

Choosing a Care Home

This information is intended to help you decide which Care Home might best meet your needs, or those of a relative or friend if you are acting on behalf of someone else who is considering going to live in a Care Home. Much of the information below will be particularly helpful if you are looking for a Care Home for an older person. The information is intended to help people considering moving to a care home, regardless of whether you will be paying for your own care as a 'self-funder' or funded by the Council or Primary Care Trust.

Assessment of your needs

If you will need to be financially supported by the Council (Adult Services), or if you would like Adult Services to assist in arranging your placement even though you can pay for it yourself, you will need to have an assessment of your needs first. This is called a "community care assessment". If you have enough income or capital to be able to finance your own care, Adult Services do not need to be involved in the process and you can approach any home direct. The home staff will assess your needs to make sure that they can help you.

If you have nursing care needs the NHS will arrange for a determination of your nursing care needs: this will decide how much the health service pays towards your nursing care.

A community care assessment usually involves a series of discussions with you, your carers, and, with your permission, people supporting you such as your doctor. Most assessments will take place in your own home, or in hospital if you are awaiting discharge.

The assessment aims to find out how we could help you. It means talking about how you manage from day-to-day to look after yourself, to look after your home, to get out and about and how you cope with things in general. A placement in a Care Home will generally be made

only if you have 'substantial' care needs according to our eligibility criteria, which conform to the Government's requirements for Fair Access to Care Services.

Your carers also have the right to a separate assessment of their need for services to help them in their caring role. If the person who is being cared for does not want a community care assessment and help from Adult Services, their carer can still have a carer's assessment.

You, your carers and Adult Services will put together a care plan, which will explain the help that you need, and how it will be provided.

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Choosing a care home can be difficult, as no two care homes are alike. Moving to a residential or nursing home can offer many benefits, such as security, being looked after, greater comfort and new friends, although it will also involve giving up your home and familiar surroundings.

Depending on your assessed needs, you may be looking for a care home that only provides personal care, or a care home which also provides nursing care. There are also some homes which provide both personal care and nursing care. If your health is continuing to get worse and you think that you may need nursing care later on, you may wish to choose a home which provides both forms of care.

If the opinion of the health service professionals responsible for your care is that your 'primary need' is for health care, and that you are eligible for fully funded NHS continuing health care, the local Primary Care Trust may arrange for your care to be provided in a nursing home. If they intend to do so you will be consulted about the nursing home where you will be placed and the Primary Care Trust will pay for your care in full.

If your placement is to be funded by the Council you can choose any suitable care home in England, Wales or Scotland.

Inspection reports

All care homes are required to meet National Minimum Standards, which have been set by the Government, and when a home is inspected the inspectors will make sure the home meets these standards. Homes are inspected and registered by the Commission for Social Care Inspection. Copies of the inspection reports are available at each home or on the internet – see <http://www.csci.gov.uk> . If you need any help accessing the internet, your local library will be able to assist you.

You should read the latest inspection report for any home which you are considering. It will tell you the inspector's opinion of whether the home is meeting the National Minimum Standards and whether the inspector felt that the home was meeting the key outcomes which should be expected for residents, such as safety and protection, choice and dignity.

The inspection report also looks at how the home assists people with information and guidance when choosing a care home.

The frequency of CSCI inspections depends on the quality of the home and the Commission's view of the risk that service poses: 'poor' homes are inspected more frequently and 'excellent' homes are inspected less often.

If you wish to discuss any issue raised in an inspection with the Commission for Social Care Inspection they can be contacted at their local office:

Commission for Social Care Inspection
1st Floor
St Paul's House
23, Park Square South
Leeds LS1 2ND
Tel: 0113 220 4620 Fax: 0113 220 4628

Monitoring by Kirklees Council

The Council also monitors services provided by local care homes to ensure that all homes are complying with their contracts for people who have been placed there by the Council.

From time to time, if the Council has significant concerns about the quality and safety of care in a particular home, we will stop making placements in the home, even though this may be the home that you would prefer. If this is the case your assessor will advise you and suggest other homes which you may wish to consider. You could also ask your assessor to notify you when the Council does start making placements at the home you prefer so that you can decide if you want to move.

Fact sheets

Information sheets are available for all the care homes in Kirklees. The Council produces these in conjunction with each home. Although the fact sheets include some information about each home, you should satisfy yourself that the home and facilities available are suitable before making your decision.

You can ask at a Gateway to care or your assessor can get you a copy of the fact sheet for any home you are interested in, or you can use the internet facilities at your local library.

