts the cost of your care. You will be given one month's notice of any changes in fees.

You can find further information on fee reviews and changes in the Residential Care Agreement, a sample of which can be requested from the home or found on our website at www.pilgrimsfriend.org.uk/information.

Local Authority Funding

If you cannot pay for your own care then you (or your attorney) should approach your local social services who will arrange for a social worker to look at your care needs and financial situation and decide if you qualify for support.

As part of the arrangement with the Local Authority, you will be required to contribute an amount towards your care from your own resources, including Pension Credit. This is an arrangement between you and the local authority and not the care home. If you are eligible for funding from your Local Authority, please speak to the Business Manager.

If Local Authority funding is agreed, we will talk to you about top-ups. As Local Authority funding does not cover the full cost of your care we will talk with you about whether a third party, for example relatives, can contribute towards the cost of your care. These contributions are called top-ups. You can find additional information about funding at the Citizens Advice and Age UK.

Continuing Healthcare (CHC) funding. We may be able to accept NHS CHC funding for people with severe or complex needs, subject to agreeing our fees with the relevant Integrated Care Boards (ICB). Please speak to the Business Manager if you think this might apply to you.

What's not included in your fees

At Milward House we can arrange for some services which are not covered by your weekly fees such as hairdressing, personal purchases such as stationery, confectionery, and toiletries, newspapers and magazines, clothing including shoes and slippers, dry cleaning, the installation of private telephone line, internet or cable TV connections, and room clearance services.

These can be provided at additional cost. You will be responsible for payment of extra items and services and we shall let you know their cost beforehand.

Chiropody, opticians and dentistry, if not provided free by the NHS, can be provided at additional cost. If you need an escort to hospital appointments which cannot be provided by the NHS or your representative or relative, we can provide a member of our care staff to escort you at an additional cost, plus any transport costs.

The current rates are:

- care staff escort: **£26.21/hour** (plus 50% at bank holidays and weekends)
- transport if provided by staff or volunteer: **45p/mile**
- taxi: **going rate**

Other costs which are not met by your fees

As well as the provision of care and community, Pilgrims' Friend Society is investing in a number of other projects including supporting Faith in Later Life, Christians in Care, and our Growth and Renewal Programme. None of these projects are funded using your fees, but through alternative income streams.



Registered with
**FUNDRAISING
REGULATOR**



Pilgrims' Friend Society is a not-for-profit care provider and member of the National Care Forum



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