

Brendoncare Otterbourne Hill – Important Information



Brendoncare Otterbourne Hill

We know that for most people, moving into a care home is a huge step to take and often a difficult decision. We understand you may have many questions to ask in helping you make your decision. Please be assured that we will do our utmost to provide you with as much information as possible to help you make an informed choice.

Our information here is to help potential residents. We are also aware that often, it is family members or other representatives who are assisting with any care home selection, or making decisions on behalf of a potential resident through a power of attorney.

This guide provides the following information:

- Key features of the service
- Funding arrangements
- Fees and charges
- Price changes
- Trial periods and notice periods
- A change in funding arrangements
- Handling complaints
- The contract – reasons to end it and where to find a copy
- How the home is regulated and managed
- Contents insurance
- Residents' choice
- Paying fees during temporary absence or after death
- Next steps
- Trading name and contact details

If there is anything you would like to know not covered in this guide, please speak to the care home's General Manager, who will be happy to help you.

Their contact details are:

Charlotte Chiutare
Brendoncare Otterbourne Hill
Otterbourne
Winchester
Hampshire, SO21 2FL
Telephone: 01962 679649
Email: cchiutare@brendoncare.org.uk

www.brendoncare.org.uk/care/our-care-homes/otterbournehill

KEY FEATURES OF THE SERVICE

What are the key features and services you offer?

Each Brendoncare home is unique and offers different care services.
Brendoncare Otterbourne Hill is a care home with nursing and dementia care.

Brendoncare Otterbourne Hill has 64 single rooms arranged into four smaller households, giving it a homely feel. All the ensuite bedrooms are furnished, and have a 24-hour call system, telephone point and TV aerial socket. Many residents personalise their rooms with smaller items of furniture, ornaments and pictures.

Our facilities include communal lounges and dining rooms within each household, gardens, shop, library, hair salon, cafe and a space for residents, local people and community club members. We cook all our food, which is fresh every day, on site. Please let us know if you would like to see a sample menu.

Professionals who visit the care home include GPs, local clergy, other faith group representatives and NHS clinical specialists. There are also other chargeable visiting services from professionals such as a hairdresser, private physiotherapist, dentist and chiropodist.

We offer a lively, engaging activities programme which our in-house team co-ordinates. Please ask if you would like to see a copy of the calendar of events.

Do you offer respite stays?

Yes, we offer short stay/respite care at our care home for convalescence, a short holiday, or to give permanent carers a break. Many people use their short stay as a trial to help them decide whether they would like to live permanently at the care home. Typically, we suggest two weeks as a minimum stay period and generally, not longer than six weeks. Please speak to the General Manager if you are considering a different length of stay.

Tell me about staffing at the care home.

Our staff and staffing arrangements are key to ensuring that not only do you receive the care and support you need, you also feel comfortable and "at home" with us.

Care is our priority and the staffing levels within our home will fluctuate in line with the needs and numbers of residents we have living with us, and also depending on the time of day or night.

There are always care assistants, senior carers and nursing staff on duty. We also have other team members covering maintenance, reception, administration, wellbeing, catering and housekeeping. The General Manager or one of the Deputy Managers are on call for emergencies with additional management and specialist support from the Brendoncare Foundation's central office based in Winchester.

A 24-hour call system in operation throughout the care home enables you to request assistance from our team whenever you need it.

FUNDING ARRANGEMENTS

Most residents fund their own care, known as self-funding. Some residents have their fees paid in full by another agency such as the local NHS that can provide Continuing Healthcare funding (CHC) for people with particularly complex health needs.

Regardless of how you fund your fees, we offer the same high standard of care to all residents. This is a requirement of our regulator, the CQC (Care Quality Commission) and is firmly in line with Brendoncare's ethos.

What is unique about Brendoncare's financial support for care fees?

Brendoncare is a charity and as such, is unique in that we can offer financial support to residents if, after a period, their resources drop to the eligibility threshold set for public funding.

