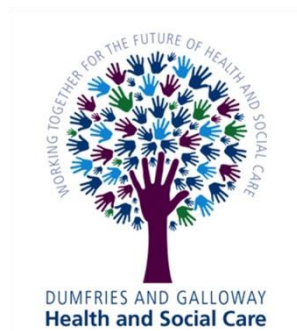


Choosing a Care Home

Providing help for you to choose the right Care Home



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Introduction

Choosing a Care Home is one of the most important decisions that you can make. This leaflet provides lots of information which will help you to make that decision.

This leaflet has been written for people who are moving to Care Homes. However, it may also be useful for other people, such as your family, friends or authorised representatives, who may be helping you to choose where you want to live.

We all have different ideas about what is important to us and about how we want to live our lives. So finding out as much as you can about Care Homes in the area can help you choose a place where you will be happy to live.

The first section of this leaflet suggests a range of sources that are available to provide you with information about Care Homes.

The second section identifies a number of factors that you may want to consider when choosing the right Care Home for you.

The final section of the leaflet provides a list of organisations that you may find helpful to contact for information, help and advice.

How to Find Information about Care Homes

Summary

- Request a brochure from local Care Homes
- Visit a number of Care Homes in your area
- Look at The Care Inspectorate Web Site to read recent Inspection Reports of local Care Homes
- Contact Social Work Services for information
- Speak to family and friends, your GP or Health Visitor who may know about Care Homes in your area

The Care Home

- Care Homes can provide you with a range of written information about what they can offer you, for example brochures, newsletters, policies and procedures. They can also give you Care Inspection Reports to read.
- However, by visiting a number of Care Homes you will get a better impression of what it might be like to live in them. This may help you choose the Care Home where you think you will be most comfortable and best suits your needs. Make the most of these visits by preparing questions or checklists so that you can get as much information as you can about the things that are important to you.

Care Inspectorate

The Care Inspectorate is the organisation responsible for registering, regulating and inspecting care services in Scotland. Reports of inspections are published and provide detailed information about what the regulator sees as the strengths, weaknesses and improvement required in Care Homes. You can read about the Recommendations and Requirements that the Care Inspectorate have made about the Care Home. A grading system is used to measure the quality of Care Homes. By looking at Care Inspections Reports you will be able to see how the quality of a Care Home has been graded over a period of time and how this compares with the performance of other Care Homes.

To look at Inspection Reports: go to the Care Inspectorate Website, Click on the heading 'Find a Care Service', enter details of the Care Home that you want information about, click on 'View Full details' for background about the Care Home and previous Inspection gradings and/or click on 'Latest Report' to read the most recent Care Inspection Report.

Care Inspectorate:

Tel: 0345 600 9527

Web Address: www.scswis.com Email: enquiries@careinspectorate.com

Address: The Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY

Dumfries and Galloway Council

If you are looking for all or part of your Care Home fees to be funded by Social Work Services they will carry out an assessment to identify your support needs. The views of other people who know you, for example your GP, other health and social care professionals, your family and friends will inform this assessment.

If your support needs would be best met in a Care Home, the assessment will indicate what type of care you need, e.g. Residential, Nursing or Specialist Dementia (EMI) care. This information will help you to choose a Care Home that provides the right sort of service for you.

Social Work Services can provide helpful information for you including:

The 'Care Homes in Dumfries and Galloway' leaflet which provides information about Care Homes in the area, including contact details, fees and the type of care (Residential, Nursing, Specialist Dementia) that each home provides.

The 'Paying for a Care Home' leaflet which provides general information about Care Home fees, charges to Care Home residents and how these payments are calculated.

Your contacts

Your contacts - family, friends and neighbours - may be a good source of information about Care Homes. These people may live in, work in or visit Care Homes and can share their experiences with you.