What should I look for when choosing a home?

This section gives you some tips on what to look for when you are making your choice. The questions are designed to help you to choose a home, whether Adult Services is involved in the placement or not.

Physical aspects

1. Is there a current registration certificate prominently displayed?
2. Are the general level of cleanliness and the standard of decoration acceptable?

3. Are the furnishings in bedrooms and in rooms such as the lounge and dining room suitable and comfortable?
4. Can you take in your own furniture?
5. Is there a telephone where residents can take calls in private and comfort?
6. Is the owner or manager available at all reasonable times?
7. Are the bedrooms pleasant and properly equipped?
8. Are you offered a single room or a shared room?
9. Are you offered a room with en-suite facilities? If not, how far is it from the bedroom to the nearest bathroom and/or toilet?
10. Can residents lock the doors to their rooms?
11. Are there rooms available with radio or television or for people to sit quietly if they wish?
12. Is there a smoking room?
13. Could you or your relative get around the home easily?
14. Can residents use a garden or other private outdoor area with seating and tables? What are the outdoor areas like?
15. Is the home near to family and friends?
16. Is the home near to shops and public transport?

Care

17. Are you immediately made welcome when you enter the home?
18. Do the staff greet you or smile at you when you pass?
19. Does the staff appear to have a caring attitude towards all the residents?
20. Do the residents generally appear happy?
21. Are the residents treated with respect and consideration?
22. Are the residents talking with one another, with staff or with visitors?
23. Are the residents occupied and doing different things, or are they all doing the same thing (or nothing at all)?
24. Do the residents have a level of privacy if they wish it?
25. Are there any limits on visiting times for family, friends and other guests?
26. Can visitors stay overnight?

27. Does the home provide short-term accommodation for relatives of seriously ill residents?
28. How are relatives involved in deciding about treatment and care?
29. Are refreshments available between meals for residents and/or their guests?
30. Can residents choose what time to get up and when go to bed, and when to do things like take a bath or shower?
31. Do residents enjoy the benefits of visits from a hairdresser, chiropodist, dentist, physiotherapist and other support agencies?
32. Are trips and excursions arranged for those able to enjoy them?
33. Are you satisfied with arrangements for meeting your religious and spiritual needs?
34. Is the food wholesome, varied and interesting? You could ask to see copies of typical menus.
35. Can your diet be catered for?
36. Can you choose your own GP?
37. Does the home have any special equipment you may need, or if not, would they be willing to obtain it?
38. Does the home provide a brochure and/or Statement of Purpose accurately describing its facilities, services, aims and objectives?
39. Are interests and activities catered for and how are these encouraged?
40. Is personal information securely stored and used confidentially?
41. Does the home show you a copy of their most recent inspection report from CSCI and are they happy to discuss any concerns with you?

Finances (if you will be paying for you own care)

42. Can you afford the fees on a long-term basis?
43. How often does the home increase the fees?
44. Will you have to move home if you can no longer afford the fees?
45. Are the fees payable in advance? If so, is there a refund if you leave?
46. What do the fees include? Is there an extra charge for laundry, hairdressing, chiropody, extra care, incontinence pads and sheets, newspapers, toiletries or physiotherapy?

47. What part of the fees are payable for temporary absence (such as holidays or hospital admissions)?

Where to go for help and advice

Your assessor is likely to be the best person to help you

If you want to find out more about how Adult Services could be helping you, contact your local Gateway to care:

Tel: 01484 414933

Email: gatewaytocare@kirklees.gov.uk

Text: Gateway to 07781 482 931

Visit: www.kirklees.gov.uk/gatewaytocare for a list of the Gateway to care centres.

Gateway to care is open:

Monday , Tuesday, Thursday and Friday 9.30am to 4.30pm
Wednesday 10.30am to 4.30pm

Alternatively you can visit our website at www.kirklees.gov.uk

Outside these hours you can get emergency help by ringing the Adult Services Helpline on 01924 326489.

Support and advice for carers

If you look after someone who is ill, disabled or elderly you are a carer. In Kirklees, carers have their own support and information service called the Carers Gateway.

The service provides support for carers and helps put them in touch with other suitable services. The Carers Gateway also works with people in their own communities and can offer access to office facilities such as computers and photocopiers.

Kirklees Carers Gateway, Gateway to care, 30 Market Street,
Huddersfield HD1 2HG.

Tel: 01484 226050

E-mail: carers.gateway@kirklees.gov.uk or visit our website at www.kirklees.gov.uk/carers

[Care home search](#)

Find a care home to suit your needs

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