

## Key Information Fact Sheet

October 2020

*Dene Holm, Dene Holm Road,  
Northfleet, DA11 8JY*



### Who we Care for

Dene Holm is a 44 bed, purpose-built care home operated by Rapport Housing & Care. The home is registered with the Care Quality Commission (CQC), the independent regulator of health and social care in England, to provide accommodation and personal care for people aged over 65 years without nursing. The registration confirms we can meet the needs of people who are living with dementia. We can also offer end of life care and are happy to accommodate those who wish to stay with us for a period of respite care. Dene Holm was last inspected by the CQC in November 2017 and has a 'Good' overall rating. A copy of our latest inspection report can be found online at <https://www.cqc.org.uk/location/1-129076402>.

### Paying for Your Care

At Dene Holm we provide care and support for people who are responsible for funding their own care and those who require support from the state, such as the local authority or NHS Clinical Commissioning Group (known as NHS continuing healthcare or CHC funding).

If you are eligible for local authority funding, it may be the case that their support will not cover the full costs of your care here at Dene Holm. This does not mean you have to pick somewhere else; a third party – for example, a son, daughter or friend – can opt to 'top-up' the amount the local authority will pay in order to make up the difference.

Whilst we are able to accept people who have been assessed as being eligible for CHC funding at Dene Holm, our ability to do so is subject to the CCG being prepared to meet the cost of our fees. If you have already been assessed as eligible for CHC funding and are considering a move into Dene Holm, please speak to a member of our finance team who are based in our head office in Cuxton first. They can be contacted on 01634 729132/133.

### Facilities and Services

Many of the 44 rooms have an en suite bathroom. Whilst each room is fully furnished to include a bed, wardrobe, chair, wash basin and mirror, residents are free to bring their own belongings such as ornaments and pictures, to add that personal touch, should they wish to do so. Alongside these rooms Dene Holm also has the following facilities;

- ◆ Multiple large communal areas
- ◆ Dining areas
- ◆ Licensed bar
- ◆ Landscaped garden with decking and allotment area
- ◆ Wide corridors with handrails and ramps throughout the home's bathrooms and toilets

For your safety, the home also has a 24-hour call bell system installed in all residents' rooms and communal areas.

## Staffing

Dene Holm has two distinct floors with capacity for 22 residents on the ground floor and 22 on the first floor. Each floor is divided into two wings, with a maximum of 17 rooms in each.

Whilst the actual level of personal care each resident receives will depend on their individual needs, our usual staffing levels on each shift assuming that each is fully occupied, during the day are:

One experienced senior care staff who has achieved, or are working towards, their level 3 award in Health and Social Care and seven care assistants, either who have achieved their level 2 in Health and Social Care or who have, or are working to achieve, a Care Certificate. During the night there are three care assistants working on each night shift, plus one lead night carer working on each shift, which is due to increase to four night care assistants.

Residents can choose whether to have a male or female carer for their personal care needs and where possible we will accommodate their wishes, however, there may be times when a male carer is not available. In this case we will always ensure we let the resident know well in advance of their care being provided.

The home has a dedicated social activities facilitator, who organises internal and external activities for our residents to enjoy.

In addition, we have a general manager and deputy manager who, together with the home administrator, comprise the home's management team.

## Minimum Funding Period Requirement

Part of the process we undertake to help you to decide whether Dene Holm is suitable for your needs includes the completion of a financial assessment. We ask all our new and prospective residents to complete a financial assessment before we can offer them a permanent contract with us. This includes those residents who may already be staying with us on a respite basis and who are now looking for permanent care as well as those residents who have been admitted as a local authority funded placement under a 12-week property disregard period.

Our financial assessment will include the consideration of a minimum period during we would expect you to be able to fund your own fees without any local authority assistance - at Dene Holm we would normally expect you to be able to fund your own care for a minimum of three years. We recognise however that in some circumstances such a minimum funding period may not be appropriate. As such, the decision on whether to accept a shorter funding period will be subject to the approval of the home manager in discussion with our finance team. It is unlikely however that we would be able to accept a period of less than two years.

We do not ask for a guarantor. Many of our residents nominate a sponsor who agrees to act as a point of contact to assist with the resolution of any financial matters arising as a result of non-payment. If you choose to nominate a sponsor, they will also need to sign the Residential Care Licence Agreement.

## Fees and Charges

The table below sets out the minimum fee levels that we charge those residents who are responsible for paying their own fees. The fees quoted as for guidance only with the actual fee offered subject to the completion of an individual care needs assessment.

All prospective residents' needs are assessed before we are able to offer them a place with us and their dependency classified as standard, medium, high and very high. Once you are living with us, unless your financial circumstances change, your weekly fee will only change should your care needs change and you are reassessed as moving into another dependency banding – either up or down – or as part of our annual review (see below How Will Your Fees Change).

## Dene Holm Self Funders Fees - October 2020

### Assessed Care Needs/ Dependency

	Low	Medium	High	Very High
<b>Residential Care - Per Week</b>				
Standard Room	830	860	885	910
Standard Plus Room	860	885	910	935
<b>Respite Residential Care - Per Week</b>				
Standard Room	855	885	955	980
Standard Plus Room	885	910	980	1005
<b>Respite Residential Care - Per Day</b>				
Standard Room	123	127	137	140
Standard Plus Room	127	130	140	144

All our care fees are payable in advance. We require our permanent residents to pay us monthly by direct debit. On signing a permanent contract for admission to Dene Holm, and in advance of moving in, you will be required to pay four weeks charges in advance, to cover an initial trial period, and to sign a direct debit mandate.

