



Dear Enquirer,

Thank you for your enquiry about Leonard Pulham Nursing Home. I enclose a brochure, a copy of a recent newsletter, an application for residence and a note on our admissions procedure, together with a sample contractual residence agreement and a short questionnaire.

The information we obtain from these questionnaires is very useful, so I would appreciate it if you could complete it and return it to us even if you decide not to proceed with your application.

L.P.N.H. opened in 1981 and has 33 rooms, which is a relatively small number for a nursing home. We believe that this allows the home to retain its friendly atmosphere, whilst ensuring that enough staff are on duty to cover all eventualities. With about sixty full and part time staff, including qualified nurses and carers, our staffing levels are higher than in many other nursing homes (about 85% of our fee income is required to cover employment costs). We believe that our residents receive a high level of care as a result.

As we feel it is important our residents remain independent and active, so far as is possible, we employ a full time activities organiser. As you can see from the enclosed newsletter, she organises and encourages residents to take part in games, attend musical and other events, and go on outings.

We are an independent charitable society with a well-qualified and experienced management committee, who are all volunteers and include medical, financial, legal, property and human resources professionals. The home is affiliated to the Abbeyfield Society, which is now over 50 years old and has about 600 (mainly residential/sheltered) homes either affiliated to it, or which it owns and runs.

We are subject to inspection by the Care Quality Commission and our last rating was 'Good'. (Due to changes in legislation, the Care Quality Commission stopped awarding quality ratings from July 2010).

The home is located on the edge of the Chiltern Hills and has a large garden, which residents can enjoy in good weather. If you have not already visited it I suggest you make an appointment to do so with Marianne Faux, our Home Manager. She will arrange for you to be shown round and if you then decide to proceed to the next stage, will ask you to complete the enclosed application for residence.

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The next step depends on when a room is available, and the medical and financial assessments. The procedures are explained in the enclosed note. However, I must make it clear that although we are a charity we have no significant income other than our fees. As Social Services are not prepared to pay the level of fees we need to maintain our standards, we are unable to accept residents who rely on Social Service to pay their fees unless a sponsor is prepared to pay the difference.

Before admission we do need confirmation that a resident has sufficient resources to be able to pay our fees until the end of his or her stay in the home. This is essential so as to avoid the distress that would be caused should a resident, having settled down in Leonard Pulham, use up his or her resources and have to move elsewhere. At this point, we would also require you to sign a personalised copy of the contractual residence agreement.

I hope you are able to visit us to see what we are able to offer elderly people who need full time nursing care. If you have any comments or suggestions after your visit please do pass them on to me.

Yours sincerely,

Amanda Houlihan  
**Chairman**

Encs.

1. Brochure
2. Newsletter
3. Application for Residence
4. Admissions Procedure
5. Example Contractual Residence Agreement
6. Questionnaire

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