



Care home provision for adults including charges (residential care and nursing care)

Dorset County Council directly provide/manages residential care homes for older people and people with a learning disability. We also provide nursing care for older people in Christchurch.

In addition, we also have contracts with a large number of independent sector residential and nursing homes to provide care for older people and for people with physical disabilities, learning disabilities, mental illness or with drug and alcohol problems. Many of these homes are within Dorset but some are in other authorities, to allow people choice in where they receive their care, for example if they need to live near their family, or where specialist care is provided.

The homes offer care and support for people who, for a variety of reasons, need assistance to look after themselves.

Each home seeks to provide for the individual needs and abilities of the people who live there, as well as their different interests. They are all required to meet national standards of care and accommodation.

You may be considering coming to live in a care home because you need more care or attention than can be provided for you in your own home. You should talk about this important decision with your family, your carer and your social worker or care manager if you have one.

Eligibility for NHS continuing health care

Before you move into a residential or nursing home it is worth considering your eligibility for NHS continuing health care. If you have a primary need for health care it is possible that the NHS Primary Care Trust will fund your care and accommodation. To



find out more please contact the Dorset Primary Care Trust on 01305 368900.

Your care

Before we arrange for you to live in a care home, the level of care you will need will already have been carefully assessed and a care plan agreed with you. It might include things like help with getting up and going to bed, mobility exercises or day care in a day centre.

Free nursing care

If you are in a residential care home, any medical or nursing care you need will be provided by the GP practice where you are registered. If you are in a registered nursing home the Primary Care Trust will make a registered nursing care contribution towards your care and nursing needs will be provided by your home.

Promise to you

If you come and live in a Dorset County Council Adult and Community Services care home, we promise that:

- The home will be warm, homely, quiet and clean
- Your care will be provided to the highest standard according to the care plan agreed with you
- Your beliefs, values, opinions and religion will be respected.
- The staff will be trained in their work and be courteous, friendly, caring and trustworthy
- Your meals will be prepared in clean, well equipped kitchens that meet the necessary health and safety regulations
- The home will meet all necessary health and safety regulations

All homes that have a contract with Dorset County Council Adult and Community Services are also required to meet these high standards of care.

Deciding which home

If you are considering moving into one of Adult and Community Service's own homes, you will be invited to visit the home and meet staff and other residents before you make a decision. You



should also do this if you are considering an independent sector home.

If you are planning to live in the home long term, you will be offered an opportunity to stay for a short time to see if it suits you. You'll be given a booklet about the home to keep, which describes the services and care you should expect while you live there.

Information about choice of home

If you would prefer to live in a care home and the fees are more expensive than the amount that has been agreed for your placement, you can still be funded in the home if the care manager agrees that the accommodation is suitable and providing that another person is able to meet the difference in costs. This is called a 'top-up'. The legislation prevents residents 'topping up' their own fees if they choose more expensive accommodation, although there is one exception to this rule. The exception is that if you own your own home you will be allowed to live in more expensive accommodation and 'top-up' your own fees during the first twelve weeks of a permanent placement. However, if you choose to take this option, you should be aware that if your disposable capital runs out before you can sell your property; it is unlikely that the local authority will be able to make up the shortfall in your care costs. Your care manager should be able to advise you about this.

When you arrive

When you arrive for a short or long stay, a member of staff will make sure you are introduced to other residents and staff. You will be asked how you would like to be addressed: whether by your first name or something more formal, and all staff will respect your wishes.

Someone special

All our staff are trained and experienced in looking after people who need care, and while you live in the home, you will have a member of staff who you can turn to for help and advice.

Your room

Most of the rooms in our homes are single. You will never have to share with anyone else unless you want to. You can bring



personal belongings with you and if there's room you may be able to bring some special pieces of furniture.

If it is possible we will also try to accommodate your small pet.

Your privacy and independence

Staff will never enter your room before knocking or being invited in, except in an emergency.

You will have a key to your own room and a key to the front door if you want to go out. The time you get up and go to bed is your decision.

