

Important Information for Prospective Residents

October 2021

Rapport
H O U S I N G & C A R E



Barnes Lodge, Tudeley Lane, Tonbridge, TN11 0QJ

Welcome to Barnes Lodge

At Barnes Lodge we offer residential care and support to over 65s in a homely and welcoming environment. Equipped to meet a variety of needs, our team of experienced care staff support residents and their families to provide a truly person-centred service.

Barnes Lodge is a purpose built residential care home designed with the best practice of dementia care in mind, ensuring it is modern, fit for purpose and provides a high standard of living. Set in a beautiful part of Kent, surrounded by greenery and spread over three storeys, corridors and rooms are comfortable and spacious and there is clear signage in place to help people find their way around.

We pride ourselves on the welcoming environment and family atmosphere within our home, which we are sure you will experience should you come to visit. We believe in the benefits of having pets around, so much so that we have a variety of animals visit us, which bring our residents much joy.

Just a mile from Tonbridge Town Centre and close to the A21 and A228, Barnes Lodge is in an excellent location to explore the surrounding towns of Sevenoaks, Maidstone and Tunbridge Wells, whilst also being conveniently close to the Sussex border.

I have worked for the organisation for over 19 years, starting out as a care worker and working my way up to my current role here as General Manager. I love supporting and getting to know the residents.

At Rapport Housing & Care we appreciate that choosing to move into a care home is one of the biggest decisions that individuals, their family and friends or other representatives will make. We have produced the following information that we hope you will find useful in helping you to make an informed choice and to offer a glimpse into life at Barnes Lodge.

Please do feel free to give us a call or pop in to see us for a cup of tea to find out more about the

care and support we offer at Barnes Lodge and see for yourself what life is really like here.

Nicky Pett,
General Manager, Barnes Lodge

If you would like to arrange a visit to Barnes Lodge, or to find out more please contact the Barnes Lodge team by phone on 01732 369171 or by email barnes.lodge@rapporthc.co.uk.



Who we Care for

Barnes Lodge is a 101 bed, purpose-built care home operated by Rapport Housing & Care. The home first opened in 2016 and 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 55 years, including nursing care for up to 34 people aged 55 and over. The registration confirms we can meet the needs of people who are living with dementia, have sensory loss or who may have mental health conditions. 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. Barnes Lodge 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/1-2687454718>.

Nicky Pett, who is the registered manager, oversees the running of the home, supported by the deputy manager/clinical lead.

Rapport Housing & Care is a registered charity (no 254140) and a company limited by guarantee (no 908333) having no share capital. It is registered with the Regulator of Social Housing (RSH) as a registered provider (no H2362). Our registered office is The Old Wharf, Station Road, Cuxton, Rochester, Kent ME2 1AB.

Facilities and Services

Each of the home's 101 rooms has an en suite wet room. The rooms are large with an average floor space of 18m², excluding the en-suite. Whilst each room is fully furnished to include a bed, bedside table, chest of drawers, wardrobe, dressing table, chair and armchair, 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 Barnes Lodge also has the following facilities;

- ◆ Hairdressing salon/Barber
- ◆ A dining room on each floor
- ◆ A family room for private meetings
- ◆ A room specifically used by our visiting GP and district nurse
- ◆ A lovely library that overlooks the gardens
- ◆ Balconies overlooking the gardens
- ◆ A number of small and large lounge areas
- ◆ Activities, that are undertaken on all floors

The home has a 24-hour call bell system installed in all residents' rooms and communal areas.

Staffing

Barnes Lodge has three distinct floors with capacity for 33 residents on the ground floor, and 34 on each of floors one and two. 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 floor during the day are; one experienced senior carer who has achieved, or are working towards, their level 3 award in Health and Social Care and six care assistants, who have achieved their level 2 in Health and Social Care, or are working to achieve, a Care Certificate. In addition, our 34 dedicated nursing care beds are overseen by a registered nurse.

During the night there are three care assistants working on each floor, plus one senior care assistant working on two out of the three floors and a registered nurse overseeing the nursing beds on the other.

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.

