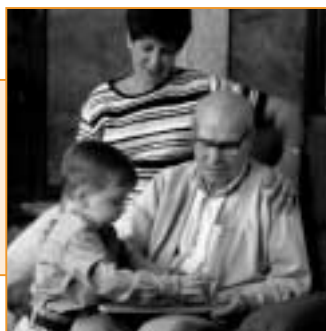


# Finding the right care home



## ***Things you need to consider***

## **Finding the right care home**

**Moving away from the familiar surroundings of your own home is a big step to take so it's important to find a pleasant environment that's right for you.**

It's vital to consider all the options before you decide. Talk it over with a relative or friend about whether you really need to move, or if enough support can be arranged so you can stay in your own home. Care in your own home includes home care, adaptations, day care, special equipment, and other housing options such as sheltered housing offering flexibility and choice. We can give you more information and advice on the range of help available.

## **Homes to cater for all levels of need**

If you are thinking about moving to a care home you will find there is a range of homes to cater for all levels of need, including personal care and help with daily living, specialised care of people with dementia, nursing care or providing complex nursing care.

Care homes offer board, personal care, support with daily living tasks and nursing care if needed. They should also have a pleasant atmosphere where residents can enjoy the present and have confidence in the future, maintaining as much independence and involvement with their families as possible.

**You will want to draw up a list of homes to consider. You can get a list from the National Care Standards Commission or our offices.**

We may also be able to help if you want to look at homes outside Slough. For some people the decision about whether or not to go into a care home has to be made when they are recovering in hospital. We have social work teams in all the main hospitals who will be able to advise you.

## **Things to consider**

Finding the right care home can be daunting. Ask a relative or friend to help with the decision making. It is important to:

- Have a look round each home you are considering
- Take your time and talk to the staff and residents
- Ask for a brochure on the home that sets out its aims and objectives and the kind of care it provides
- Check out the fees and your own financial situation
- Ask to see the independent inspection report on the home. These are public documents and should be available at each care home.

All care homes are inspected once a year by the local office of the National Care Standards Commission to make sure homes keep to the national minimum standards set by the Care Standards Act 2000.

Copies of reports are also available from the office at:

NCSC

1015 Arlington Business Park, Theale RG7 4SA

Telephone: 0118 903 3230

## **Can I make my own arrangements to move into a home?**

Yes. If you do not need help from the council towards the costs of your care, you can make your own arrangements. But it is still a good idea to seek advice from the council beforehand because you will be entitled to help towards the costs when your savings fall below a certain level. If that happens a social worker will assess your needs to see if we can help towards the costs.

The council will only pay the fees up to a certain amount and this may not cover the full costs of the home you have chosen.

## **Can the council help?**

Yes. When you contact us our staff will talk to you to find out more about what type of help you need.

As we have to work within a set budget we cannot arrange for all the support people ask for. We have to give priority to people whose welfare, health or personal safety are at highest risk.

We will arrange for someone to come and see you to discuss your needs and how you are managing. This is called an assessment of need. You may want to have a relative or friend to be with you and if necessary speak on your behalf.

After talking to you and people like your carers, GP or district nurse, we will tell you if we can arrange help and work out what sort of services will be most suitable.

If things change after your needs have been assessed, it is most important that you contact us for a reassessment.

## **How much will a care home cost?**

We need to know about your financial situation to find out how much you can afford to pay. The level of fees in care homes varies considerably. Everybody pays something towards the cost of their care from their pensions or other income, including benefits. The Government lays down the way this is worked out.

If you have been assessed as needing to move to a care home, we may help with the cost if we assess that you cannot afford to pay for your care from your weekly income.

## **Can I choose my care home if the council is helping towards the costs?**

Yes - provided that the home offers the care you need and is willing and able to take you under our usual contract arrangements at charges within our price range.

You could choose to go to a more expensive home or have a more expensive room within a home if someone - a close relative or a charity for example - can pay the difference between the council's contribution and the charge made by the home.

The council will need to be sure this additional amount will be paid throughout your stay.

