

“A RESIDENTIAL CARE SERVICE WITH A PERSON  
CENTRED APPROACH.”



Middleton Gardens is able to cater for up to 22 residents who require different levels of residential care that reflect people's differing lifestyles and preferences. Residents where possible, or their families, are fully involved in planning their own daily and weekly activities and there are also opportunities to be involved in outdoor activities. This supports our approach to providing person centred individual care, to enhance the quality of life for our residents. We assess all new residents prior to admission and use this information to complete an individual and detailed care plan.

Middleton Gardens offers rooms of different sizes all with en-suite shower facilities. Some rooms are able to accommodate additional seating areas, ideal for visiting family and friends. The ground floor rooms all have patio doors with access to an outdoor area for seating, as well as our attractive gardens.

A central spacious lounge looks out over our award-winning gardens with a second lounge on the first floor. These areas each provide an attractive hub for residents to meet and socialise together as well as where they can meet with family and friends.



# MIDDLETON GARDENS

RESIDENTIAL CARE



Residents can enjoy their meals served in our restaurant style dining area, or the option of having meals in their own room. The dining area has access to the garden and incorporates a fully operational kitchen, where residents can make their own hot and cold drinks and participate in preparing snacks should they wish.

Our dedicated and passionate care team are trained to understand the different levels of residential care required, whether this is assistance with personal care, or for some who require help with their mobility or meals. We understand that those seeking this type of residential care wish to be as comfortable as possible and have the reassurance and peace of mind that the correct levels of care are always available.



Julie Binks,  
Manager Middleton Gardens

*“Everyone is treated with dignity and respect.  
Co-owners are all highly competent and professional. It is a safe  
place for anyone to call ‘home’ whatever their needs.” –  
Anonymous family member*

Please contact Caroline Soullier on 01325 332207 if you are interested in knowing more about the services we will offer and to view the facilities.

# KEY FACTS SHEET

## ACCOMMODATION DETAILS

Retirement Community & Operator	Middleton Hall Retirement Village operated by Middleton Hall Ltd
Accommodation Address	Middleton Gardens, Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham, DL2 1HA.
Middleton Gardens	Middleton Gardens offers Residential care in 22 rooms on two floors. The ground floor rooms have a patio and patio doors. The first floor has larger rooms and is serviced by a main lift with an additional smaller back up lift.
Accommodation Type & Tenure	Rented, furnished bedsitting rooms with en-suite facilities. Monthly contract applies. Fees payable in advance by direct debit.
Care & CQC	Care package included based on continual assessment. Registered with the CQC.

## COST OF MOVING INTO THE ACCOMMODATION

Removal Costs	To be organised by resident/resident family. The maintenance team is available to help with hanging pictures and arranging furniture.
Healthcare needs assessment cost	No fee payable for this service. All residents require an assessment prior to moving in to assess suitability.

## FURNISHING YOUR ROOM

Furnishings	Each room is fitted with an en-suite shower room. Furniture provided includes a bed, wardrobe and chest of drawers, bedside table with bedside light, an armchair and coffee table. A television can also be provided. Residents are encouraged to bring some of their own furniture, depending on room size, as well as personal items. Please discuss with the manager prior to moving in. Pictures are permitted on the walls. All soft furnishings must conform to fire, health and safety regulations. Linen and towels are provided.
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## MIDDLETON GARDENS - COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

Care Fees	Level 3 - £1,639 per week Level 4 - £1,853 per week Level 5 - £2,067 per week Care Levels are based on Middleton Hall's own assessment of care needs. These are monitored monthly, any changes will be discussed with the resident and their family and charges amended accordingly. These fees apply to all residents. In the event of local authority funding, there will normally be a third party top-up charge payable. Please read the Funding Care Brochure downloadable from the website.
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## COSTS AND SERVICES PROVIDED BY MIDDLETON HALL CONT ...

