



The Sugar Family Care Home



Key Facts

Fees valid until 31 March 2027

JEWISH CARE

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We understand that choosing a care home is a significant and often overwhelming decision.

This guide provides the key information about The Sugar Family Care Home, including what to expect and the costs involved, so you can decide if it's the right fit for you or your family.

If you would like to talk anything through, our team is here to help. Please call us on **020 8922 2222** or email **helpline@jcare.org**

Overview



Here we provide a snapshot of the key details, so you can understand what's on offer and decide what feels right for you.



Care home name

The Sugar Family Care Home



Address

The Sugar & Ronson Campus,
Woodford Bridge Road, Ilford, Essex IG4 5LN



Website

jewishcare.org/sugar-family-care-home



Care Quality Commission (CQC) rating

Not yet inspected



Registered Manager

Rebecca Awan



Registered Provider

Jewish Care

Campus location

The Sugar & Ronson Campus

Care types

- Residential care
- Dementia care
- Nursing care
- Nursing with dementia care
- End-of-life care

Length of stay

- Permanent care
- Respite care (subject to availability)

Accommodation details



We aim to provide a comfortable, private space alongside shared areas where you can feel at ease. All bedrooms are single occupancy, so you will always have your own private room.

The details below outline the accommodation available.

Kosher status

Supervised by the Sephardi Kashrut Authority

Number of bedrooms

66 single en-suite bedrooms

Number of floors

Three floors

Floor	Number of rooms
Ground floor	16 Bedrooms
First floor	25 Bedrooms
Second floor	25 Bedrooms

Rooms come in different sizes and have various views.

Room type	Care type
Standard Room	All care types
Courtyard Room	Residential care
Park/City View	Dementia care, nursing care, nursing with dementia care
Extra-Large Room	Nursing care, nursing with dementia care

Each floor runs as a distinct household.

Floor	Care type
Ground floor	Residential care
First floor	Dementia care
Second floor	Nursing care, nursing with dementia care

Accommodation details

Furnishing

Fully furnished

Internet

You can use the free communal Wi-Fi throughout the building.

Television

We supply a smart television for your room. You will need to arrange and pay for any streaming services you wish to use directly with those services. You do not need to arrange a TV licence.

Telephone

You are welcome to bring a landline telephone for your room (a connection point is available). You will need to arrange the line setup and pay for telephone services directly with the service provider.

Emergency support

Each bedroom is fitted with a 24-hour call system. When activated, it alerts staff in the event of you needing urgent help in your room.

Funding your care



We understand that funding care can feel complicated. Our team can talk this through with you and help you understand your options.

The care home accepts the following funding:

- Self-funding
- Local Authority funding (with Client Contribution and Family Contribution)
- NHS-Funded Nursing Care (FNC)
- NHS Continuing Healthcare (CHC)

Please refer to our Important Additional Information guide for a full explanation of these funding types. Visit [jewishcare.org/important-additional-information](https://www.jewishcare.org/important-additional-information)



Weekly fees

Until 31 March 2027



We will assess your care needs and determine the type of care you require before you move in. We will regularly review this to make sure you receive the right care and support.

Permanent stays

Residential care

Standard Room	£1,905.00
Courtyard Room	£1,960.00

Dementia care

Standard Room	£2,010.00
Park/City View	£2,060.00

Permanent stays

Nursing care

Standard Room	£2,255.00
Park/City View or Extra-Large Room	£2,305.00

Nursing with dementia care

Standard Room	£2,475.00
Park/City View or Extra-Large Room	£2,525.00

Fees valid until 31 March 2027

Weekly fees

Until 31 March 2027



Respite stays (subject to availability)

Respite residential care

Standard Room	£2,075.00
Courtyard Room	£2,130.00

Respite dementia care

Standard Room	£2,180.00
Park/City View	£2,230.00

Respite stays (subject to availability)

Respite nursing care

Standard Room	£2,425.00
Park/City View or Extra-Large Room	£2,475.00

Respite nursing with dementia care

Standard Room	£2,645.00
Park/City View or Extra-Large Room	£2,695.00

Important information

We review our care fees every year. Any increases apply from 1 April. If your needs change, your fees may also change. You may also need to move to another room within the home or, if we can no longer meet your needs, to another Jewish Care home.

Services – Included



Services included in the weekly fee:

- Food, drinks, snacks (including special diets).
- Bedroom accommodation with housekeeping.
- Full use of communal areas.
- Laundry service by machine washing (excludes dry cleaning).
- Joining in with the activities programme.
You may be asked to make a financial contribution to the cost of some special activities.
- Care according to your personalised care plan. If you have additional care needs there may be additional fees to meet these.
- Assistance with washing, bathing, medication and other personal daily activities.
- Regular on-site NHS GP surgeries and consultations.
- Assistance with arranging a member of staff to accompany you to appointments outside of the care home. Charges for this service are payable by you.
- Liaison with your health professionals. You are responsible for paying any charges made by these professionals.

Services – Additional



The following items and services are **not included** in the weekly fees but can be arranged if needed. We will always confirm the cost with you in advance, so you can make an informed decision about what you'd like to go ahead with.