We do this through our **Care for Life** promise. Care for Life ensures that once we welcome you as a permanent resident into one of our homes, you will not have to move out due to lack of funds. See www.brendoncare.org.uk/paying-for-care/ for more information.

If your finances drop below the threshold for public funding, Social Services will contribute to the cost of care. Sometimes, their rates are not enough to cover the full cost of our fees, which is when **Care for Life** steps in, providing a charitable payment that tops up the difference. Social services will assess your required weekly contribution should this situation apply.

Will I need to have a financial assessment?

Yes. As a charity, we support about 20% of our residents through our **Care for Life** promise. In order to be fair and manage the charity's funds in an equitable and sustainable way, there are a small number of stipulations on our Care for Life Promise. We ask:

- that a financial assessment form be completed before moving in
- for the form to contain a full and honest financial position
- that there be no financial mismanagement during the residents stay.

Depending on the type of care needed, we typically ask self-funders to have the means to cover their fees for either two or four years.

Occasionally, depending on personal circumstances, we can accept residents whose funding is under this threshold. Please feel able to discuss your position with us if you are unsure if you qualify or not.

For more information on funding fees, including signposting to other resources, please see [Paying for Care](#).

Do you ever accept people who are Local Authority-funded from the start of their stay?

Whilst the majority of people who live with Brendoncare fund their own care, we also work closely with local authorities to support those who cannot afford the full cost of the care. If this applies to you, please feel able to discuss your circumstances with us.

In these circumstances, the resident's contribution towards their fees depends on their income levels. Social services and NHS Funded Nursing Care (FNC) will cover the rest of the fee where eligible.

Sometimes this form of funding does not cover the total fee, so Brendoncare will subsidise the fees via our charitable **Care for Life** promise.

Accepting a resident funded in this way depends on a number of factors including the contribution the Local Authority chooses to make.

FEES AND CHARGES

Which services are included in my weekly fee? What other services and extras are available?

This information can also be found in the Brendoncare Otterbourne Hill brochure available on our website or from our customer relations team.

The following facilities and services are included in your weekly fee:

- Fully furnished single ensuite bedroom
- 24 hour nurse call system
- Digital care plan
- Several lounge and dining areas
- Landscaped gardens
- Balconies and terraces
- Hair salon
- Library
- Food and drink including snacks
- Assisted bathroom
- Personal care and nursing requirements
- Medication
- Utility costs and council tax
- Housekeeping
- Linen and laundry (excluding items requiring dry cleaning)
- Wellbeing activities and entertainment
- Complimentary WiFi throughout the home
- Hot and cold drinks for visitors
- A community hub space for activities and events

The weekly fees do not cover the following additional items and services which are available as extras: we will advise you of their cost beforehand and arrange them for you at a charge.

Such extras include:

- Hairdressing
- Personal copies of newspapers or magazines
- Personal purchases such as stationery, confectionery, alcoholic beverages and toiletries
- Clothing, shoes and slippers
- Dry cleaning
- Taxis and other private transport
- Guest meals
- Private treatments such as chiropody, audiology, physiotherapy, aromatherapy, massage and reflexology
- Accompanying to medical appointments (charged at an hourly rate)

Depending on your eligibility, you may be entitled to receive free additional NHS services such as speech and language therapy, and dietary advice. The care home can give you more details of what is available and relevant to your needs.

Once we have met you and carried out a care needs assessment, we will confirm the weekly cost for your care. If the assessment shows that you need specialist 'one to one' care, we can discuss and agree this separately with you/your funder and complete a written agreement.

What are your fees for respite stays?

Fees for short respite or convalescence stays are 10% higher than for a permanent admission. This is due to the extra time taken to welcome you and ensure you are settled in your surroundings, enabling us to respond at the same level as we would for a permanent resident but within a shorter timescale.

Are there any upfront payments or deposits?

We do not charge any administration or joining fees but we do ask for 4 week's deposit on signing the contract. We would refund your whole deposit should you not move in for any unforeseen reason. We will refund the deposit (less any fees due) when you leave the care home. In the event of death, we will wait until the grant of probate has been issued.

