



THE ADMISSIONS PROCESS

FACTSHEET 3

Preparing to move in

How will the Home understand my needs and wishes?

Before you are admitted, a trained member of the Home's team, will visit you to carry out a 'Pre-Admission Assessment' of need. This is to establish your actual care needs and wishes, and we will consider how the Home can meet these needs before we decide whether to accept your application for admission.



This is a legal requirement under the Care Act, and is essentially an opportunity for both you, your family, and the Home, to make sure this is the right Home for you. In addition to establishing your care needs, it gives staff the opportunity to clearly identify any additional equipment that may be required, so that we can ensure it is in place before you move in. For example, among other things, staff may want to find out:

- the type of bed and mattress required
- any safety equipment that's needed
- if you're on a specialist diet

This may take time, and will involve a lot of questions, but is important so that we all understand the care you'll require, and the care we need to deliver.



What should I bring with me?

When you're preparing to move into the Home, our document 'Moving into a Care Home' provides you with details of what to bring with you, and our contract clearly states what furniture will be provided. If you have personal items of furniture that you wish to bring with you, you should discuss this with the Home Manager. Any furnishings, curtains, bed covers etc. must meet current fire regulations.

Do I need my own insurance cover?

The Home is unable to provide insurance cover for personal items such as spectacles, dentures, hearing aids etc. so do ensure that your own insurance policy covers these personal items. It is the nature of residents living through age-related illnesses that these items can often be misplaced.

If you're going to bring valuable items with you, we advise you to take out your own contents insurance to cover any potential loss or damages that may occur; as with any living environment this may occur from time to time.

Moving In

What happens on moving-in day?

On the day you move in, you will be welcomed to the Home and shown to your room to help you settle in. A member of staff will work with you throughout the admission process and a Registered Nurse will start the admission process. We try to minimise the number of questions as much as possible by transferring information gained during the pre-admission assessment. At this point, the staff will start recording details for your care plan and you will be involved in this process. You will also be informed which Registered Nurse is your 'Named Nurse' and which member of staff is your 'Keyworker'. These two staff have specific responsibilities during your stay with us. The responsibilities of the Named Nurse include:



- Notifying your GP surgery of your admission
- Ensuring your care plan remains relevant, current and evaluated
- Building and maintaining good communication with both yourself and your relatives/representative
- Holding frequent care reviews to discuss the care you receive and any changes that are made

You or your relatives can talk to your Keyworker about any personal care issues, and your Keyworker may speak to you or your relatives about the need to supply toiletries or additional clothing.

Most importantly, on your admission, we are here to support you and your family through the process – we openly invite you to have a drink of tea, and settle into your new home.

How will staff get to know me?

You will be introduced to key members of the Home's team, such as:

- a member of the catering team who will discuss your dietary requirements
- a member of the activities team who will discuss the kinds of activities you like and those you dislike, as well as introducing you to the other residents.

What should I do about my medication?

It's important that you bring your current medication with you on the day you move in. The Registered Nurse will ensure that this is listed and discuss how you wish your medications to be managed. The nursing staff at the Home can manage your medication for you; alternatively, if you want to manage your own medication, we will conduct a risk assessment. All rooms have the facility to lock medication away safely.



When can my family and friends come to visit?

BCOP recognises that the care home you're moving into will be your home and, therefore, family and friends can visit whenever they like, there are no restrictions in terms of visiting hours or number of visitors.

Visitors are welcome to make their own refreshments - staff will let them know where they can do this. We do ask for a small donation for this service and that visitors check with staff to see if drinks or snacks for you, the resident, need to be recorded.

We ask that all visitors are sensitive to the needs of the other residents and, also, to the fact that living in a care home means that you require care, and may sometimes need rest!

Is there a trial period?

Each resident who is admitted into the Home for long-term care is admitted on a 28 day trial period initially, during which either the resident or the Home is able to provide one week's notice to leave. This could be for a variety of reasons, for example, the resident may find it difficult to settle in to the Home's community; relatives may discover concerns about travelling to visit; the care home may establish that the care needs of the resident cannot actually be met, although this is a very rare occurrence.

What if I have more questions after I move in?

Whilst we know this process can be a little overwhelming and tiring, the golden rule really is – if in doubt, please ask. It can sometimes be difficult to respond to queries or requests immediately if staff are with other residents at the time, but we will get back to you as soon as possible and we understand that you will need additional time and support when you first move in.

We are all here to help, and it's important that you and your family or representative feel reassured throughout the moving-in process.