

## **Key Information Factsheet**

Russell Churcher Court

Melrose Gardens

Gosport

PO12 3BE

**May 2020**

## **Our Home**

The Trust's Russell Churcher Court is a comfortable, modern residential care home offering 24 hour care for up to 44 residents.

Russell Churcher Court accepts both those responsible for funding their own care and also local authority funded residents (see 'Paying for Your Care')

## **Key Features of Our Service**

- ❖ Residential care for people over 65 years
- ❖ Care for those with dementia
- ❖ En-suite facilities
- ❖ Guest room for visitors
- ❖ Communal space inside and attractive gardens
- ❖ Varied activity programme
- ❖ Higher than required staffing levels

Russell Churcher Court offers residential care for older people over 65 years. We welcome those living with dementia into a safe, protective and caring environment. We can offer end of life care. We do not offer nursing care.

**There are 44 en-suite bedrooms in Russell Churcher Court.**

Each large bed sitting room is en-suite and is fully double glazed with a small kitchen area to allow those residents who are able to do so to make tea and coffee if they wish. Telephone points and TV sockets are provided. Connections to cable television are also available to residents who wish to pay for this service. All rooms have a pull cord for urgent assistance. **Included in the fees are all meals, care and laundry.**

There is also a guest room for the convenience of visitors who wish to stay overnight. Russell Churcher Court has a good range of communal spaces. The light and spacious lounge has doors opening onto the garden. The large dining room is used for many of the social activities as is the conservatory. In addition, the gardens on the Melrose Gardens complex are a relaxing comfortable space and available to be enjoyed by Russell Churcher Court residents. **Russell Churcher Court prides itself on the varied activities and entertainments it schedules.** The activities co-ordinators organise regular interactive pastimes such as crafts demonstrations, flower arranging and quizzes.

Entertainers, including singers, perform in the lounge and the annual visit of small farm animals is always very popular with both residents and their family members. There are also small sitting areas on the first floor, for residents to chat with friends outside their rooms.

### **Staffing levels**

We are required to provide safe levels of staffing for our residents. We go above and beyond this.

Staffing levels are calculated based on a dependency tool which looks at the level of needs of residents individually and then combines them to determine minimum staffing levels.

Typically, we aim to provide nine staff in the mornings, seven in the afternoon, and five overnight with an additional twilight shift carer to assist with bedtimes. These are spread according to the needs of the residents during the day both on the first and ground floors.

In addition to the care staff required we have additional staff working including four activities team members who generally work in shifts of one or two per day and are all care qualified.

## **Important Terms and Conditions**

Unlike many care homes we do not have a set minimum period for which you need to be able to show that you can pay for your care. However we do need to understand whether you have the assets available to pay for your care if you are self-funded, and we will ask you about this when we carry out our assessment to understand if we can provide the right care for you.

## **Paying for Your Care**

We provide care for people who are responsible for funding their own care and for those who require support from the local authority such as Hampshire County Council, or from a Clinical Commissioning Group (CCG).

If you are eligible for funding by the local authority it is possible in some cases that they may pay the full cost of care but in many cases their support will not meet the full costs of your care with us. In this case, you do not need to choose somewhere else but a friend or family member could opt to pay or “top up” the difference. This also applies to residents who have the 12 week disregard or a local authority loan.

A signed contract will be required, which includes a guarantor for the fees. Contracts may be signed by someone else, if you have been assessed as not having capacity for financial affairs after a capacity assessment and in the case of residents with appointed personal representatives, such as a Deputy, the representative signs the contract.

A deed of guarantee will be provided by us for any guarantor, and this must be completed along with the contract.

## **Hardship and inability to pay**

If you are a current resident (1 March 2020) and paying for the cost of your own care but your capital has fallen to £23,250 or you think that you may be about to encounter difficulties in payment of our fees you should let us know as soon as possible. This means we can then get in touch with the local authority for a financial assessment so that eligibility for fees to be met by the local authority can be determined. Financial assessments can take a while to process so if you think you may be approaching the level at which you might be eligible for local authority funding you should advise us in good time so we can help get the process underway. If you are currently a resident (1 March 2020) we will discuss fee levels with Hampshire County Council, and aim to negotiate with them for the level of your fee.

## **Fees and Charges**

In 2020 fees will change on 1 July and in subsequent years the fees will change on 1 April. We will give you at least 28 days' notice of increase to your fees, unless you notify us that you wish to leave and give us 28 days' notice.

The change in fees reflects the change in our costs.

**The majority of our costs are related to staff and this accounts for almost 70% of our costs.** Thus this proportion of our fees will change by the increases in staffing costs each year represented by the increase in the National Living Wage and the remainder related to the change in other prices usually aligned with the consumer prices index including housing known as CPIH.

We may also increase the fee by a fair and reasonable amount where a significant and/or unexpected change occurs in the law, the regulation or the operating environment of the home which results in a significant increase in our costs, such as increasing the actual numbers of staff on duty.

This increase will only occur if it was not already captured as part of our annual review. We will give you at least 28 days' notice of such change.

If this happens however we will write to you setting out the reasons and give you at least 28 days' notice in writing of any proposed increase.

If your care needs change while you are with us and the manager assesses that for example you have moved from low dependency care needs to high dependency care needs your fee may change (see below for fee rates). In this case we will consult with you and your representatives and give you 28 days' notice of changing the fee.

You do have a choice when this happens. You can do nothing in which case the fee will change, you can give us notice that you wish to leave or you can request an independent review of your care needs, in which case we will suspend the increase until this review has been completed.

We charge two levels of fees, a high dependency level and a low dependency level. Our fees for 2020-21 (until 30 June 2021) are as follows:

Low dependency (assessed by the manager but typically low care needs and not living with dementia)	Daily: £112.44	Weekly: £787.08
High Dependency (assessed by the manager but typically high care needs such as living with dementia, other complex conditions)	Daily: £130.76	Weekly: £915.32

## **What fees cover and what other charges might be payable**

### **Included in fees**

- ❖ En-suite rooms
- ❖ Care
- ❖ Laundry
- ❖ Food
- ❖ Heating and lighting
- ❖ Some activities

## Extra costs

- ❖ Services such as opticians, hairdresser or podiatry
- ❖ External visits
- ❖ Toiletries, labelling of clothes
- ❖ Cable TV
- ❖ Broadband
- ❖ Transport to hospital appointment

These fees cover all our services while in our care, such as accommodation in our large en-suite rooms, care, laundry, food, heating and lighting, and most activities. They do not cover some special trips, for example garden centres or pantomimes where an entrance fee might apply.

Neither do fees cover specialist services such as opticians, hairdressing or podiatry. They do not cover personal items such as toiletries, or clothing labels. Cable television and broadband is a service increasingly requested by residents and this is available at an extra charge from providers. If you need to visit a hospital for an appointment and your relatives or representatives are not able to provide you with an escort, we can advise you in advance how much we will charge you.

## **How to find out more or visit us**

We would like to meet you and show you around our home and if you wish to do so, please contact us by telephone on 02392 527600 or by email on [reception@thorngate.org.uk](mailto:reception@thorngate.org.uk)