How do I pay my fees?

We will ask you to complete a direct debit form when you sign the contract. We take payments on the 14th day of the month (or previous working day where the 14th falls on a non-working day). Please speak to the care home administrator if you have any concerns about paying for fees while waiting for the completion of a house sale.

PRICE CHANGES

Will my care fees increase once I have moved in?

We will review your fees on an annual basis in line with increases in our costs. Our care fees increase on 1st April each year and we will give you one month's written notice in advance.

Your fees may increase or decrease at other times, for example, if your care needs change or you require one to one care. We review your level of support each month and monitor any changes. If there is a significant change, we will discuss it with you and/or your representative, involving you in any decision where there is a need to provide additional care to you. We will give you 28 days' notice in writing explaining the reason before implementing a fee change.

Can you give me any information about paying for care, covering any benefits to which I may be entitled?

Paying for care is a significant financial commitment and everyone's situation is different. The information in [Paying for Care](#) outlines the key aspects, including information on benefits to which you may be entitled, the Brendoncare Foundation's **Care for Life** promise, and signposting to further information and advice.

Eligibility for benefits from the Department of Work and Pensions (DWP) will depend on your medical or personal care needs. If you are funding your own care, you may be eligible for Attendance Allowance. This would stop if you become eligible for Social Services funding.

If you are funding your own care, or partially with Social Services, and we are providing you with nursing care, we can apply for the NHS Funded Nursing Care (FNC) on your behalf. An assessment will be carried out and, if FNC is awarded, it will be deducted from your fees. There is a regular review of FNC which may be withdrawn in some cases where there is an improvement in an individual's needs.

For a small number of residents assessed as having complex health needs, the NHS will fund a care package called Continuing Healthcare (CHC funding). We, the care home, negotiates the rate with the NHS. On approval of CHC, FNC will no longer apply.

There is a regular review of CHC funding and, in some cases when a resident's needs have improved, this may be withdrawn. In such instances, residents would have to fund their own care or to apply to the Local Authority social

services department, depending on their financial situation. In these circumstances, FNC approval would still be likely.

For further information and advice, we recommend you contact:

- **Age UK** - Free advice line 0800 678 1602
www.ageuk.org.uk/information-advice/care/paying-for-care/
- **Independent Age** - Free advice line 0800 319 6789
www.independentage.org/get-advice/health-and-care/paying-for-care/paying-for-care-a-care-home
and
www.independentage.org/get-advice/paying-for-your-care-england
- **Citizens Advice** www.citizensadvice.org.uk, telephone 03444 111 444

Where can I find information from the CQC about your care home?

You can find a copy of the latest report on our web page, via the CQC website or in our home. The latest CQC inspection gave us a GOOD rating.

Where can I find any comments from others about your service?

You can find testimonials on our website from people who use our service, their families and friends – or via www.carehome.co.uk.

TRIAL AND NOTICE PERIODS

Is there a trial period?

We treat the first calendar month following your move to the home as a trial period. During this month, either of us may terminate the agreement by giving the other seven days' written notice. We may terminate the agreement during this period if it becomes clear we cannot provide with the level of care you need.

We will refund you any fees you have paid beyond the expiry date of the notice period (or the date you depart/you clear your room if later). We will refund any payments you have made if you leave the care home before the end of the notice period, and we are able to reallocate your room to another person before the period expires.

What happens if I want to leave after the trial period?

We hope you decide to continue living with us. However, if you have any concerns at any time, please discuss them with the care home's General Manager so the team caring for you so we can make adjustments. However, if you still decide to leave, we will ask for notice of one calendar month so we can offer the room to someone else who is waiting to move in.

A CHANGE IN FUNDING ARRANGEMENTS

Prior to moving into our care home, you will have completed a financial assessment. Our blog, [Paying for Care](#), outlines information on benefits and signposts to some suggested resources for advice and support including speaking to an independent financial adviser.