We do not charge a deposit. The first four weeks following admission to the home are treated as a trial period. During this period, either of us may terminate the agreement by giving the other seven days' notice in writing. We may terminate the agreement during this period if it becomes clear that we cannot provide you with the level of care that your needs require. Any fees that you have paid for any period beyond the expiry of the notice period (or the date of your departure, if later) will be refunded to you. Where you leave the home before the end of the notice period and we are able to re-allocate your room to someone else before that period expires, we will refund any payments that you have made for the period following re-allocation.

## Respite Care

We consider periods of care of less than six weeks as short-term or respite care. We do not have a minimum period that we would accept for respite residential care. Periods of planned respite care in excess of six weeks will be subject to the approval of the home manager in discussion with the head of care operations.

All charges for respite care are payable in full in advance. A respite contract will also need to be signed before admission. If you leave us for any reason before the end date of a period of booked respite care and we are able to re-allocate your room to someone else before that end date, we will refund any payments that you have made for the period following re-allocation, subject to a minimum payment for a period of one week's care.

## What is Included in the Weekly fee

At Dene Holm, as within all Rapport Housing & Care homes our weekly charge includes;

- ◆ Cost of personal care
- ◆ Accommodation
- ◆ Utilities e.g. heating and light
- ◆ All resident catering, meals, snacks and drinks
- ◆ Laundry undertaken on the premises
- ◆ Housekeeping services

The weekly fees do not cover the following extra items and services, however we can arrange for them to be provided at an additional cost. You shall be responsible for payment for extra items and services and we shall advise you of their cost beforehand. Information regarding the latest costs can be obtained from our administration team, on request.

- ◆ Professional hairdressing
- ◆ Personal copies of newspapers or magazines
- ◆ Personal purchases such as stationery, confectionery, toiletries etc.
- ◆ Clothing, shoes and slippers
- ◆ Dry cleaning
- ◆ Private telephone line rental and calls and cable connections

In the absence of free provision by the NHS, we can also arrange for the following healthcare services to be provided, these will be charged in addition to the weekly fees;

- ◆ Chiropody
- ◆ Optometry
- ◆ Dentistry
- ◆ Physiotherapy
- ◆ Other privately arranged healthcare

In the event that NHS staff, your relatives or representatives are unable to provide you with an escort to hospital appointments, we can arrange for a member of the care team to accompany you. We will tell you in advance, how much we will charge you.

## How Your Fees Will Change

We review our charges annually, normally each October in line with the start of our financial year. We will give you at least 28 calendar days' notice in writing of any proposed increase in your fee. The increase will take effect on the date notified unless, before that date, you give us 28 days' notice to end your agreement with us.

Approximately 60% of the operating costs of our residential care homes are attributable to staffing costs. Apart from in the case of exceptional circumstances, such as those outlined below, your fees will be reviewed in line with changes in the Consumers Prices Index including housing costs (CPIH) and the National Living Wage (NLW) over the previous year - 60% of your fee will be increased by reference to NLW and the remaining 40% by reference to CPIH ('annual review').

Exceptionally, major changes in legislation or sector regulations, which are outside our control, might significantly increase the costs of providing our service (for example, where the sector regulator imposes new minimum staffing requirements for the provision of specific types of care). Where such a change directly results in a significant and demonstrable increase in costs, we may need to increase your fees to reflect this above the amount that would be provided for by the annual review mechanism set out above. If we need to do so we will write to you setting out our reasons why and will give you at least 28 calendar days' notice in writing of the proposed increase. The increase will take effect on the date notified unless, before that date, you give us 28 days' notice to end your agreement with us.

Your fees may increase or decrease at other times where there has been a significant change in your care needs, as assessed by our qualified staff. We will consult with you and your representatives and involve you in any decision to provide additional care. Following this consultation, we will give you 28 days' notice in writing before implementing a change in your fees for this reason, unless your care needs have increased significantly and unexpectedly. Where your care needs increase significantly and unexpectedly, meaning that we need to provide you with additional care or facilities at short notice, we will consult with you and provide you with at least 7 days' notice in writing of any increase.

Where we give you notice to increase your fees as a result of a change in your assessed care needs you may either;

- ◆ Do nothing, in which case the fee increase will take effect on the date notified; or
- ◆ Give us notice that you wish to leave. In this case you will have 28 days (or 7 days where we have given you 7 days' notice of a fee increase) from the date you notify us, to move out before the fee increase applies; or
- ◆ Ask for an independent review of our assessment of your care needs and revised fee level, or both.

If you request an independent review, we will suspend our notice period until it is completed. If you are unhappy with the outcome of the review, you can still tell us you wish to leave, as above. You will be entitled to see the details of the assessments we have relied upon as part of this process.

## Want to Know More?

To find out more about coming to join us here at Dene Holm, or to arrange a visit, please contact the Dene Holm team by phone on 01474 567532 or email [deneholm@rapporthc.co.uk](mailto:deneholm@rapporthc.co.uk).

