

Brendoncare Knightwood – important additional information

Moving to a home is an important decision so before you have any formal assessment or accept a final offer of a place in our Home we would like provide some additional information so that you can make an informed decision.

We have written this information to address potential residents but are aware that it is often family members/other representatives, who may be assisting with any care home selection or making decisions on behalf of a potential resident where a power of attorney is in use.

This document includes the following information:

- Trial periods and notice periods
- A change in funding arrangements
- Handling complaints
- The contract - reasons for ending and where to find a copy
- Trading name, home name and contact details
- Information about how the home is regulated and managed
- Information about contents insurance
- Residents' choice
- Paying fees during temporary absences or after death
- Next steps

TRIAL PERIODS, NOTICE PERIODS

Is there a trial period?

The first calendar month following your move in to the home is treated as a trial period. During this period of time either of us may terminate the agreement by giving the other seven days' notice in writing. We may terminate the agreement during this period if it becomes clear that we cannot provide you with the level of care that you may require.

You will be refunded any fees that you have paid beyond the expiry of the notice period (or the date of your departure / your room being cleared, if

later). Where you leave the home before the end of the notice period and we are able to re-allocate your room to someone else before the period expires, we will refund any payments that you have made for the period following re-allocation.

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

We hope you will continue to live with us, but if you have any concerns at any time please do discuss them with the Home's Manager and the staff team so that any adjustments can be made. However, if you still wish to leave, then we ask for one calendar month's notice so that we can offer the room to someone else who may be waiting.

A CHANGE IN FUNDING ARRANGEMENTS

What happens if there is a change in my funding arrangements?

Prior to moving in to our home you will have completed a financial assessment and been given [Paying for Care](#) outlining information on benefits, signposting to some suggested resources for advice and support including speaking to an independent financial adviser.

The Brendoncare Foundation's **Care for Life** promise ensures that once you have been accepted in to one of our homes, you will not have to leave due to lack of funds. Care for Life is a charitable third-party payment that tops up the difference between what the state will pay and the full cost of care. We fund about 20% of residents in this way.

The Brendoncare Foundation's Care for Life promise is one of the things that makes us unique and gives you and your family peace of mind; knowing that you won't have to move due to lack of funds can be an enormous relief.

HANDLING COMPLAINTS

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

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

It may take a while for us to get to know you and for you to get to know us. Please work with us as we develop your Care Plan, and make sure you tell us about the important things in your life so that we can support you in the way that you prefer. We do hold regular meetings with residents and relatives, where you can raise any general issues affecting your care at the Home.

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

You may submit a complaint/concern:

- **Verbally** - please speak to the senior member of staff on duty. This will enable a speedy response and if the matter cannot be resolved immediately, we would aim to report back to you within 48 hours.
- **In writing** - any complaint should be addressed to the Home Manager, Charlotte Gilbert, who will acknowledge the complaint within 3 days. The matter will be investigated and you will have a full response within 14 days.
- **Via the website** - complaints can be submitted online via our [website](#)

All complaints are reported to the Home Manager and the Head of Care Services, who is based at our Central Office:

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

Tel: 01962 852133

If you are not satisfied with our response you also have the right to contact the **Local Government and Social Care Ombudsman**.

Contact details are:

Local Government and Social Care Ombudsman
PO Box 4771, Coventry CV4 0EH

Tel: 0300 061 0614

Text "call back" to 0762 480 3014 with your name and mobile number

www.lgo.org.uk

Please note, the regulator, CQC, will not accept complaints, but will accept comments through their [website](#)

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

Please ask the Home's Administrator for an [example contract](#), which will also soon be found on our [website](#).

What are the circumstances for ending a contract?

It is very rare for us to terminate a contract. We would always endeavour to work with you and come up with solutions to any situation. Before any contract termination we would have had discussions with you and/or your representative so that, in the unlikely event of any termination, it would not be unexpected. Example instances would be:

- if we can no longer meet your needs – please 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 changed on either side – please see options below
- if there is a material breach of any of the terms and conditions of the contract which remains unrectified more than 14 days after serving written notice of such breach.
- if your behaviour is reasonably considered by Brendoncare to be detrimental to the care home or to the safety or welfare of other residents or staff.
- if you decide to give notice to leave

The notice period for either party would be 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, then the Home Manager will discuss the situation and outline alternative solutions. This might include moving to another more suitable Brendoncare home. If that is the case, then we can negotiate a transfer with 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 may either:

- Do nothing, in which case the fee increase will take effect on the date notified; or
- 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; or
- 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 unjustified then we will refund you any difference in rate.

