



Nottinghamshire  
County Council

# Living in a private care home

Information  
for older people



July 2006

# Introduction

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This booklet is for people who

- are living in a private care home
- AND
- Nottinghamshire County Council is paying all or part of the cost of your care.

It gives you, your relatives and friends important information about living in a private care home.

The information is based on the contract that the County Council has with private care homes in Nottinghamshire.

## The contract

The contract is an agreement between the care home where you live and the County Council. You do not sign this contract but you have a number of rights guaranteed by it.

The contract will say:

- how much the County Council will pay the care home for your care (this is called the standard rate)
- the services you will receive for this standard rate
- the standards of care and accommodation that has been agreed.

For more information about the contract or any other aspect of your stay in the care home contact your local Social Services Office (see page 7).

# Payments

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## Paying for your care

The County Council makes the payment to the care home for your care. This payment will include your contribution. You, your relatives and friends should not pay any money directly to the home except for "additional services" (see page 3).

## Third party payments or "top up"

However, if you have chosen a care home that charges more than the rate agreed with the County Council (more than the standard rate) this extra cost is called a third party payment or "top up".

### **In this case there are some important things you should know.**

- The Government does not usually allow you to pay the "top up" with your own money. It has to be paid for by a relative, friend or charity (for exceptions see the booklet\*, "Paying for a care home in Nottinghamshire").
- The "top up" must be paid directly to the County Council (not to the care home). The County Council then makes all payments for your care to the care home.
- The "top up" can ONLY be requested by the care home when you FIRST go into the home. It must be agreed, in writing with the person who is going to pay the "top up" and your social worker.
- The care home is NOT allowed to ask you, your relatives or friends for a "top up" AT A LATER DATE.

\* For more information about how your contribution is worked out and an explanation of third party payments or "top ups" read the booklet, "Paying for a care home in Nottinghamshire". You can get a copy from your social worker or local Social Services office (see page 7 of this leaflet).

## Services included in the payment

The payment that the Council makes to the care home covers the cost of:

- accommodation
- board
- personal and nursing care
- personal laundry
- essential toiletries, for example, basic soap, shampoo, toilet paper
- activities in the home
- administrative costs
- transport to hospital appointments if NHS transport is not available.

## Services not included in the payment

The payment that the Council makes to the care home does not cover the cost of some services and items.

### Additional Services

These are services that you can choose to use and must pay for yourself. You can use your own money, for example, your personal allowance, to pay for them. These might include:

- hairdressing
- chiropody

- aromatherapy
- trips out
- dry cleaning
- buying newspapers, cigarettes, alcohol, cards, luxury toiletries and clothes
- the cost of visits to relatives.

The home must give you written details of the additional services and how much they cost.

**If you do not want these additional services and items you do not have to use them or pay for them.**

## Living in the care home

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Please note: *all care homes have to be registered with and inspected by the National Care Standards Commission.*

This is your care home and you should expect the following standards of care and accommodation.

### Staff

- Staff should treat you with respect and dignity at all times.
- Staff will be trained and supported to help them do their jobs properly.
- Staff should know about you and all the care you need.
- Staff should respond to your requests for help as quickly as possible.

### Accommodation

- You should be given written information about the home and about its policies and procedures.

## Your room

- You will have your own room unless you choose or agree to share.
- Your room **will not be changed without your permission** and you should discuss any proposed change with your Social Worker.
- If you are admitted to hospital your room will be paid for by the Council for at least 6 weeks and longer if needed. **Your room cannot be used by anyone else or for any other use.** If any new arrangements have to be made, these will be discussed with you and your relatives and/or friends.
- You should be able to lock your room and have a key.
- Your room should be kept clean, tidy, warm and odour free at all times.
- Staff should knock on your door before they enter your room.
- You can go to your room whenever you wish.
- You can have visitors in your room if and when you wish.
- You should be able to make telephone calls in private.
- You are not expected to pay for any furniture or equipment provided by the care home.
- You can have some of your own things in your room, including small items of furniture. They must meet Health and Safety regulations and not prevent use of equipment needed for your care e.g. hoists.

## Electrical Appliances

Care home staff will arrange for any electrical appliances that belong to you

to be tested each year at no cost to you. If the appliance is found to be unsafe it is your responsibility to pay for its repair or to buy another one.

## Valuables

Ask staff about the care home's insurance policy for your belongings. You should take out your own insurance if the care home's insurance does not cover your belongings.

## Care

### Personal care

The help you need will be agreed with you by your social workers and the care home staff. It will be written down in a care plan. You can ask to see the care plan and your family can see it, with your permission.

### You can expect that:

- You will be encouraged to do as much for yourself as you are able to do. This may include bathing, dressing, feeding yourself, tidying/cleaning your room and going out.
- You should be able to choose when to get up; what to wear and which activities to take part in.
- **You should, where possible, be able to choose care staff of the same sex to help with personal care, for example, washing, bathing, dressing and using the toilet.**

### Food and drink

- Your food should be varied and nutritious.
- Meals should take account of any religious beliefs, preferences or medical needs that you might have.