Services available for an additional fee:

- Personal items (e.g. clothes, toiletries and newspapers).
- Hairdressing and chiropody.
- Medication, equipment and prescription charges.
- Meals and refreshments for visiting family and friends.
- Telephone service charges.
- Private car hire and taxi service.
- Staff accompaniment for medical appointments and your private outings outside of the care home.
- Special equipment not available in the home, such as bespoke recliner chairs, wheelchairs and medical aids.
- Staff employed directly by you or your family.
- Additional staffing costs to provide one to one care, or other additional care over and above the standard level of care.
- You may be asked to make a financial contribution to the cost of some special activities or excursions.

Additional care



Some residents may require additional one-to-one care as a one off or for continued periods of time. This is an additional fee on top of the advertised weekly fees for permanent and respite residents.

Hourly fee

£26.35

Fee valid until 31 March 2027

We will always explain, discuss and agree this with you before putting any additional one-to-one care in place. It is a flexible arrangement that is reviewed weekly according to your changing needs.

Examples of instances where a resident may require additional one-to-one care:

- They need accompanying to a hospital appointment.
- They have a high risk of falling or injuring themselves.
- They have symptoms that create risks to themselves or others.

Activities



We want to help you continue to take part in your favourite hobbies as well as help you to discover new ones. In our care home there is a large variety of activities and entertainment that you can enjoy.

There is something for everyone and we encourage you to take part in as many activities as you wish. We also encourage you to suggest new activities you would like to do, so we can make sure that living in the care home is as stimulating and enjoyable as it can be.

Examples of activities

- | | |
|-----------------------|-----------------------|
| ■ Creative activities | ■ Bingo |
| ■ Entertainment | ■ Pampering sessions |
| ■ Classic movies | ■ Current affairs |
| ■ Board games | ■ General discussions |
| ■ Sewing and knitting | ■ Exercise |

The actual activities on offer may change over time and will vary from week to week. There are also many more activities in the programme, which you will be able to choose from each week.

Deposit



We will talk this through with you so you understand how it applies to your situation.

Deposit amounts (equivalent to one months' fees)

Residential care

Standard Room	£8,280.00
Courtyard Room	£8,515.00

Dementia care

Standard Room	£8,735.00
Park/City View	£8,950.00

Deposit amounts (equivalent to one months' fees)

Nursing care

Standard Room	£9,800.00
Park/City View or Extra-Large Room	£10,015.00

Nursing with dementia care

Standard Room	£10,755.00
Park/City View or Extra-Large Room	£10,970.00

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Deposit



Who pays a deposit?

All permanent self-funding residents are required to pay a refundable deposit equivalent to one calendar month's charges. You do not need to pay a deposit if you are a respite resident or if you are not self-funding your place.

Why is there a deposit?

The deposit helps to protect Jewish Care if fees are not paid in full or on time, or if damage is caused to Jewish Care's property beyond reasonable wear and tear. Jewish Care may use the deposit to settle any outstanding fees or reasonable repair costs. Any remaining balance will be returned when your stay at the home comes to an end.

When is the deposit refunded?

When your stay at the home comes to an end, Jewish Care will calculate any sums due under the terms and conditions and return any remaining balance of the deposit to you, your representative or a nominated person as soon as possible. Jewish Care may deduct any outstanding fees or reasonable repair costs in accordance with the terms and conditions.

More information about deposits

Please refer to our terms and conditions of residence for more information.

Visit [jewishcare.org/terms-conditions](https://www.jewishcare.org/terms-conditions)



Our professional staff are dedicated to giving you support and care, so you can continue to live a full and meaningful life. They work hard to make sure your needs and choices are met, and they take great pride in their work. Our team are also on hand to help you settle in, making sure you have an easy and smooth move.

We are proud of the diversity of our staff. We regularly review our staffing levels to make sure we are meeting residents' needs. Our aim is to provide consistent, compassionate care and to build trusted relationships with you and your family.

Staffing levels

We prioritise high standards of care and safety. Care staff are always on-site, both day and night, every day of the year, to support you and respond to your needs. These care staff members include:

- Residential care workers
- Care manager
- Team leaders
- Registered manager
- Registered nurses

There is always a senior manager present or on call.

We regularly review and adjust our staffing levels to reflect residents' needs and occupancy within the home. This includes reviewing the mix of skills and experience within our team.

Next steps



You should now have a good overview about living at The Sugar Family Care Home.

Important information

Please refer to the following information to find out more about living in our care homes:

- **Important Additional Information guide**
jewishcare.org/important-additional-information
- **Terms and Conditions of Residence**
jewishcare.org/terms-conditions



The next steps of your care home enquiry

Choosing a care home can feel overwhelming, and we are here to support you through each step. Our helpful, understanding and supportive advisors are here to guide you through the journey.



1. **Contact us:** Call 020 8922 2222 or email helpline@jcare.org



2. **We will assess your situation** and help answer any questions you may have, along with guidance on how to fund your care.



3. **You can then book one or more visits** to our homes that might be right for you.



4. **If you would like to proceed**, we will carry out a full care assessment. We can also help you with completing the application forms, and guide you through the next steps.



5. **At any stage in the process we are here to help you.**

Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus,
221 Golders Green Road, London NW11 9DQ.

Charity Registration Number 802559. Registered in England Number 2447900.

Registered address: as above

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