

Your Questions Answered

This document contains the answers to the most common questions we get asked. If you can't find the answer to your question here, please speak to the home manager who'll be able to help.

Accommodation

Q: Is there a choice of single or shared rooms and are there en suite facilities?

A: All our rooms are for single use, with/without en suite facilities.

Q: Can you decorate and re-arrange your room to suit yourself?

A: All rooms are decorated to a high standard in neutral colours. Redecoration and rearrangement of the room to suit your own tastes can be arranged, for a fee, with the Home Manager, subject to health and safety requirements.

Q: Can you bring your own furniture and T.V.?

A: All rooms are provided fully furnished. You may bring in your own furniture by arrangement with the Home Manager, subject to fire safety requirements. Televisions and electrical equipment can also be brought into the home, subject to proper electrical safety checks, which the Home Manager will arrange to be carried out.

Q: Is there a call system for emergencies?

A: Yes, every room, bathroom, toilet, lounge has an emergency pull cord to request assistance from staff.

Q: Are there enough sockets in rooms?

A: Yes, all rooms have a minimum of one double socket (usually more) for your use.

Q: Can you lock your room and is there a secure place for valuables?

A: Yes, all rooms are lockable, and many have lockable facilities within them. You can be supplied with keys when you move in.

Q: Is there a separate dining room?

A: Yes, the home has separate lounges, dining and kitchenette facilities.

Q: Are there toilet facilities within easy reach of the communal facilities?

A: Yes, there are toilet facilities, with wash hand basins, suitable for wheelchair access, close to all communal facilities.

Q: Are there both showers and baths?

A: Yes, there are both assisted baths (adapted to help people in and out of the bath), and wheelchair-accessible showers throughout the home.

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Home life

Q: Can you choose when to get up and retire every day?

A: Absolutely, it's your home!

Q: Are residents involved in decisions about life in the home?

A: Yes! There are regular meetings with the Home Manager, concerning the running of the home. Residents can (if they wish) be involved in menu planning, gardening, organising events and much more...

Q: What activities are included?

A: The home has an Activity and Lifestyle Facilitator who arranges a weekly schedule of activities, which will be posted within the home. All activities within the home are included within the fee and include gentle exercise, games, theme nights, entertainers, gardening club, etc.

Q: Are there smoking and non-smoking areas?

A: Unlike all our other homes, Reinbek retains a small, designated indoor smoking room, available for use by those residents wishing to smoke indoors. Smoking is not permitted in bedrooms and only residents (not staff) are permitted to use the smoking room.

Q: What are the arrangements for handling money?

A: We have a dedicated resident property account available, in which residents/relatives can deposit money (which is kept securely in the home's safe) or withdraw it when they wish.

Q: What about my possessions?

A: It is very easy to mislay possessions and occasionally you might break something and forget about it. Sometimes forgetfulness can lead to misunderstandings. Therefore, we must have a firm rule that we do not accept any liability or responsibility for damaged, or mislaid possessions, unless there is undisputed evidence that this was the fault of our carers.

We do not advise that you leave high value items in the home but if this is unavoidable we recommend that you arrange separate insurance cover.

Fees

Please see our separate fee structure for each home.

Q: How are fees collected?

A: Fees are payable 4-weekly in advance, according to the payment schedule issued each year by standing order.

Q: How much is the annual fee increase??

**A: The annual rise in fees is determined by reference to RPI and changes to the national minimum wage as per the below formula:
(65% x NMW Increase) + (35% x RPI increase). This is then rounded up to the nearest pound. We reserve the right to vary fees in the event of any exceptional circumstances.**

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Q: What are the notice conditions in the contract and are any fees payable after a resident's departure?

A: A charge will be levied from the first night of occupancy until the room is vacated in full, giving a notice period of four weeks where appropriate.

Q: How are the fees calculated?

A: All fees are based on a weekly rate.

Q: What do the fees include?

A: There are no hidden charges. Fees cover your room and accommodation, heat and light, laundry services, access to TV and sitting rooms available to every resident, food, non-alcoholic drinks and snacks. They also cover the care and support from staff to help you with any difficulties you may have in daily living, as recorded and agreed on your plan of care (but excluding specialist care). They also cover use – according to individual needs – of the aids and appliances available in the home, such as hoists, lifts and occasional use of wheelchairs.

Q: Under what circumstances will the fees alter?

A: Fees are reviewed annually and will be effective from 1st April each year, but if your care needs change, meaning you need specialist dementia care, nursing care, or some other specialist care, it may be necessary to increase the fees in line with our tariff. Prior to any increase in fees, the home will always conduct a review and give four weeks' notice of any increase.

Q: What the fees do not include?

A: Fees don't include personal items, such as daily papers or magazines, hairdressing charges, clothing, dry cleaning and personal toiletries, meals for your visitors, or the costs of special outings and events, such as holidays or theatre trips. Fees also do not cover any health services that you decide to purchase privately, or that aren't covered by the normal national health services, to which you are entitled, such as chiropody, dentistry, opticians.

Q: What if I have an appointment outside the home?

A: If you need to go on a trip outside of the home (e.g. to hospital) and you are escorted by care staff, an additional hourly charge may apply, and you will have to pay for any transportation.

Q: What happens to the fees if I am away from the home, e.g. hospital stay?

A: If you are away from the home for a period longer than six weeks e.g. in hospital, you may seek a reduction of 10% of the charges after that period. This takes into account the need for you to retain your accommodation and the lower costs to the home of the food and services that are entailed by your absence. We will keep your room empty and secure during any temporary absence. If it appears that you would not be able, or not wish, to return to the home after such an absence, we would agree a termination by mutual consent and the normal notice period of four weeks would apply.

If you have any questions that are not covered here, we are happy to discuss them with you in person.

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