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Services



## Key Facts for Furze Hill House Care Home

**Home Address:** Furze Hill House, 73 Happisburgh Road, North Walsham, NR28 9HD

**Telephone Number:** 01692 502100

**Email Address:** FurzeHillHouse@salvationarmy.org.uk

**Home Manager:** Jodie Hemmings

**Number of Beds:** 40

**Current Fees:** From £868 per week as at 1<sup>st</sup> April 2020

**Trial Period:** Four weeks

**Ownership:** Furze Hill House is owned and operated by The Salvation Army

### **Q. Who is responsible for paying for my fees?**

A. The funding of residential care fees is currently means-tested and your financial circumstances will dictate whether or not you are eligible for state funding. In order to determine whether you are entitled to state funding, your local authority will assess both your care needs and your finances. You will only be entitled to funding from your local council if your situation meets both criteria. If you have savings and capital of under £14,250, you won't have to use any of this to pay care home fees, but you will still have to contribute most of your weekly income. If you have savings and capital of at least £14,250 in England and Northern Ireland (£17,500 in Scotland), you'll have to pay something towards your care fees; your council will also contribute something. You'll also have to contribute most of your weekly income. If you have capital or savings over £23,250 in England and Northern Ireland (£28,000 in Scotland), you will have to pay all of your care fees yourself.

### **Q. How much will I have to pay and how often?**

A. You will find the current fee rate for the home listed at the top of this page. The fees you are required to pay (or your assessed contribution towards your fees, if your local authority will be paying for your care) will be stated clearly at the start of your residency. Fees are payable monthly at the start of each month by standing order or direct debit. Upon coming into the home, you will also be asked to pay a deposit equal to four weeks' fees. This will be returned to you (or your estate) when you leave the home minus any outstanding charges.

### **Q. How often will my fees increase?**

A. Provided there are no changes to your needs or the services you require, your fee is fixed up to 31<sup>st</sup> March for the first year. We will review and increase the fee once a year from 1<sup>st</sup> April by £49 per week (£7 per day).

### **Worked Example**

For example, where your fee is £868 per week (£124 per day), from the next 1<sup>st</sup> April your new fee will be £917 per week (£131 per day). This equates to an increase of £2,555 over the year. From the following 1<sup>st</sup> April, your new fee will then be £966 per week (£138 per day). We will write to you 4 weeks' before 1<sup>st</sup> April each year to confirm the changes arising from our annual review and the new rates which will apply for that year. This review is separate to any change in your fee which occurs because of a change in your individual care needs.

If your local authority is paying for some or all of your care, they will let you know of any changes in the amount you are required to pay.

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**Q. Will my possessions be insured in the home?**

A. The Salvation Army only has very limited insurance cover relating to your belongings. This includes health-related items such as hearing aids, dentures and spectacles. Your personal belongings, other than cash, will only be covered against fire and flood, up to a maximum of £1,000, less an excess. Cash kept in our safe will be covered against theft, but only up to £200. You are therefore strongly advised to take out your own insurance cover.

**Q. Can someone else sign the residency agreement for me?**

A. If you have capacity, i.e. the ability to understand the agreement, you will need to sign it. If you do not have capacity, someone else will need to sign the agreement on your behalf. If the person signing has a lasting power of attorney for financial and property affairs, they will be agreeing that you are legally-bound by the agreement and you will be liable for the fees. If the person signing does not have a lasting power of attorney, they will be *personally liable* for your fees. If no one is available to sign the agreement, your application will need to be handed over to your local authority for them to take it forward on your behalf.

**Q. Can I stay at the home for the rest of my life?**

A. The first four weeks of your stay are a trial period. This is to help us both ensure that the home is suitable for you. After the trial period, if your place is confirmed, we will do our best to ensure you can stay with us for as long as you want, including for the rest of your life, if you choose to do so. If, however, your care needs change substantially during your time with us to the point that we are no longer able to look after you, we will work with you and others involved in your care to find somewhere else that is suitable. Very rarely, we may require a person to leave the home if this is necessary for other reasons such as care fees not being paid or there is behaviour which poses a danger to other residents or to our staff.

**Q. Am I able to bring personal belongings into the home?**

A. As far as practical, we encourage residents to personalise their rooms. With the agreement of the Home Manager, you are able to bring small items of furniture with you, so long as they do not compromise fire safety. You can also bring small electrical items with you, provided they are new and boxed or have an electrical safety certificate.

**Q. What about my privacy?**

A. We understand that many people who come into a care home for the first time may be concerned about a loss of privacy. We will do all we can to respect your privacy, which includes your personal information. Any personal information you provide to us will be processed in line the relevant laws and only shared with others where you have given your consent or where necessary, for example, with health professionals in order to care for you. A full copy of our Privacy Notice is included with the Residency Agreement.

**Q. What if I have a complaint?**

A. We want all our residents to be pleased with the care and support they receive from us. From time to time, issues may arise and we encourage you to discuss these with those involved in delivering your care, including the Home Manager. With your permission, we are happy to work family members or friends, if they are raising a concern on your behalf. We have a complaints procedure which is available on request from the Home and can be followed, if we are unable to resolve any concerns informally.

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