Short/Respite Breaks	Level 3 – £1,803 per week Level 4 – £2,038 per week Level 5 – £2,274 per week Short breaks are subject to availability in both Middleton Gardens and Middleton Court, subject to assessment.
Room Charge	There is an additional charge for our deluxe rooms. Price on application when available.
Care Co-owners	We provide a higher staff ratio than in other residential care services and this is monitored to ensure we have sufficient staff based on resident's dependency levels, as well as occupancy numbers. Night staff are available throughout the night and is shared throughout Middleton Hall.
Laundry	Included in the care fees – bed linen and personal laundry daily as required. A name tag service is provided when you move into Middleton Hall, additional tags are available on request.
Housekeeping	Included in the care fees, bins emptied, room and en-suite cleaned daily. Monthly deep clean.
Room/Apartment Maintenance	General maintenance is included in the fees. All electrical items, older than one year are PAT tested on moving in as necessary.
Emergency call system	24 hour emergency call system included in the care fees. Neck pendants are provided in each room.
Transport	Transport to routine medical and dental appointments and weekly outings included in the care fees. An additional charge may be made where an extra co-owner is needed to accompany the resident.
Dining	All meals can be taken in the main dining room or own room, the cost of delivery is built into the care fees. A glass of sherry and a glass of wine or juice is offered as appropriate for both lunch and evening meal.
Communal Facilities	Include The Health and Wellbeing centre with Swimming Pool, Spa Pool, Gym and Studio, additional facilities are the Orangery Bistro, Restaurant, Art Studio, Library, Gardens with Bird Hide and Woodland Walk, Bowls, Golf and Boules. <ul style="list-style-type: none"> <li>• The cost for relatives to use the Health and Wellbeing facilities independently is available on request, there is no charge to assist a resident during assisted swims.</li> <li>• Family and friends are welcome to use the Orangery Bistro, open daily or the Restaurant when special events are organised (main meals for residents are charged at a 50% discount in lieu of a dining room meal when eating with family or friends).</li> </ul>

## MIDDLETON GARDENS – COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

Trips	A trip to a place of interest takes place each week.
Social Activities	There is a varied weekly calendar of events and activities publicised in advance.
Utility Bills	Electricity, gas and water included.
Telephone/Wi-Fi	A telephone is available for each room and broadband access on Wi-Fi throughout Middleton Hall.
Security	24 Hour CCTV and keypad main entrances
TV	All rooms are connected with free-view to a central TV and satellite system with no additional charge. Satellite subscriptions are not included and should be arranged with the appropriate company
Additional services	Therapy Suite offering hairdressing, therapies and chiropody services, personalised exercise and nutritional plans and newspaper delivery all carry an extra charge. Price lists are available for all these services.

## INSURANCE

Buildings insurance	Middleton Hall Ltd is required to insure the buildings and structure, including Public Liability Insurance, Employers' Liability Insurance and other usual insurance cover.
Contents Insurance	Each room has contents insurance up to the value of £2,500, maximum of £500 cash. Excess for any single claim is £25. If the value of their contents is over this amount residents are advised to take out their own policy. Residents are advised not to have items of high value in their rooms. Mobility scooter owners are required to have their own liability insurance

## OTHER KEY CONTRACT TERMS

Visitors	Visitors are permitted anytime. An overnight guest can be accommodated in our short stay room when available for bed and breakfast. Price available on request.
Village Regulations	Village regulations are published in the information guide which is updated as applicable. A Statement of Purpose is available on request.
Smoking Policy	We operate a no smoking policy at Middleton Hall. Smoking is allowed only in designated areas outside of the main building.
Pets Policy	Middleton Hall welcomes visiting well behaved pets – dogs must be on a lead etc.

## OTHER KEY CONTRACT TERMS

Fee Increases	All fee packages are subject to an annual review. One month's notice of any changes is provided. (A copy of fee increases over the last five years can be provided on request.)
Change to care needs	If, in the opinion of the Company, the Resident's care needs change, the Company reserves the right to move the resident to another room or department and increase or decrease the fees as necessary.

## MOVING OUT OF MIDDLETON GARDENS

Notice period	There is a 30 days' notice period for moving out of the room. Liability for this charge remains if you move before the 30 days period has ended.
Refurbishment Costs	Refurbishment of a vacated room is the responsibility of Middleton Hall. Any unauthorised changes to the room would be chargeable.
In the event of death	Fees will cease on the day of death. A refund will be given for payments made in advance if applicable. Rooms should be emptied within seven days by family or friends.

Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham DL2 1HA  
Tel: 01325 332207 Web: [www.middletonhallretirementvillage.co.uk](http://www.middletonhallretirementvillage.co.uk)

Middleton Hall Ltd Registered in England & Wales No. 65737  
Registered Office: Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham, DL2 1HA

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