## **Laundry**

- Staff will do your laundry.
- Your clothing will be returned to you promptly. Please mark your clothing before admission so that it can be identified easily.

## **If the care you need changes**

- Care home staff will be aware of any changes to the care you need. Your care plan will be kept up to date and show any changes.
- There will be a review of your care at least once a year to make sure that the care home can still meet your needs.
- If you need more help than you can get in your present care home your social worker may arrange for you to move to another one. You and/or your family will be fully involved in any discussions.

## **Managing your money**

- You can be responsible for your own money and spend your personal allowance as you wish. You can appoint someone else to look after your money if you, or your family, are unable to do it. Your social worker can arrange this.
- If the care home manager looks after your personal allowance, he/she must keep a written record and receipts for all expenditure. You can ask to see this record, and your family can see it with your permission.
- You can give your valuables to the manager for safe-keeping. If you do, you should be given a receipt.

- Care home staff should not accept gifts from you and cannot be beneficiaries of your will.

## **Social activities**

- Staff must provide some activities of interest to you. You have the right to choose if you want to take part in the social activities.
- You may have to pay if an activity is arranged just for you, at your request.

## **Looking after your health**

- You can keep your own GP if it is possible, or you may have to choose a new one. You should be able to see your GP or other health workers in private if you want to.
- You can be responsible for taking your own medicines if it is considered to be safe for you to do so. A lockable drawer should be provided for you to store your medicines securely.
- You should not pay for any continence products or pressure relieving equipment.

## **Medical appointments**

- Staff are responsible for making arrangements for you to attend hospital or medical appointments.
- Your family may be asked to accompany you to these if it is reasonable and possible in family circumstances.
- If a member of staff is required to accompany you to routine hospital appointments, your family may be asked to contribute to the cost.

- **You** do not have to pay any costs related to NHS hospital or NHS medical appointments.

## Leaving the care home

What to do if:

- **you want to leave the care home**

Contact the duty officer in the social work team at your local Social Services office. A member of the social work team has to give 28 days written notice to end your stay at the home.

If you choose to move to another care home before the end of the 28 days notice the Council may expect you to pay the full cost of the new home until the notice period has expired.

- **you are asked to leave the care home**

Contact the duty officer in the social work team.

You do not have to leave until your social worker has made arrangements for you.

The care home is required to give 28 days written notice to the Council.

## Advocacy

You have the right to have an advocate. Information is available on the Nottinghamshire County Council's website:

[www.nottinghamshire.gov.uk/independantadvocacy](http://www.nottinghamshire.gov.uk/independantadvocacy)

## Your records

You have rights of access to information recorded about you. A leaflet, 'Social services records...a guide to your rights', is available from your local Social Services office.

## Making a comment or complaint

Tell the staff if you are pleased with the service. It is helpful to know when things are right.

Tell the manager or staff if you are not happy with the service, to see if things can be put right. They may not be aware that there is a problem and may be able to sort things out for you.

If you or your relatives and friends continue to be worried about any aspect of your care or treatment contact one of the people or organisations listed on page 7.

## Emergencies

Wherever you are in the County, in an emergency during evenings or weekends, you can contact the Nottinghamshire Emergency Duty team on **(0115) 844 7333**

# Who to contact

## Local Social Services offices

Ashfield

**Sutton in Ashfield**

Tel: (01623) 433433

Gedling

**Arnold**

Tel: (0115) 854 6000

Rushcliffe

**West Bridgford**

Tel: (0115) 914 1500

Bassetlaw

**Worksop**

Tel: (01909) 535602

Mansfield

**Mansfield**

Tel: (01623) 433433

Ask to speak to your  
social worker or care  
manager

Broxtowe

**Beeston**

Tel: (0115) 917 5800

Newark

**Newark**

Tel: (01636) 654654

### **Commission for Social Care Inspection**

Nottingham Area Office

Edgeley House

Riverside Business Park

Tottle Road

Nottingham NG2 1RT

**Tel: (0115) 934 0900**

Website: [www.csci.org.uk](http://www.csci.org.uk)

### **Purchasing and Contracting Unit**

Social Services Department

Nottinghamshire County Council

County Hall

West Bridgford

Nottingham NG2 7QP

**Tel: (0115) 977 3911**

### **Customer Relations Officer**

Customer Relations Service,

Nottinghamshire Social Services

Melrose House

Waverley Street

Nottingham NG7 4HF

**Tel: 0845 330 4216**

### **The Nursing Co-ordinator at the local PCT.**

Contact NHS Direct for information  
and advice.

**Tel: 0845 4647**



Service Information Team, Social Services  
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