Meals

Every home offers a choice at each mealtime and can cater for special diets. For everyone's convenience, meals are usually taken in the dining room at set times, but most homes have kitchen facilities for residents to make drinks and snacks for themselves and their visitors whenever they want to. Snacks are available 24 hours per day if required.

Visitors

Your relatives and friends are welcome to visit at any time. If they are used to helping you with bathing or dressing, we will encourage them to continue doing this if you want them to.

Facilities

Most homes have, or can make arrangements for hairdressing, foot care, library books and cassettes, newspapers and religious observance.

Some homes even have shops that stock useful things such as cards and toothpaste, while staff in other homes are happy to do small bits of shopping for you. Whenever possible, we encourage people to go out and use the facilities in the local community if they can.

Activities

All our homes arrange daily activities and occasional shopping trips or visits to places of interest. You can choose how much or how little activity you want to be involved in.



Getting involved

Our aim is to help maintain as much independence as possible and to take decisions about your own lifestyle. You will also have the opportunity to be involved in decisions about the day-to-day running of the home if you want to.

Reviewing your needs

After you've been living in the residential home for six weeks, we will talk with you to review your care. We can make sure it suits your needs or make any necessary changes.

Staff will always be alert to your changing circumstances, but there will be a formal review of your care every year.

If you are ill

The staff at the home will look after you if you are ill for a short time. If you need to go into hospital for treatment, your room will be held for you for up to six weeks, unless it is clear at the time that this wouldn't be appropriate.

Short breaks

Some people come to stay in our homes for just a short time, either to give themselves a break from the responsibility of looking after themselves and their home, or to give their carer a break.

No matter how long you stay with us, you should still expect the highest level of care and respect.

Making your feelings known

You should never feel that you can't complain about any aspect of your life in the home.

If you have a complaint about the way the home is run, please let us know. We need your comments to help us improve the home for you and for everybody. A factsheet 'How to complain about Adult and Community Services' is available at the home, through your social worker, or from your nearest social care local office (details can be found at the end of this factsheet).



How to get in touch

If you are considering going to live in a care home, or you are the carer of someone considering it, you should contact your social worker or care manager (contact details can be found at the end of this factsheet).

If you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: adultaccess@dorsetcc.gov.uk

If you are in a hospital, you can ask your nurse to arrange a visit from the hospital social worker or care manager.

Paying for services in a care home

Each person requiring funding must have their care needs assessed and must meet the eligibility criteria for funding. The amount a person has to pay will depend on their individual financial circumstances. The rules for deciding how much people pay towards service in care homes, and the capital limits for funding are laid down by the central government in the 'Charging for Residential Accommodation Guide'.

Currently people with more than *£23,250 capital will be required to pay the full care costs although they may be eligible for free nursing care see below.

Please note that if you have been assessed as needing continuing NHS care services, or you have been placed in a care home under section 117 of the Mental Health Act 1983, you will not be charged for your care whilst you continue to be eligible for funding and this factsheet will not apply to you.

The financial assessment

If we assess that you require services in a care home and you wish to apply for funding for your placement, we will work out how much you will be required to pay towards the care costs. This is called a financial assessment. A benefits officer will either visit you, or a person you have nominated to act on your behalf, to collect information about your income and savings. The visiting officer will also ensure that you are receiving all the benefits you



are entitled to. Any information provided will be treated in confidence in accordance with the Data Protection Act.

*Rate as at April 2012

What we will need to see

It would be helpful if you could have the following information available for the visiting officer:

Income

- Letter from the Department for Work and Pensions giving details of all the benefits you receive, e.g. Retirement Pension Income Support, Pension Credit Income Support, Guarantee and Savings Credit, Attendance Allowance, and/or a bank statement showing these payments
- Notification of any private pension or annuity
- Details of any other income you may have

Savings

- Bank Statements
- Building Society Books
- National Savings Books
- Premium Bonds and National Savings Certificates
- Stock and Share Certificates
- Details of endowment insurance policies
- The value of land or property (other than your own home) that you own
- Details of any other savings and investments

Calculating your charge

Any savings below £14,250 are ignored. For savings of £23,250 or less but more than £14,250, we will assume an income of £1 per week for every £250 or part thereof. E.g. if you have savings of £16,500 we would ignore the first £14,250 leaving £2,250. We will assume an income of £9 a week. This is called 'tariff income'.