If you want to move closer to family or friends who live outside Dumfries and Galloway you may need to rely on them to find out about Care Homes in the place that you want to move to. Care Home fees vary in other parts of Scotland and the rest of the UK, and you may find that costs are higher elsewhere than in Dumfries and Galloway.

Making the Right Choice: Factors to Consider

Care Homes come in all shapes and sizes. They provide different types of accommodation and facilities and there may be several Care Homes in the area where you want to live.

In making your choice about which Care Home best meets your needs you will be taking into account a number of factors, some of which will be more important to you than others. Creating a checklist is a good way to identify which Care Homes offer the kind of things that are important to you. You may want to consider the following points of information in your checklist.

Location of Care Home

- Is it easy to find?
- Is it situated conveniently for your family and friends to visit?
- Is it accessible by public transport?
- Are facilities like shops, restaurants, places of worship nearby?

Accommodation

- Is the building well-decorated and maintained inside and outside?
- Is there a garden and is it well maintained?
- Are the building and gardens easily accessible – ramps, lifts, wheelchair access?
- Are there mobility aids and equipment that meet your needs?
- Is the Care Home clean and tidy, and does it smell fresh and pleasant?
- Is the temperature in communal areas acceptable and can you control the heating in your own bedroom?
- What communal rooms are there? Is there a TV room? Is there a quiet room?

- Are the bedrooms en-suite?
- Can you bring in your own furniture and/or decorate your bedroom?
- What security measures are in place to ensure residents are kept safe?
- Is there a call system that you can use if you need help?

Day-to-day life

- Are staff warm and welcoming? Are they helpful in answering your questions?
- Do residents seem to be happy living in the Care Home?
- Can you get access to telephone/internet facilities in your room and/or communal areas?
- Is there a good range of nutritious food on the menu?
- Is there a choice of food?
- Can you prepare food and drinks for yourself?
- Can the home cater for your special diet?
- Are you allowed to make choices about your daily routine, such as when and where you want to eat or when you go to bed?
- What activities and outings are available?
- How will you be supported to practice your religious and cultural beliefs?
- How do you obtain information about what is going on and news of upcoming events?
- What are the house rules about alcohol, smoking and pets?
- What are the laundry arrangements?
- How can you make a complaint if you are unhappy about something?
- Does the Care Home hold residents and/or relatives meetings?
- Does the Care Home have a Residents Charter or written Aims and Objectives for the future?

Care Needs

- Does the Care Home carry out its own assessment of your needs before agreeing to accept you?
- Will you be involved in developing your Care Plans?

- Is there a named worker or keyworker who is responsible for your care?
- How often does the Care Home formally review the care that they will provide for you (care reviews)?
- Can you keep your own GP or other healthcare professionals?
- If not, what would be the arrangements to access GPs, opticians, dentists, chiropodists and other health services that you may require?
- What procedures are in place to ensure the safe administration (if you require assistance) and storage of your medication?

Contracts and Fees

- What are the Care Home fees and how is your contribution to the fees to be collected?
- Are there additional service charges that you will need to pay for, such as superior rooms, transport to hospital?
- Are there optional items or services that can be provided which you can purchase? These may include newspapers, stamps, alcohol, hairdressing, dry cleaning, and a personal telephone line and phone calls.
- What are the arrangements for keeping your personal money and valuables secure?
- Can you see a copy of the Placement Contract/Residency Agreement?
- What is the notice period in the Placement Contract/Residency Agreement?
- What happens to your room if you go on holiday or have to go into hospital?

Trial and Notice Periods

The National Care Home Contract, which is signed by the Council and all Care Homes in Dumfries and Galloway, specifies the length of the trial period (the initial period of either a Permanent or Short Term Placement) and notice periods required in situations when you need to leave a Care Home. Copies of the National Care Home Contract are held by Social Work Services and Care Homes should you wish to look at this document. The timescales are as follows:

- The trial period is up to 6 weeks from your date of admission.

