

Choosing a care home

This leaflet is for older people who are thinking about moving into a care home, and who may need help in paying the fees. It explains:

- what a care home is;
- how to contact us;
- how we will assess your needs;
- your right to choose the home you want to live in; and
- what to ask about and look for when choosing a home.

What is a care home?

A care home is a place where people can live in comfortable surroundings and be looked after day and night by trained staff.

There are two main types of care home:

- Care homes have trained staff who can offer you the same care that you would receive from relatives and friends.
- Care homes (Nursing) will provide the same level of care but will also have trained nurses on duty to provide skilled nursing care when you need it.

They are run by:

- voluntary organisations;
- private individuals;
- private companies; and
- the council.

Care homes can vary in size from homes for 10 people up to 150 people. All care homes have to be registered with the Commission for Social Care Inspection (CSCI) and by law they have to meet certain standards.

Care homes - Who do I contact first?

If you think you need to move into a care home you should contact the council first by telephoning Careline.

If you are in hospital your social worker will arrange an assessment of your needs.

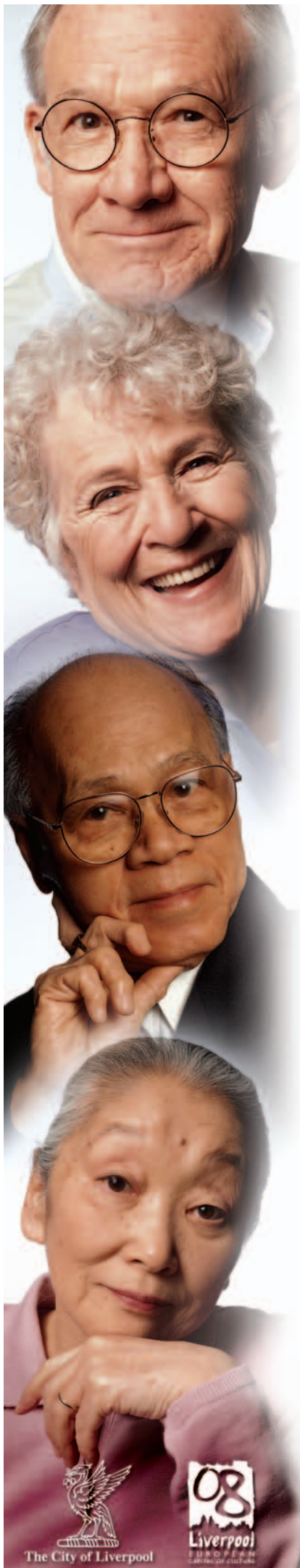
You can also ask a member of your family, a friend or another person (for example, your doctor or a district nurse) to make contact for you if you wish.

Assessing your needs

The council is responsible for people who have been assessed as needing to move into a care home and who require financial help to meet the cost of their care.

A social worker will ask you about yourself, the things you have difficulty doing, the things you would like to be able to do, and why you are thinking about moving into a care home. This is called an assessment.

If you agree they may also ask your doctor or nursing staff about your health, and talk to any friends or relatives who already help to look after you.



The assessment will enable the social worker to understand your needs and decide whether admission to a care home is the best option for you.

Sometimes the social worker may suggest alternative options or additional support and services to help you to carry on living in your own home. This may include extra help such as meals delivered to your home or home care. In some cases a move to sheltered housing or extra care housing may be more appropriate. Your social worker will discuss all the options with you and your carer before any decision is made.

If you do need to move into a care home, we will arrange for you to move to a home that meets your needs.

Choosing a home

Most people will not give much thought to their choice of care home until the need arises. The choice of a future home is a very important decision so it is best to consider all the alternatives available before reaching a decision. It is such an important decision it should not be rushed.

Careline or a social worker will provide you with a list of homes, including those run by the council. The list tells you where they are and how many people they look after.

Once it has been agreed that a care home is what you need you can choose to move into any home as long as:

- it is suitable to meet your assessed needs;
- there is a place available in the home you have chosen;
- the home does not charge more than we would usually expect to pay to meet your needs; and
- we can agree the terms with the owner of the home regarding your admission.

These conditions are designed to ensure that

- you are placed in a home that is suitable to meet your assessed needs;
- your welfare is protected; and
- the council gets value for money.

If you do decide to move into a home that is more expensive than we normally provide, we will arrange for you to move to that home provided that:

- it is suitable for your needs;
- someone else will pay the difference in the cost (for example you or a relative); and
- we are satisfied that this person will continue to be able to make the extra payments for as long as you stay there. If they do not keep up the payments, (which may go up from time to time), you will have to move to another home.

If there is no place available in the home you want, you can ask us to arrange for you to live somewhere else until a place becomes available.

Your social worker will be able to help you make the choice if:


- you do not already have a preference about where you wish to live;
- you do not feel able or wish to choose a home yourself; and
- you do not have a relative or carer to help you.

We have drawn up a list of approved homes which have agreed to provide a certain standard of care at an agreed price.