## **How much will nursing care cost?**

You will not have to pay for qualified nursing care if you pay the full cost of your place and live in a home where nurses are able to give you special medical care.

Whatever your income the NHS pays towards this medical care on a graded scale of low rate, medium rate and high rate based on the level of nursing care you need. This is called the Nursing Care Determination and is reviewed each year.

Residents still have to pay for their board and most have to pay for personal care such as getting up and going to the bathroom.

This kind of care is means tested and anyone with savings above a certain level (currently £19,000) has to pay in full. People with between £11,500 and £19,000 will get some help from the council.

The manager of any care home with nursing which provides nursing care will be able to give you more information and should have copies of a Department of Health leaflet: 'NHS funded Nursing Care in Nursing Homes - What it means for you'. Or you can look at the Department of Health website [www.doh.gov.uk/publications](http://www.doh.gov.uk/publications)

## **What else should I look for when choosing my care home?**

You will know instinctively if it has a pleasant atmosphere and the person in charge makes you feel welcome. It may be important to be near family and friends - and do you need somewhere close to public transport?

You should also look at:

- Facilities - Are the rooms comfortable, are there enough bathrooms and toilets, are the communal and dining rooms pleasant and well furnished?
- Meals - Do residents choose what and when they will eat and are special diets catered for? Can residents prepare food and drink themselves?
- Activities - Is there an activities organiser? Are outings and social events regularly organised? Are residents encouraged to take up hobbies and

educational interests? Is there a residents committee?

- Visitors - Can people visit you without prior notice? Can visitors stay overnight?
- Health - Can residents keep their own GP if they want to? What arrangements are there for any regular medication needed? Is there a visiting hairdresser or chiropodist?
- Staffing - How many staff are there and what is the ratio of staff to residents during the day and night?
- Financial and legal - Do you know what the charges for extras will be? Do residents receive a statement with details of all items charged for? Do residents retain their own pension books? What are the conditions in which a resident's stay may be terminated by either side? Is there a retaining fee if you are on holiday or in hospital?

## **Could I have a trial stay?**

Once you have found a home you think you like, and there is a place available, you might want to ask if it is possible to arrange for a trial stay of several days or even a few weeks before making a final decision.

You should view the first month or so after moving to a care home as a trial period. You should not make any decisions about selling your home or giving up your tenancy at this stage.

## **How to contact us**

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

**Please phone us on 01753 690400**

You can email us at [communitycare@slough.gov.uk](mailto:communitycare@slough.gov.uk) or visit our website [www.slough.gov.uk](http://www.slough.gov.uk).

**Emergency calls received on the above number outside normal hours will be passed to our special emergency social care service.**

This leaflet can be made available on audio tape, in braille, large print and in other languages on request.

## Translation

If you would like help in translating this information please call Slough Social Services on 01753 690759 or Slough Translation and Interpreting Service on 01753 539944.

ਜੇ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜਮਾ ਕਰਵਾਉਣ ਲਈ ਤੁਹਾਨੂੰ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01753 690759 ਤੇ ਸਲਾਓ ਸੋਸ਼ਲ ਸਰਵਿਸਿਜ਼ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ 01753 539944 ਤੇ ਸਲਾਓ ਟਰਾਂਸਲੇਸ਼ਨ ਐਂਡ ਇੰਟਰਪ੍ਰੇਟੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

यदि इस ज्ञानकारी का अनुवाद करवाने के लिए आपको मदद की आवश्यकता है तो कृपया आप 01753 690759 पर सलाऊ सोशल सर्विस को टैलीफोन करें या 01753 539944 पर सलाऊ ट्रांसलेशन एण्ड इन्ट्रप्रेटेशन सर्विस को टैलीफोन करें।

اگر اس معلومات کے ترجمہ میں آپ کو مدد درکار ہو تو براہ کرم 01753690759 پر سلاؤ سوشل سروسز سے بات کریں، یا 01753539944 پر سلاؤ ٹرانسلیشن اینڈ انٹریپریٹنگ سروس کو فون کریں۔

Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities needs and celebrate diversity.