



# A CHANGE IN CARE CIRCUMSTANCES AFFECTING FEES

## FACTSHEET 6

Over time, while you are living at our care homes, your needs may change. Whilst we quote an indicative fee, the actual cost of fees will vary depending upon the bespoke level of care that you need.

Our fees start at £1,050 per week (as at November 2019). For most of our residents, this fee covers the full cost of the service. When you move into one of our Homes, we will have agreed to admit you on the basis of

your individual health and social care needs, at the time of moving in. The details of the bespoke care required at that time are found within your Care Plan.



### What if my care needs change?

Where we believe, in our professional judgement, that your care needs have increased meaning that we need to make significant changes to your Care Plan, we will discuss our assessment with you and explain the changes we believe are necessary.

We will confirm how this will impact the fee and any changes to the payments that will need to be made. For example, if it is unsafe for you to be left alone and you require one-to-one care. We will produce a new bespoke, costed Care Plan, which will breakdown the costs of the additional care required.



If you receive funding from the local authority or NHS, we will also notify them as they may need to conduct their own assessments.

If your health improves, or your care needs decrease, for example, you no longer need one-to-one care, we will reassess your care needs, and may reduce your fees.

### How much notice will I have of any changes in fees?

We will provide you with 28 days' notice of any fee change, apart from in exceptional circumstances of sudden need. We will charge the revised fee from the date we change your care package.

### What if I disagree with the reassessment of my care needs?

If you have concerns with our assessment of any changes in your care needs, please discuss them with the General Manager of the Home in the first instance. If we are unable to reach an agreement with you on your needs and care package, you are welcome to arrange an independent assessment via the Local Authority or your own G.P. It is our duty to ensure the safety of our residents and comply with regulatory obligations - we will not reduce your care services if we believe this will put you or others at a real risk of harm.

If the independent assessment rejects the findings of our assessment, then the fees will revert to their previous level. We will immediately refund the fee increase, backdated to the date when changes were implemented.

In all circumstances, if you do not agree to the proposed changes you can choose to leave the Home by giving notice in the normal way. However, if the fee has been increased in order to ensure your safety or that of other residents, the higher fee level will apply for the duration of the notice period.