The charge you will be expected to pay will be your total weekly income, including any tariff income, less the statutory personal allowance, currently £23.50 weekly. If you are over 65 you may qualify for an additional savings disregard of up to £5.75 weekly.



Please note that some income is disregarded from the assessment, for example 50% of any personal pension you may have if you are maintaining your spouse at home and if your stay at home is temporary we will make extra allowances for the upkeep of your home.

Your home

When you move into a care home on a permanent basis the value of your home is disregarded for the first 12 weeks. After that we may include the value of your home as savings, but this will depend on your individual circumstances.

We will not take the value of your home into account if someone else lives in it that is:

- Your husband/wife or partner
- A relative who is aged 60 or over
- A relative who is disabled
- A dependant child

(A relative means a parent, child, step-parent, step-child, brother, sister, (or their husband/ wife or partner) grandparent, grandchild, uncle, aunt, nephew or niece).

We do have discretion to disregard the value of your property in exceptional circumstances, for example if there is a person living in the property that has no other home and had been your long term carer.

Deferred payments

If your home is included in the assessment of charge you do not have to sell it. If you do not want to sell your home or can't sell it quickly enough to pay for your care you may apply for the deferred payment scheme. Under this scheme, Dorset County Council places a legal charge on your property and in return pay your care costs, less any charges that you can pay from your weekly income. The amount that Dorset County Council pay will accrue as a debt, just like a mortgage, although no interest is added while you remain in the care home. The debt must be repaid by you or your estate as soon as the property is sold, or within 56 days of you leaving care. There is a charge for administration costs involved in setting up the legal charge.



Short term breaks

If it is agreed for you to go into a care home for a planned short break, a change of scene or so that your carer can have a holiday, providing you have under £23,250 you will be asked to contribute a flat-rate weekly charge.

Flat-rate charges

If you move into a care home before your charge has been assessed you can opt to pay a flat-rate charge for the first four weeks of your placement whilst your charge is being assessed.

More information

This factsheet is a brief guide to charging people in care homes. If you require detailed information please do not hesitate to contact the Financial Assessment Team at County Hall, Dorchester, telephone 01305 224945, 01305 228581 or 01305 224894.

Personalisation

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

Compliments and complaints

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 228563.



Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com

Social care local offices:

Bridport

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: bridportsocialcare@dorsetcc.gov.uk

Christchurch

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: christchurchsocialcare@dorsetcc.gov.uk



Dorchester

Acland Road, Dorchester, Dorset DT1 1SH
Tel: 01305 251414
Fax: 01305 251034
Email: dorchestersocialcare@dorsetcc.gov.uk

Ferndown

Penny's Walk, Ferndown, Dorset BH22 9JY
Tel: 01202 877445
Fax: 01202 876604
Email: ferndownsocialcare@dorsetcc.gov.uk

North Dorset

Bath Road, Sturminster Newton, Dorset DT10 1DR
Tel: 01258 472652
Fax: 01258 473161
Email: northdorsetsocialcare@dorsetcc.gov.uk

Purbeck

19 Bonnets Lane, Wareham, Dorset BH20 4HB
Tel: 01929 553456
Fax: 01929 556319
Email: purbecksocialcare@dorsetcc.gov.uk

Sherborne

Non-visiting office
Tel: 01935 814104
Fax: 01935 817207
Email: sherbornesocialcare@dorsetcc.gov.uk

Weymouth & Portland

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG
Tel: 01305 760139
Fax: 01305 774622
Email: weymouthsocialcare@dorsetcc.gov.uk