Our **Care for Life** promise ensures that once we accept you in one of our care homes, you will not have to leave due to lack of funds.

HANDLING COMPLAINTS

What happens if I am not happy with the service and need to make a complaint?

Sometimes, despite everyone's best efforts, things do not always go smoothly – we're all human! If something's not right, even a small thing, please speak to us about it and we will try to rectify it.

To help us ensure everything runs smoothly, please help us as we develop your Care Plan. This way, we can get to know each other and you can tell us about all the important things in your life so we can support you in a way that is right for you. We hold regular meetings with residents and their relatives where you can raise any general issues affecting your care.

If you have a bigger complaint, please speak to a senior member of staff who can take the matter further with you. If it is something we can fix quickly, we will do it. Sometimes, such matters will take a little longer but please be reassured that we take all complaints seriously.

For more information on our complaints policy, please see www.brendoncare.org.uk/relatives-area/#feedback

THE CONTRACT – REASONS FOR ENDING AND WHERE TO FIND A COPY

Please ask the care home's administrator for a copy of the contract.

What are the circumstances for ending a contract?

It is very rare that we terminate a contract. We will always endeavour to work with you and come up with solutions to any situation. Before any contract termination, we will have had discussions with you and/or your representative so it is not unexpected.

Example instances would be:

- If we can no longer meet your needs – see below
- If you do not pay your fees as agreed
- If you or your representative cannot agree a price for the appropriate care where circumstances have change on either side – please see options below
- If there is a material breach of any of the contract's terms and conditions that remains unrectified more than 14 days after serving written notice of such a breach
- If Brendoncare reasonably considers your behaviour to be detrimental to the care home or to the safety or welfare of other residents or staff
- If you decide to give notice of leave

The notice period for either party is one calendar month, given in writing.

What happens if you can no longer meet my needs?

If your care requirements change significantly and we can no longer meet your needs, the General Manager will discuss the situation and outline alternative solutions. This might include moving to another more suitable Brendoncare home. If that is the case, we can negotiate a transfer for you and your family, and our **Care for Life** promise will still apply.

What are my options if you give notice to increase my fees due to an increase in my care needs?

You can either:

- Do nothing, in which case the fee increase will start on the date notified

- Give us notice that you wish to leave. In this case, you will have one calendar month from the date you notify us to move out before the fee increase applies
- Ask for an independent review of our assessment of your care needs, revised fee level or both. In this case, we will charge you at the revised rate at the end of the notice period until the outcome of the review is complete. If the review finds our fee increase to be unjustified, we will refund you any difference in the rate.

You will be able to see the details of the assessments we have relied upon as part of the consultation and decision process.

HOW IS THE HOME REGULATED AND MANAGED?

We take the safety and care of everyone who lives at Brendoncare very seriously. As providers of social care, alongside our own high standards, we are obliged to abide by the Fundamental Standards as published by the CQC.

As well as CQC inspections that take place about every two years, other agencies check all aspects of the care home, including:

- Health and Safety – in addition to our internal Health and Safety Advisor, we have appointed an external Auditor to monitor the safety of our premises and work systems
- Fire Safety – we have a regular external Fire Safety inspection, together with internal training and monitoring
- Food Safety – the local authority covering the care home inspects our kitchens and food handling processes. We currently hold a 5* certificate and you can find a link to our latest food hygiene rate on the website: [BRENDONCARE OTTERBOURNE HILL | Rating Business Details | Food Standards Agency](#)

CONTENTS INSURANCE

What about my belongings? Do I need insurance?

Our insurance policy will provide cover for your personal belongings up to a maximum individual item value of £250 or their aggregate value up to £1,000 at any time with the exception of cash.

We would advise you not to keep valuables in your room. It may therefore be sensible to ask your family to look after them for you. Small items, such as bank cards, can be put in our safe temporarily.

While Brendoncare undertakes that its staff, volunteers and contractors will take reasonable care of residents' property, we cannot accept responsibility for loss or damage for any high value personal items.

