

Brendoncare Otterbourne Court – key information

We know that for most people moving into a care home is a huge step to take and often a difficult decision, and we understand you may have lots of questions. Please rest assured that we will do our utmost to help and to provide you with as much information as possible 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 or 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:

- Key features of the service
- Funding arrangements
- Fees and charges
- Price changes

[Fee information](#), an [example contract](#) and information on [paying for care](#) is also available and will soon be found on our website.

If there is anything you wish to know that we have not covered, then please get in touch with the Home's Registered Manager who will be able to help. Their contact details are:

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Brendoncare Otterbourne Court
Otterbourne Hill
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Website: <https://www.brendoncare.org.uk/care/our-care-homes/otterbourne-hill>

KEY FEATURES OF THE SERVICE

Can you tell me about the key features and services you offer?

Each of our homes is unique and offers a variety of services. Otterbourne Court is a Care Home with nursing care and offers support for day-to-day care, nursing, dementia, end of life care and respite.

Otterbourne Court has 64 single rooms arranged in 4 households, giving a homely feel, and all our bedrooms are ensuite. All rooms are furnished, have a telephone point and TV aerial socket. Some residents personalise their rooms by bringing smaller items of furniture, ornaments and pictures.

Our facilities include several communal lounge areas, dining room, gardens, shop, hair salon, winter garden and community hub. Our food is freshly cooked on site, and if you have any dietary requirements please let us know. Hot and cold drinks are also always available for visitors when they come. Please ask if you would like to see a copy of the latest menu.

We are also fortunate to have other professionals who visit the home such as the GP, local clergy and other NHS clinical specialists.

There are also other chargeable visiting services such as a hairdresser, private physiotherapist and chiropodist.

We have a lively and engaging activities programme co-ordinated by our in-house team, so please ask for the latest calendar of events.

Do you offer respite stays?

Yes, we offer short stay/respite care at the Home. Respite is often used for convalescence, to have 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 at the home on a permanent basis.

Typically, we suggest 2 weeks as a minimum period of stay and generally not longer than 6 weeks, but please speak to the Home Manager if you have a different time period in mind.

What about staffing at the home?

Our staff and staffing arrangements are key to ensuring that you not only receive the care and support that you need, but also that you feel comfortable and “at home”.

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

There are always care assistants, senior carers and nursing staff on duty. We also have other staff teams covering maintenance, reception, administration, activities, catering and housekeeping. The Home Manager or the Deputy Manager is also on call for emergencies with additional management and specialist support from the Brendoncare Foundation central office in Winchester.

Our teams are further supported by our 24 hour call bell system that is in place throughout the home so you will be able to summon assistance when you need to.

Please note that the actual level of care that you will receive will depend on your individual care needs which will have been agreed with you/your representative.

FUNDING ARRANGEMENTS

Do you accept state-funded and self-funded residents?

Most residents fund their own care and are known as self-funding. Some residents have their fees paid in full by another agency, such as the local NHS Clinical Commissioning Group (CCG), who provide Continuing Healthcare (CHC) funding for people who have particularly complex health needs.

Regardless of how your fees are funded we offer the same high standard of care to residents as required by our regulators, the Care Quality Commission and in line with Brendoncare’s values of kindness, care, choice and community.

Is there anything unique about Brendoncare in relation to financial support for care fees?

Yes. The Brendoncare Foundation is a charity and, as such, is unique in the fact that we are able to offer financial support to residents if their resources drop below the threshold for public funding after a period of time through our **'Care for Life'** promise. Care for Life ensures that once you are accepted in to one of our homes you will not have to move out due to lack of finances.

If your finances drop below the threshold for public funding, social services will contribute to the cost of care. Often 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 the weekly contribution required from you should this situation apply.

Will I need to have a financial assessment?

Yes. As a charity we fund about 20% of our residents through our **'Care for Life'** promise and to do so requires financial planning. We will therefore ask you (or your representative) to complete a financial assessment before moving in. Alternatively, we will accept a letter from an appropriate professional such as an Independent Financial Adviser (IFA), qualified accountant or solicitor to confirm that funds to cover care fees are available.

Depending on the type of care needed, we typically ask self-funders to be able to cover their fees for between 3-5 years. Sometimes, depending on personal circumstances, we are able to accept residents whose funding is under this threshold at the discretion of the Chief Financial Officer, so do always ask if you are unsure whether 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?

Occasionally, there are exceptional circumstances where we will accept a resident who does not meet our financial criteria. Normally, the resident or

their family has a connection to Brendoncare. In these circumstances the resident's contribution towards their fees depends on their income levels and the rest of the fee will be covered by social services and NHS Funded Nursing Care (FNC) where eligible. This does not cover the full fees and Brendoncare will subsidise the fees via our charitable **Care for Life** promise, so accepting a resident funded in this way is at the discretion of the Chief Financial Officer. Please ask the Home Manager for more details if you think your circumstances may warrant special consideration.

FEES AND CHARGES

Which services are included in my weekly fee and which optional additional services and extras are available?

For our information on our fees, and other charges please see the financial information sheets specific to Brendoncare Otterbourne Court These are available in printed form or via email and soon will be on our website.