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

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

Care home:

Manager: Charlotte Gilbert
Brendoncare Knightwood
Shannon Way
Chandler's Ford, Eastleigh
Hampshire
SO53 4TL

Telephone number: 02380247000

Email: cgilbert@brendoncare.org.uk

INFORMATION ABOUT HOW THE HOME IS REGULATED AND MANAGED

Which organisation regulates the care home?

In England all Care Homes are regulated by the Care Quality Commission ([CQC](#)) who can be contacted online at.

The Care Quality Commission registers all Care Homes and their details can be found on the CQC website. Inspection reports, both current and some historic can be found for each Care Home service on this website.

Who is the current Registered Manager?

Charlotte Gilbert is the General Manager and she can be contacted by phone on 02380 247000 or by email via cgilbert@brendoncare.org.uk

How do you ensure that all parts of the Home are safe and well run?

We are obliged as providers of social care to abide by the Fundamental Standards as published by the Care Quality Commission.

As well as inspections by the Care Quality Commission, which happen about every 2 years, there are also several other agencies which check all aspects of the Home, including:

- Health and Safety – 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 – our kitchens and food handling processes are inspected by the local authority covering the Home. We currently hold a 5 * certificate and a link to our latest food hygiene rating can be found on our [website](#).

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 so it may be sensible to ask your family to look after them for you. We can also place small items in our safe temporarily for you, e.g. a bank card which you use only rarely.

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

If you do wish to keep personal belongings, including furniture, and items such as cash, credit cards, deeds, documents or personal effects of greater value are in the home, then you will need to insure them. You should also inform us of what items you will be keeping personally.

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

In order that you do not have to worry about holding cash, most people choose to operate a personal fund account which is managed by the Home's Administrator. We ask you to lodge an initial amount with the Home then any expenses occurred within the Home e.g. newspapers, hairdressing, shop purchases – are paid direct to the supplier on your behalf.

We will provide you with a regular statement showing a record of what's been spent and will request a top-up when necessary.

RESIDENTS CHOICE

May I bring my pet with me?

We welcome well-behaved pets as visitors to the Home and by arrangement as residents of the Home. Please discuss this with the Home Manager.

We have to consider the size of the pet, who will be caring for them, whether anyone in the Home has an allergy to consider and the impact they will have on other residents, staff and visitors. We would not be responsible for any food provision, vet bills or other expenses. And, of course, we require any pet to have a clean bill of health before they move in. The pet would need to stay out of the catering and clinical areas of the home and may be asked to leave if it represents a health hazard or inconvenience to others in the home.

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

All our staff are trained to meet the Brendoncare standards of work and behaviour, and must treat everyone with respect and dignity.

If you have particular preferences, concerns, religious requirements or wishes please raise this with the Home Manager who will be pleased to discuss the matter. We will do our best to meet your needs by allocating staff in the most effective way in your household.

How will you meet my dietary needs and preferences?

You will be able to meet with the Chef Manager who will work with the care staff to understand and accommodate any specific likes and dislikes, medical dietary needs, preferences and allergies you may have. Nutrition and hydration are monitored carefully to ensure you stay healthy with appetising and wholesome food and drink available throughout the day and night as required.

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

The care staff will meet and discuss such preferences with you when you move in.

Can you support me to follow my religious beliefs and practices?

We will aim to support you in all areas of your life including your religious beliefs and practices. We have contacts with local religious communities and regular services, and are happy to talk with you to understand what is important to you.

Do you have particular visiting hours?

No, our home is your home and visitors are welcome anytime. If you or your guests wish to speak to the Manager we would suggest you 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 home, such as going on holiday or for a hospital stay?

Yes, just as if you were living in your own home, bills and staff still need to be paid and so do care fees.

Please note if you receive Attendance Allowance, then it stops after a total of four weeks (either in 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 were away from the home, unless one of our staff is with 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 than 10 days we will discuss this further with them at the time or arrange to store any personal belongings.

NEXT STEPS - When can I see a contract?

The home can provide you with a paper or digital copy and there is soon to be an [example contract](#) available on our [website](#) to assist your decision. When you are ready to commit to moving into a Brendoncare Home, we will supply a contract tailored to your level of need, dates of admission, fees etc.

If you have any questions or need the contract in another format do let us know.

Under the Consumer Credit regulations, if you sign the contract away from the Home e.g. in your own Home, 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 provide a form for you to confirm your decision.