Each floor also has a dedicated social activities facilitator who organises internal and external activities for our residents to enjoy.

In addition, we have two care team managers and a deputy manager (who is also a registered nurse) and a general manager who, together with the senior administrator, comprise the home's management team.

Catering

A professional catering provider called CaterPlus provides our catering service and we currently have a 5-star (very good) Food Hygiene Rating. Meals are prepared on site by our friendly catering team and take into account residents' preferences as well as seasonal ingredients. A range of snacks and hot and cold drinks are also available throughout the day. Our catering staff can cater for a diverse range of dietary requirements, please ask to speak to our general manager or head chef if you would like to know more.

Pets

Rapport Housing & Care are a pet friendly organisation and support responsible pet ownership. Whilst we welcome most pets into Barnes Lodge, the decision to do so will require the approval of the general manager, who will need to consider the welfare and behaviour of any pets, particularly as they may affect those already living in the home.

Contents Insurance

We provide personal contents insurance cover for all residents within Barnes Lodge. The cover is arranged as part of our overall insurance portfolio payment for which is included as part of your weekly fee. The sum insured for each resident is £1,000 with this being the most that insurers will pay for any individual claim, subject to a limit of:-

(1) £500 for any single article away from the home

(2) £1,000 for any single article, or collection, in respect of high risk items in the home

(3) £500 for loss of money belonging to you at the home or whilst temporarily elsewhere

An excess of £50 will apply to each claim.

Cover is provided for damage to personal contents caused by fire, lightning and explosion, aircraft, riot, malicious persons, earthquake, subterranean fire, storm, flood, escape of water, impact, falling trees, falling aerials, escape of oil, accidental damage, subsidence, and theft or attempted theft. Personal contents means household goods, furniture, high-risk items and personal items worn, used or carried about the person. It includes battery powered wheelchairs and mobility scooters.

High-risk items mean articles of platinum, gold or silver, jewellery, clocks, watches, furs, pictures, works of art, stamp, coin or metal collection and any other items specifically notified to the insurer and agreed as such.

If you require further details regarding the cover provided, please speak to our general manager, who will contact our finance team at our head office in Cuxton.

If additional cover is needed, including higher cover limits, then you will need to make your own individual arrangements for this. We may be able to help you with this if you have any difficulties obtaining additional cover, although you will remain liable for meeting the cost of this.

Paying for Your Care

It is usual for residents in care homes to contribute towards the cost of their own care. Some people have the resources to pay for their care in full, whilst others make means-tested contributions and receive support from the local authority.

At Barnes Lodge, we provide care and support for people who are responsible for funding their own care and those who require support, such as a local authority or Clinical Commissioning Group (CCG).

The government sets national limits that determine eligibility for funding assistance with care costs. The current (April 2019) threshold for self-funding (paying the full cost of your own care) is £23,250. This means that individuals with assets, including property and savings of £23,250 or above are expected to fully fund their own care.

If you are eligible for local authority funding, it is often the case that their support will not cover the full costs of your care here at Barnes Lodge. 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. The amount of any top-up is determined by, and payable to the local authority. Some local authorities are reluctant to allow people to choose homes that require top-ups, and may only offer a list of homes at the maximum price they want to pay, and in some instances may only offer you a choice of one home. However, legislation is absolutely clear about this; you have the right to choose a home that requires a top-up if you wish to do so, just as you have the right to insist that the local authority finds you a care home that does not require a top-up that can meet your care needs. NHS continuing healthcare funding (also known as CHC) is available for individuals outside hospital, such as in a care home, who have ongoing physical, mental health or healthcare needs arising from a disability, accident or illness. If an overall assessment of care needs shows that an individual has a 'primary health need', they could be eligible for NHS CHC funding. It

is arranged and paid for by NHS Clinical Commissioning Groups, or CCGs. CHC is not means tested and will pay for all your health care and as well as your personal care needs with no requirement for a top-up.

