

The Admissions Process

When you decide to move into one of our nursing 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 will the Home understand my needs and wishes?

Before you are admitted, a trained member of the nursing 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 to consider how the nursing 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 you, your family, and the nursing 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 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.

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

At BCOP homes, person-centred care is paramount - our care plans are not generic, but tailored to your needs as an individual. When you move into a nursing 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.

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 suggest that just before you move in, either you or your relatives come and personalise your room to help you to settle into home life and feel a sense of belonging more quickly.

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.

Can I bring my own furniture?

Your contract will state which items of furniture are provided in your room. 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.

How do I manage my money in the nursing home?

Our staff are unable to manage money on behalf of residents - you should arrange for someone to do this for you. We strongly recommend that residents do not bring bank cards with them and keep no more than £20 in cash in their room, which can be kept in their room safe/lockable cupboard.

Each resident has a 'pocket money' account which families can credit – this will be shown as a credit on fee statements. The money in this account can be used to pay for external services such as hairdressing, private chiropody, day trips or events organised by the nursing home.

This system is designed to safeguard both residents and staff from cash handling.

Do I need my own insurance cover?

The nursing 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 damage that may occur; as with any living environment this may occur from time to time.

How do I pay my fees?

- If you receive CHC, FNC or Local Authority funding, this money will be paid directly to the nursing home.
- If you need to pay a Top Up fee or if you are self-funding the whole fee amount, the nursing home will tell you how much this will be.
- Sign & return the contract which will specify the monthly fee. Initial payments will be due on the same day as the contract is signed, payable one month in advance.
- Set up a Standing Order or Direct Debit to cover the monthly fee, prior to admission.

Sometimes we do not get confirmation of whether you will receive FNC or CHC until after you have been admitted to the nursing home. If this happens, you will be responsible for paying the full fee until we receive the FNC/CHC payments; we will then be able to refund you the FNC amount from the date it was awarded.

Moving In

What happens on moving-in day?

On the day you move in, you will be welcomed to the nursing home and shown to your room to help you settle in. A Registered Nurse will start the admission process and a member of staff will work with you throughout 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 members of 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

Your Keyworker is the person to talk to if you or your relatives want to discuss any personal care issues, or personal items such as toiletries, additional clothing etc.

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 nursing 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 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?

Family and friends can visit whenever they like, there are no restrictions in terms of visiting hours or number of visitors – once you move into one of our nursing homes it becomes your home. In certain circumstances, we may need to apply some restrictions on visiting the nursing home, if advised to do so by Public Health England.

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 nursing home means that you require care, and may sometimes need rest!

Is there a trial period?

Each resident who is admitted into the nursing home for long-term care is admitted on a 28 day trial period initially, during which either the resident or the nursing 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; in rare circumstances, the care home may establish that the care needs of the resident cannot actually be met.

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.

What happens if things go wrong?

Each General Manager has an 'open door policy' - we encourage you 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, your friends and family, are involved in your care, the less the likelihood of things going wrong. The **Complaints Procedure** is also displayed in the Reception area of each nursing home.

Visitors

We want visitors to feel they are visiting you in your home, and therefore we cordially invite all visitors to make themselves at home! There are areas in the nursing home with facilities for your visitors to make themselves a hot drink - small donations are requested for this.



Personal Care, Moving & Handling

You will have been admitted to a care home for a variety of reasons; however, one of these reasons is always that you require more care than could be provided in your own home. Therefore, we do ask that visitors allow the staff to conduct personal care tasks for you, along with any moving and handling that you may need. If you have the mental capacity to express your wishes, you may request that your visitor undertakes certain personal care tasks for you. However, please be aware that your visitor will not be covered by the Home's Liability Insurance if they conduct any of these care tasks themselves. Therefore, we can take no responsibility if your visitor harms themselves whilst doing this.

Appropriate Behaviour within the Nursing Home

Whilst we make every effort to ensure that residents live in a homely environment, the nature of a care home is such that there is a large element of 'community living'; therefore, visitors are requested to respect the peaceful enjoyment of others. Senior Staff will remind visitors of this when necessary. Staff have the right to request that visitors leave the nursing home if their behaviour continues to have a negative impact on the peaceful enjoyment of others.

Zero Tolerance Policy

We expect our staff to respect all visitors to the Home, and likewise, we ask that visitors do the same. BCOP has a zero tolerance policy towards abuse of any person within one of its Homes; this includes residents, visitors and staff.