- Seven days' notice is required to end the Placement within the trial period. This condition applies both to you giving notice to the Care Home and to the Care Home or Social Work Services giving written notice to you.
- After the trial period has passed you will need to give at least two weeks' notice to the Care Home or to Social Work Services if you want to leave the Care Home.
- Social Work Services need to give two weeks' notice to the Care Home if you have secured an alternative placement and two weeks' written notice, after a review has taken place, if they wish to end your placement.
- The Care Home needs to provide four weeks' written notice, following a review, to terminate your placement.

Availability

- Are there vacancies in the Care Home at the moment?
- If not, how long is the waiting list?

Having looked at a number of Care Homes you may need to choose a couple of favourites in case your preferred Care Home is full or has a waiting list. You then have the option of putting your name on the waiting list for your preferred home and living in another Care Home on a temporary basis until a vacancy arises. Alternatively, if your first choice is not available then you may decide to live in a different Care Home that you like.

If you have to move urgently you may not have any choice about the Care Home where you will be accommodated. However, if you then decide that you would prefer to live in a different Care Home, and this is agreeable to that Care Home, you can give notice to the Care Home where you have been placed.

Useful Organisations to Contact

Dumfries and Galloway Council

General

Tel: 0303 333 3000

Email: contact@dumgal.gov.uk

Address: Council Offices, 109 – 115 English Street, Dumfries DG1 2DD

Financial Inclusion and Assessment Team (FIAT)

Tel: 0303 333 3008

Email: fateam@dumgal.gov.uk

Address: Financial Inclusion and Assessment Team, Carruthers House, English Street, Dumfries, DG1 2HP

Dumfries & Galloway Advocacy Service: Dumfries and Galloway Advocacy Service offer a free, confidential and personal independent advocacy service.

Tel: 01387 247237

Web Address: <http://www.dgadvocacy.co.uk/> Email: info@dgadvocacy.co.uk

Address: Dumfries and Galloway Advocacy Service, 9 Church Crescent, Dumfries DG1 1DF

Age Scotland: Age Scotland provides services and support at a national and local level to inspire, enable and support older people when they need it.

Tel: 0845 833 0200

Web Address: www.agescotland.org.uk Email: info@agescotland.org.uk

Address: Age Scotland, Causewayside House, 160 Causewayside, Edinburgh EH9 1PR

Care Inspectorate: The Care Inspectorate (officially known as Social Care and Social Work Improvement Scotland or SCSWIS) is responsible for registering and inspecting Care Homes and other Care Services in Scotland to make sure that they meet the required standards.

Tel: 0345 600 9527

Web Address: www.scswis.com Email: enquiries@careinspectorate.com

Address: The Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY

Care Information Scotland (CIS): Care Information Scotland is a phone, webchat and website service providing information about care and care services for people living in Scotland.

Tel: 0800 011 3200

Web Address: www.careinfoscotland.scot

Email: CareInformationScotland@nhs24.scot.nhs.uk

Independent Age: Independent Age is a charity that has an established voice for older people and provides advice, befriending and campaigning services.

Tel: 0800 319 6789

Web Address: www.independentage.org Email: advice@independentage.org.

Address: Independent Age, 18 Avonmore Road, London W14 8RR

Scottish Care: Scottish Care represents the largest group of Health and Social Care sector independent providers across Scotland delivering residential care, day care, care at home and housing support

Tel: 01292 270 240

Web Address: www.scottishcare.org Email: enquiries@scottishcare.org

Address: Scottish Care Ltd, 54A Holmston Road, Ayr, KA7 3BE

unbiased.co.uk: unbiased.co.uk is the UK's most comprehensive professional adviser search website and focuses on empowering users with the resources they need to make better informed financial and legal decisions. The Independent Financial Advisers listed provide impartial advice to customers and are not linked to financial product providers.

Tel: 0330 1000 755

Web Address: www.unbiased.co.uk Email: contact@unbiased.co.uk