

Willowthorpe Care Home

Finance Guidelines: Summary of Key Facts

Key Information

Number of rooms: 56 furnished rooms, all with en-suite shower room

Registered Manager: Nicola Mead

CQC Registration: We are registered and regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England. Our current rating is **Good** (January 2019)

Type of care: We provide residential, residential dementia, respite and end of life care.

Staffing: The home is run by a home manager who is supported in the home by care leads, maintenance, housekeeping, catering and lifestyle. The home manager is also supported by a head office leadership and operations team. We regularly review staffing levels and adapt them to residents' needs. We use a dependency tool to help us to make informed decisions about how many staff we need each day and night, based on the number and the needs of the residents. Further information can be provided about staffing arrangements if required.

Funding options

We accept self-funded and local authority funded residents able to pay a top-up fee to meet our weekly fee. Where the top-up is payable, the local authority should pay us the full cost of care, and collect the top-up from you directly. If you have a house to sell, you should have finances in place to pay the care fees whilst the sale is going through or a deferred payment scheme from Social Services is required. For information about this scheme you will need to contact your local Social Services.

Trial period: Your first 28 days is considered a trial period, during which either you or we can end the contract after 7 days of serving written notice on the other. We will only end the contract during the trial period if we are unable to meet your needs.

Weekly Fees

	Permanent	Respite
Residential care	from £990	from £990
Residential dementia care	from £1025	from £1025

Fees are subject to a pre-admission needs assessment which is required to fully understand the level of care and support required by each individual. Premium rooms normally attract an additional charge.

What's included?

- all care and support including a monthly care review
- A dedicated key worker for each resident
- Individual care planning tailored to your needs
- All dining, snacks and drinks, freshly prepared every day
- All utilities and accommodation costs
- Use of all facilities in the home including: cinema, bar
- Access to landscaped private gardens
- Activities and lifestyle programme
- Housekeeping and laundry services
- WiFi internet access in communal areas

Requirements for admission

Before admission we will ask you to provide the following information:

- Confirmation of who has authority to pay the fees
- Complete a B&M Care Financial Questionnaire
- Contract signed by the person who has authority to pay the fees
- Copy of the 'Registration of Lasting Power of Attorney for Property and Financial Affairs'(LPA) if appropriate
- If an LPA is not in place at time of admission, we will require written commitment from the NOK, stating that they will pay the fees until LAP has been registered. Note that there can be a 20 week wait to register LPA visit: www.gov.uk/power-of-attorney
- Self-funding residents should be able to provide evidence that they have sufficient capital assets, to cover their fees.

Payment of Fees

4 weeks deposit in advance will be required on admission. Fees are due one month in advance of the 1st day of the month. Fees should be paid by direct debit. Card payments can be made by the card holder, or a person who has LPA on the account, and can be made via Head Office. There is no charge for card payments.

Changes in fees

To cover inflation and other predictable cost increases, your fees will be reviewed in April each year. The only other increases payable will be if you choose to move to a more expensive room, or if, upon assessment/care review, your care needs have changed, in which case we will discuss any changes to fees with you.

Funding status changes

If during your stay your funding status changes and you are unable to meet the fee levels for your room we may ask you to move to a less expensive room if one is available. We will not terminate your residency unless we can no longer meet your care needs.

When funds become depleted

When a person's funds are reaching the threshold of £23,250 it is the NOK's responsibility to notify the home manager. If you have any concerns about funding you could take specialist financial advices as there may be options that you are unaware of. The following providers have no commercial link with B&M Care and anything you discuss with them will be in complete confidence:-

- www.eldercaregroup.co.uk can send you a free 'Paying for Care Guide'
- www.symponia.co.uk can send you a free 'Care Fees Planning Handbook'
- www.ageuk.org.uk offer free advice on paying for care including applying for social care funding

There are more detailed points in the contract.

Please ask the home manager for clarification of any points included in the contract.



WILLOWTHORPE CARE HOME High Street, Stanstead Abbots, Herts. SG12 8AS