What to ask about and look for when choosing a care home

Moving into a care home is a big move and not one to be taken lightly. The best way to find a care home is by visiting in person – not only to talk to the care home manager and other staff, but to see for yourself all of the home's facilities. Everyone will have their own specific questions to ask. Some important things to consider and questions to ask are set out below:

- It is very important to decide where the home should be. Ideally it should be near your family and friends and easy for them to visit you. For example is there public transport nearby?
- Every care home is inspected by the Commission for Social Care and Inspection (CSCI) - ask the care home manager if you can see a copy of their most recent report or look on the internet at www.csci.gov.uk
- Look at the layout of the home, for example, is there a lift or stair-lift?
- Is there a homely atmosphere? Are residents and staff welcoming?
- Will your cultural and religious needs be met?
- What level of care is offered with dressing, bathing, going to the toilet and eating? Can you have a bath or shower every day?
- Are there plenty of staff around? What care is there at night?
- Do they offer social and recreational activities? Check the programme of activities for the past week. Is there a library or collection of records? Do you like doing the things they offer? If you have a hobby (for example painting) could you do it there?
- Does the home allow you to come for a visit – perhaps stay for a day or two before deciding whether or not to live in the home permanently?
- Are pets permitted?
- Is there a garden for residents to use?
- Are residents treated with respect as if it is their home? For example, when showing you around, do the staff ask other residents first if you can look at their room?
- Can you bring some items of your own furniture or hobby equipment?
- What sort of food is served? Is there fresh fruit? Does it suit your dietary or cultural needs? Check the menus for the previous week.
- What times are meals served? Does everyone have to eat together? Are snacks and drinks freely available?
- Does a chiropodist, hairdresser or dentist call?

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- Is the standard of hygiene in the home good?
 - Can you continue to see your own GP?
 - Is there a telephone for you to use?
 - Can you have a television set in your own room?
 - Can visitors come at any time and is there somewhere where you can see them in private?
 - How are the chairs arranged in the lounge? Are the residents sitting, chatting or sitting in silence looking at a television?
 - Is the main TV switched on in the morning and left on all day?
 - Do you have to go to bed/get up at a set time?
 - What privacy can a resident enjoy? Can you stay in your own room during the day if you wish to?
 - How much will the fees cost and how will you receive your personal allowance?
 - Will you or your relative have to pay a 'top up' (third party) contribution and what is it for?

There may be other things - you know what is important to you or your relative - do not be afraid to ask.

The visit that you make to a care home will help you to make up your mind and you will come away knowing if the general atmosphere and feel of the home suits you.

Your room

You are entitled to a single room and you should check that this is available before making a final decision. You should be able to see the room that you are being offered and you may wish to spend a day at the home or have a meal there before making a final decision.

If you wish to share a room, we need to be sure that both you and the person you wish to share with have made a positive choice. Both of you will be asked about this by the social worker and asked to sign a form.

If you change your mind

Your first six weeks in a care home will be on a trial basis. After five weeks your social worker will discuss how things are going with you, your family and staff at the home to help you decide whether the home is right for you.

If you want to move after the trial period has finished you can still do so. You should contact your social worker and ask them to help you.

You can also ask us to help you move even if you chose the care home yourself.

How your contribution towards the fees is worked out

Your contribution will be worked out using government rules and your social worker will be able to give you more information about the income we can take into account. General information is also available in the leaflets 'Help with the cost of paying for short term residential care' and 'Help with the cost of paying for long term residential care' which you can get from council one stop shops or by contacting Careline.

Further information



Careline Our fully trained customer advisers and social workers offer a confidential service 24 hours a day, 7 days a week - call 0151 233 3800, Minicom 0151 225 2500 or e-mail: wecanhelp@liverpool.gov.uk



Website The council's website provides information on all council services, including social services - www.liverpool.gov.uk



Fiftyplus Our new website for people over 50 gives you all the information you need for council services, health services and leisure activities: www.fiftyplus.liverpool.gov.uk



Age Concern (Liverpool),

Sir Thomas House, 5 Sir Thomas Street, Liverpool L1 6BW.
Tel 0151 330 5678. www.acliverpool.org.uk
e-mail: mail@acliverpool.org.uk



Help the Aged Senior Line

Telephone 0808 800 6565

Other Formats and Translations

If you would like a copy of this leaflet in either Braille, large print, audio tape format or translated into another language call Careline 233 3800, Minicom 225 2500



Have Your Say

If you have a comment, compliment or complaint about any council service you can pick up a copy of our 'Have your say' leaflet at any council reception point, one stop shop, or you can telephone Liverpool Direct 233 3000.

Advocacy

If you want help to get your views heard, we can provide you with information on local advocacy organisations - call Careline on 0151 233 3800, Minicom 0151 225 2500 or email: wecanhelp@liverpool.gov.uk

If you require a translation of this leaflet please telephone Careline on 233 3800. We are a member of Language Line and can arrange interpreters in different languages.

إذا ترغب في ترجمة هذه النشرة الرجاء الاتصال بخط الرعاية Careline على الرقم 233 3800. إننا أحد أعضاء خط اللغة Language Line ويمكننا أن نوفر مترجمين بمختلف اللغات.

若是你需要這份傳單的中文譯本，請致電「護理專線」233 3800 索取。我們是「語言熱線」的會員和可以安排不同語言的口譯員。

Potřebujete-li překlad tohoto letáčku, spojte se prosím s Careline na telefonním čísle 233 3800. Jsme členy Jazykové linky a můžeme zprostředkovat tlumočníky v rozdílných jazycích.

نعتذر تفرجوا ومة كراوى نتم بلاو كراوت دتويت نتموا تكايتة تتيوتدى بة (كارولان) توة بكة بة ذمارة تة لتفونى 233 3800. نيمه نندامى (لانطويج لايين) ختتى تفرجوا ومة لة ريطه تة لتفون توة بين وة دقتوانين وقرطير بة ضعتدها زمانى جياواز دابين بكتين .

Hadaad u baahan tahay turjumaad laguugu sameeyo warqadan fadlan ka soo wac Careline 233 3800. Waxaan xubin ka nahay khadka luqadaha waxaana kuugu balamin karnaa turjumaan afaf kala duwan.