You will need to insure any personal belongings, such as furniture, or items such as cash, credit cards, deeds, documents or personal effects of greater value, that you want to keep in the care home. Please inform us of any items you are intending to keep.

What about spending money? Can I keep it with me - or do I have an account?

You do not have to worry about keeping cash with you. Most people choose to have a personal expense account, which the care home administrator manages. We ask you to lodge an initial sum with us so that any expenses you incur within the care home, such as newspapers, hairdressing and shop purchases, we pay directly to the supplier on your behalf.

We will provide you with a regular statement, showing a record of your spending and will ask you for a top up when necessary.

RESIDENTS' CHOICES

Can I bring my pet with me?

We welcome well-behaved pets as visitors to the care home and by arrangement as residents of the home. Please discuss this with the General Manager. We have to consider the size of the pet, who will care for them, whether anyone in the care home has an allergy to animals, and the impact they will have on other residents, staff and visitors. We will not be responsible for any food provision, vet bills or other expenses. We also require any pet to have a clean bill of health before they move in. The pet will need to stay out of the care home's clinical and catering areas, and we may ask to remove it if it represents a health hazard or inconvenience to others in the care home.

May I choose which staff members assist me with my personal care?

All our colleagues are trained to meet the Brendoncare standards of work and behaviour, and we pride ourselves in treating everyone with respect and dignity. Please speak to the General Manager if you have any particular preferences,

concerns, religious wishes or requirements. We will do our best to meet your needs by allocating staff in your household in the most effective way.

How will you meet my dietary needs and requirements?

You can meet the catering team who will work with the care and nursing staff to understand and accommodate any specific likes and dislikes, medical dietary needs, preferences and allergies you may have. We monitor nutrition and hydration carefully to ensure you stay healthy, with appetising, wholesome food and drink available throughout the day and night when required.

Do I have a choice over things such as what time I get up or go to bed and whether to have a bath or shower?

Yes absolutely. The care team will meet to discuss your preferences with you when you move in with us.

Can you support me with my religious/spiritual beliefs and practices?

Our team will endeavour to support you in all areas of your life including your religious/spiritual beliefs and practices. We have links with local faith communities, hold regular services and are happy to discuss what is important to you.

Do you have any specific visiting hours?

No, our care home is your home and your visitors are welcome anytime. If you or your guests would like to speak to the General Manager, please make an appointment to ensure they are available.

PAYING FEES DURING TEMPORARY ABSENCES OR AFTER DEATH

Do I still pay care fees if I am temporarily absent from the care home such as when I go on holiday or for a hospital stay?

Yes, just as if you were living in your own home, we still need to pay bills and staff, so care fees still apply during your absence. If you receive Attendance Allowance, it will stop after a total of four weeks (in either one stay or several stays, where the gaps between stays are no more than four weeks each time). You would not have to pay for any 'one to one' care if you are away from the home unless one of the staff is accompanying you.

How long are care fees payable after my death?

Care fees are payable until your room is cleared by your representative up to a maximum of 10 days. If your representative needs more time, we can discuss this further with them at the time or arrange to store any personal belongings.

NEXT STEPS – When can I see a contract?

The care home can provide you with an example contract. When you feel you are ready to commit to moving into a Brendoncare home, we will supply you with a contract tailored to your level of care, move in date, fees and other relevant information. Do let us know if you have any questions or need to receive the contract in another format.

If you sign the contract outside the care home, i.e. in your own home, under the Consumer Credit Regulations, you have the right under consumer law to cancel the contract within 14 days. Please contact us if you wish to cancel and we will forward you a form to confirm your decision.

TRADING NAME AND CONTACT DETAILS

Legal trading name of the registered charity:

The Brendoncare Foundation
The Old Malthouse
Victoria Road
Winchester
Hampshire, SO23 7DU

Charity number: 326508
Company number: 01791733

Telephone: 01962 852133
Email: enquiries@brendoncare.org.uk