Whilst we are able to accept people who have been assessed as being eligible for CHC funding at Barnes Lodge, our ability to do so is subject to the CCG being prepared to meet the cost of our fees. Unless you are an existing resident who has become eligible for CHC funding (see 'If Your Financial Circumstances Change' below) this is unlikely to be the case. If you have already been assessed as eligible for CHC funding and are considering a move into Barnes Lodge, please speak to a member of our finance team who are based in our head office in Cuxton first. If you are not eligible for CHC funding, but require nursing care, you may be entitled to receive a contribution towards the cost of this via NHS Funded Nursing Care or FNC. FNC applies to individuals living in a care home who need some element of nursing care from a registered nurse. It is not assessed or means-tested and is tax free. In October 2019, FNC was £165.56 a week. If you are eligible for this contribution, it will be paid directly to us by the NHS and will be deducted from the weekly fees quoted in 'Fees and Charges' below when paid.

Minimum Funding Period Requirement

Part of the process we undertake to help you to decide whether Barnes Lodge 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 assessments are totally private and confidential and can be used to indicate whether you may be entitled to assistance from the local authority, towards the cost of your fees, as well as to help you to decide whether Barnes Lodge is affordable for you. We hope to be able to provide all our residents with a permanent home as long as we can continue to safely meet their needs. We are however mindful of the need to ensure that we can continue to do so without compromising the homes longer term financial viability. As such 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 Barnes Lodge we would normally expect you to be able to fund your own residential care for a minimum of five years, and three years for nursing care. 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 general manager in discussion with our finance team. It is unlikely however that we would be able to accept a period of less than three years for residential care.

If you become eligible for support from the local authority during the minimum funding period, we will deal with you as set out in 'If Your Financial Circumstances Change' below.

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.

If you would like any further information regarding our financial assessments, please contact our finance team who are based in our head office in Cuxton and who will be happy to answer any queries you may have. They can be contacted on 01634 729132/133.

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 are 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).

Barnes Lodge Self Funders Fees - October 2021

	Assessed care needs/ dependency			
	Low £	Medium £	High £	Very high £
Residential care - per week	1,190	1,285	1,355	1,385
Respite residential care - per week	1,265	1,385	1,455	1,485
Respite residential care - per day	181	198	208	213
Nursing care - per week	1,380	1,475	1,545	1,570
Respite nursing care - per week*	1,455	1,575	1,645	1,670
Respite nursing care - per day*	208	225	235	239

**Respite nursing care is subject to a minimum booked respite period of one week*

Your nursing care may be funded in part by a contribution from the NHS known as Funded Nursing Care (FNC). In April 2021, this was £187.60 a week. If you are eligible for this contribution, it will be paid directly to us by the NHS and will be deducted from the weekly fees quoted when paid.

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 Barnes Lodge, 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.

If you are unable to move into our home straightaway, we may be able to hold a room vacant

for you for an agreed short period, however it is unlikely that we will be able to hold a room for longer than a period of two weeks. If we agree to hold a room for you, you will be charged for the room for the period that we hold it up to 50% of the full charge of the room. Providing that you are able to move into Barnes Lodge at, or before, the expiry of the agreed holding period we will deduct the amount of this holding fee from your first four weeks payment.

Should you not move in at the end of the agreed holding period the holding fee will not normally be refundable unless;

a) You are unable to move in due to a change in your circumstances such that we are no longer able to meet your care needs and need to withdraw the offer, or

b) Your room is not ready for you on the date agreed and you no longer wish to take up the offer.

In these circumstances, we will refund the holding fees paid in full and normally within 7 working days of us withdrawing the offer or you confirming no longer wish to proceed.

Respite Care

We consider periods of planned 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. Respite nursing care will be subject to a minimum booked respite period of one week.

Periods of planned respite care in excess of six weeks will be subject to the approval of the general manager in discussion with the head of care operations. All charges for respite residential and nursing 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 weeks care.