- [The weekly fee](#) – rates for different levels of care required and charges for optional extras and additional services
- [The weekly fee explained](#) – summary of what is included and what is extra

The following items and services are included in and covered by your weekly fees:

- accommodation
- food and drink, including snacks
- personal care and nursing care
- 24 hour care team and emergency call response system
- medication
- utility costs and council tax
- linen and laundry (not including items that require dry cleaning)
- housekeeping
- activities and entertainment
- building and garden maintenance
- WiFi
- hot and cold drinks for visitors

The following extra items and services are not covered by the weekly fees, but we can arrange for them to be provided to you for a charge. You will be

responsible for payment for these extras and we will advise you of their cost beforehand. Such extras include:

- hairdressing
- personal copies of newspapers or magazines
- personal purchases, such as stationery, confectionery, alcoholic beverages, particular snacks, toiletries
- clothing, shoes and slippers
- dry cleaning
- taxis and other private transport
- guest meals
- installation of private telephone line, internet or cable TV connections
- 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 community nursing, physiotherapy or dietary advice. The home will be able to give you more details of what is available relevant to your needs.

Once we have met you, understood your needs through a care needs assessment and know the services you will need we will be able to confirm the weekly cost for your care. If the assessment shows you need specialist 'one to one' care then this will be discussed and agreed with the you/your funder separately and a written agreement completed.

What are your fees for respite stays?

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

Are there any upfront payments or deposits?

We do not charge any administration or joining fees but we do ask for one month's deposit on signing the contract. Should you not move in for any unforeseen reason your deposit will be refunded in full. We will refund the deposit (less any fees due) when you leave the care home. In the event of death we will need to wait until grant of probate is granted.

How do I pay my fees?

You will be asked to complete a direct debit form when you sign the contract. Payments are taken on the 14th day of the month (or previous working day where the 14th falls on a non-working day).

If you have any concerns about paying for fees whilst waiting for a property sale please speak to the Administrator at the home.

PRICE CHANGES

Will my care fees increase having moved in?

Your fees will be reviewed on an annual basis in line with increases in our costs. Our care fees increase on the 1st April every year and you will be given one month's written notice in advance.

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

Can you give me an illustration of different price increases over time?

Example fee increases over five years:

Assume starting fee is £1,200 per week (£62,572 pa)

The example assumes that there is no change in care levels over the five year period.

		Yr 2	Yr 3	Yr 4	Yr 5
Fee increase at	3%	1,236	1,273	1,311	1,351
Annual Fee		64,449	66,382	68,374	70,425
Increase over year 1		1,877	3,811	5,802	7,853
Fee increase at	4%	1,248	1,298	1,350	1,404
Annual Fee		65,074	67,677	70,385	73,200
Increase over year 1		2,503	5,106	7,813	10,628
Fee increase at	5%	1,260	1,323	1,389	1,459
Annual Fee		65,700	68,985	72,434	76,056
Increase over year 1		3,129	6,414	9,863	13,485
Fee increase at	6%	1,272	1,348	1,429	1,515
Annual Fee		66,326	70,305	74,524	78,995
Increase over year 1		3,754	7,734	11,952	16,424

Do you have any information about paying for care including which benefits I might be entitled to?

Paying for care is a big financial commitment and everyone's situation is different. The document [Paying for Care](#), outlines the key aspects including information on benefits you might be entitled to, The Brendoncare Foundation's **Care for Life** promise, an illustration of funding sources and signposts you to further information and advice.

Eligibility for benefits from the Department of Work and Pensions (DWP) will depend on your medical and personal care needs.

If you are funding your own care you may be eligible for Attendance Allowance. This would cease if you become eligible for Social Services funding as the state would otherwise be paying twice for your care.

If you are funding your own care, or partially with Social Services, and we are providing nursing care we can apply for NHS Funded Nursing Care (FNC) on your behalf. You will then be assessed and, if successful, this will be deducted from your fees. FNC is reviewed regularly and in some cases where individuals' needs have improved, this may be withdrawn.

For a small number of residents who have been assessed as having complex health needs the local NHS Clinical Commissioning Group (CCG) will fund a package of care called Continuing Healthcare (CHC funding). The CHC funding rate is negotiated between the NHS and the care home. If CHC funding is approved, then FNC does not apply.

CHC funding is reviewed regularly and, in some cases where residents' needs have improved, this may be withdrawn. In this instance, residents would be required to either fund their own care or to apply to the Local Authority social services department, depending on their financial situation. It is likely in these circumstances that FNC would still be approved.

For further information and advice, we recommend you contact:

- [Age UK](#) telephone 0800 678 1602
- [Citizens Advice](#) telephone 03444 111 444
- [Alzheimer's Society](#) 0300 222 1122
- [Care Funding Guidance](#) 0800 055 6225
- [Paying for Care](#)

Where can I find information from the Care Quality Commission about your home?

You can find a copy of the latest report in our home, on our [web page](#) or via the [CQC website](#)

The latest inspection by CQC resulted in a GOOD report.

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

You can find testimonials from people who use our service and their families and friends who have experience of our home on our home [web page](#), or via www.carehome.co.uk