

MOVING INTO A CARE HOME: AN OVERVIEW

FACTSHEET 2

Selecting a care home

There is little doubt that moving to a care home is a major life changing decision and, therefore, one that needs careful consideration. At BCOP we recognise this, and also understand how difficult it is to understand the process and make the right decision. We hope that the information below, and our Key Factsheets will help you with this but, if at any stage in the process you have questions, do not hesitate to contact the General Manager of the Home who will be happy to help you.



Which type of home do I need?

One of the first things that you need to establish is exactly the type of care placement you are going to need. It could be:

- residential care (where only personal care is required)
- nursing care (where the input of a qualified nurse is necessary)
- Dementia care (if you have a dementing type illness or severe cognitive impairment).

How can I find out about the care homes in my area?



Once you know what type of care home you're looking for, there are a number of ways you can research the homes in your area to find one that suits you best. This will save you so much time and will help you to streamline the number of homes that you go to view.

- Your local Social Services department provides listings of the registered homes in your area providing different types of care.
- You may also find it useful to search online - www.carehome.co.uk is a very popular website which shows user reviews as well as details of each home.
- You can access CQC reports within the homes, via your local CQC office, or via the CQC web site (<http://www.cqc.org.uk>).

How can I compare the standard of care offered in each home?

Each care home in the UK has to meet the required standards of care as laid down in the Health & Social Care Act 2014, and these are monitored by the government agency known as the Care Quality Commission (CQC). Each home is inspected at regular intervals to ensure they meet these requirements.

How do I decide on the right home for myself?

As well as looking at information online and reading the CQC reports, we recommend that you visit the homes before you make any decision. At BCOP care homes, we encourage you to make a 'drop-in visit' in the first instance. That way you see the home as it really is – staff will be happy to talk to you and show you around. If you like what you see, you can follow this up with an appointment visit to speak to the General Manager or Care Manager who can answer any questions you may have. We aim to make our homes as homely and welcoming as possible, as well as ensuring that all of our services are offered to a high quality standard.



Affording the care

Will I get state assistance with care home fees?

When deciding whether you will receive assistance with your fees, the government has set guidelines according to the amount of savings and assets you have. Your local Social Services department will be able to tell you this amount. This is often referred to as a '**funding threshold**'. When considering your assets, the government will take into account savings, private pensions and any property owned. If you have above £23,250 in assets (as at July 2019), then you will be expected to meet the full cost of your personal care.

What if I need nursing care?

If you are moving to a nursing home and require nursing care, not just personal care, the government may make a **Funded Nursing Contribution** of approximately (FNC) £165.56 per week (as at July 2019). Details of how the FNC is awarded, and how this affects your fees are included in **Key Factsheet 3**.

What happens if the value of my assets is below the funding threshold?

Each Local Authority Area sets 'banded Social Services' rates for care provision. Social Services will be able to tell you what the banded Social Services rate is in your area. If you have personal assets below the threshold set by the government, then you may be entitled to state assistance from Social Services. When Social Services consider your request, they will review the amount you receive in state pension and any other state monies that make up your income such as pension credit, (Universal Credit), attendance allowance etc. They will use this to calculate what your contribution to funding should be, and then make up the difference to the banded Social Services rate in your area.



In this scenario, your contribution to the fees is often referred to as a '**Third party Contribution**'. This is explained further in **Key Factsheet 3**.

Can I get help with the 'third party contribution' costs?

Some charities may be able to help you meet the cost of the 'third party contribution', if you meet their criteria, such as:

- **Soldiers, Sailors and Air Force Association (SSAFA)** for ex-service personnel
- **M.S. Society** if you have multiple sclerosis

The Social Services team may be able to signpost you to other appropriate charities.

Where can I get further advice on care home fees?

There are many private agencies and private financial advisors that can help you through this complex system. However, it is best to seek out specialist advice from organisations such as Care Aware or Help the Aged Care Fees Advisory Service. Many of these agencies do not charge for initial advice.

Some Useful Numbers

Age UK (freephone number)	Tel: 0800 169 6565
Independent Age (freephone number)	Tel: 0800 319 6789
Money Advice Service (freephone number)	Tel: 0800 138 7777

Settling into your care home

When you decide to move into one of our care homes, the General Manager will work closely with you to guide you through the process. If you are privately funding your care, we may also ask you to pay one week's fee as a deposit in order for us to hold the room for you.



How can my friends and family support me during the moving-in process?

At BCOP homes, person-centred care is paramount. This means that our care plans are not generic, but are tailored to your needs as an individual. When you move into a care home, we take on the responsibility for your care in partnership with your relatives. We may know about the care you need for your illnesses but initially, your relatives know you much better than we do. Therefore, we encourage friends and family to take an active part in your care, including the care planning, in line with our person-centred approach.

How can I make myself feel at home?

This is so important for all of our residents. The best way of achieving this is to 'set the room' so that it contains your belongings, so that when you first see the room, it already contains something that is 'yours'. With this in mind, we do ask that, just before you move into our home, either you or your relatives come and personalise your room; this will really help you to settle into home life much more easily as you will feel a sense of belonging much more quickly.



Can I bring my own belongings?

You can bring small items of furniture as long as they meet the Fire Regulations. Please note that when the time comes, you or your relatives will be responsible for removing these items from the home. You may be charged for storage if items are left in the room that we need to remove in order to re-let the accommodation.

We recommend that you name all items of clothing, spectacles, dentures etc. - it is surprising how easily these things can be mislaid in community living and we can take no liability for their loss.

What happens if things go wrong?

Each General Manager has an 'open door policy' which ensures you are encouraged to talk about the 'little things' that may worry or concern you – that way bigger concerns do not grow. We find that the more you, and your friends and family, are involved in your care, the less the likelihood of things going wrong.

The **Service Users Guide** is a booklet which gives further details about how to raise a concern or make a complaint and there is a copy in every resident's room. The **Service Users Guide** and **Complaints Procedure** are also both displayed in the Reception area of each Home.