

Internal Briefing: Passmores House Fee Increase: Effective 1 July 2025

What's happening?

From **1 July 2025**, the cost of placements at Passmores House will increase.

This applies to all new admissions agreed on or after this date. Any placements already agreed before 1 July will be honoured at the current rate.

Why are we increasing fees?

This decision reflects both the increasing complexity of the people we support and the high level of specialist care we deliver. Passmores House is:

- A medically-led, specialist detox and rehabilitation service,
- One of the few centres in the UK equipped to support people with complex and co-occurring needs,
- Staffed by a highly skilled team of doctors, nurses, psychologists, therapists and consultants.

In recent years, we've worked hard to avoid raising our fees. However, this is no longer sustainable. Like many charities and healthcare providers, we are now facing cost pressures, including:

- Inflation-driven rises in operational costs,
- The growing cost of delivering safe, clinically-led care,
- And significant increases to employer National Insurance contributions.

We are not a standard rehab or detox provision, our model is designed to deliver intensive, expert-led support for individuals with complex presentations. Our fees must now reflect what it truly takes to provide that level of specialist care.

How will this be communicated externally?

- Stakeholder letters are being issued w/c 2nd June.
- Commissioners and partners on fixed rates will receive clear notice of the new pricing.
- Partners on negotiated rates and frameworks will be informed of an 8% increase and invited to discuss arrangements before 1 July.

- If we don't hear from partners on negotiated rates, the increase will apply automatically from 1 July 2025.

Key Messages for Staff to Use:

- "Passmores House offers a level of specialist clinical input that few services can provide and our pricing is changing to reflect that."
- "This change is about sustaining safe, high-quality care for increasingly complex needs."
- "Existing placements agreed before 1 July 2025 won't be affected."
- "We're happy to have open conversations with partners, we're here to explain and support."

What do I need to do?

- Be aware of the change and why it's happening.
- Use the key messages if asked by referrers or external contacts.
- Direct any price-related enquiries to: **Paul Mubu - mobile 07918626490 and email paul.mubu@viaorg.uk**

Thank you for continuing to support the delivery of exceptional care at Passmores House. This change will help ensure we remain a trusted, specialist service for those who need it most.