What is Included in the Weekly Fee

At Barnes Lodge, 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

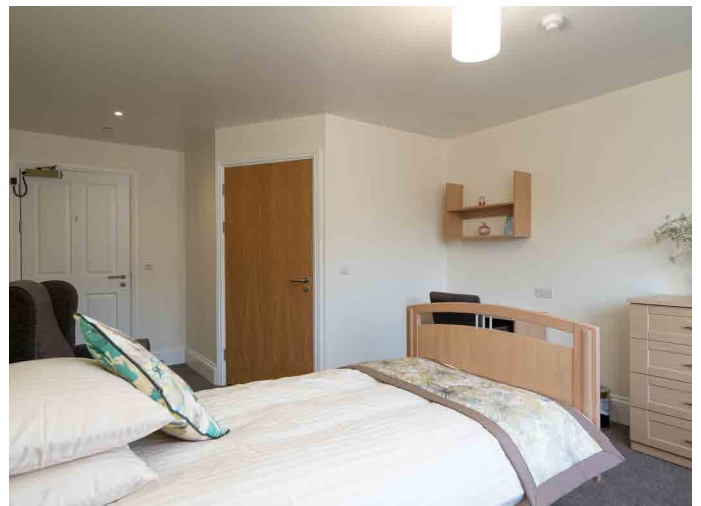
The weekly fees do not cover the following extra items and services, however we can arrange for them to be provided at an additional cost. You shall be responsible for payment for extra items and services and we shall advise you of their cost beforehand. Information regarding the latest costs can be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



How Will Your Fees 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.

What if you are Away from the Home

If you leave our home temporarily, for example to visit family or go on holiday, your room will be kept available and fully serviced for your return. During the first two full weeks of absence your fees will continue to be payable in full. After that, your fees will be reduced by 20%.

If you are absent from the home for a continuous period of 6 weeks, we will consult with you and your sponsor to seek agreement regarding the further retention of your room

If Your Financial Circumstances Change

Our experience has shown that once people are settled in our home, fees may have to be met for a number of years. This could mean that any capital you are relying on to pay our charges diminishes to the point where you become eligible for all, or part, of the costs of your care to be met by a local authority (less than £23,250, with this including the value of any property that you own – April 2019). In these circumstances, we would look to enter into a contract with the local authority, Kent County Council (or other LA), to fund your care.

If you are eligible for local authority funding, it is often the case that their support will not cover the full costs of your care here at Barnes Lodge. In these circumstances, we will look to agree a price with the local authority that will allow us to continue to safely meet your care needs.

The local authority assessment of its contribution towards our care costs will include an amount that you will be required to contribute from your own resources such as your pension or other income (a "service user contribution"). We are not involved in the assessment of this contribution and, once assessed, it will need to be paid direct to the local authority, so if you have any queries about this you should raise them directly with them.

It is also possible that the amount the local authority will pay towards our charges together with any "service user contribution" that they require you to pay will be less than the contract price that they agree with us. If this is the case then a relative or third party will need to make up the difference as a "third party top-up". This is paid direct to the local authority.

Where the local authority are willing to support you within our home, at a price that we will accept, there may be a shortfall between the amount that the local authority will pay us, with this including the amount of any assessed contribution from yourself and/or a third party, and the full charges that you currently pay us.

If this is the case then providing that at least six months before you anticipate you will become eligible for local authority funding you have given us:

1. Written notice that you anticipate becoming eligible for local authority funding at the end of the six months; and
2. A detailed statement of your financial position at the time of giving notice which indicates, to our satisfaction* that you will become eligible for local authority funding at the end of the six months; then

Providing that the local authority is willing to support you to remain in our home, and that we can continue to safely meet your care needs, then you will be able to do so and we will not seek to recover the shortfall in fees from you.

** You should be aware that we may refer to the original financial assessment that was completed*

when you first entered our home as part of this process.

If we are unable to agree a fee with the local authority that is sufficient to enable us to continue to care for you, then you will be unable to stay at Barnes Lodge and the local authority will look to place you in a care home elsewhere.

We will usually only be able to accept a contract with the local authority from the date at which we are aware that you have approached them for funding, or the date at which the local authority advise us that you have become eligible for funding, whichever is the later. It is therefore important that you let us as know as soon as possible if you are thinking of approaching the local authority for funding.

If you become eligible for CHC funding during your stay at Barnes Lodge, the home will be required to confirm that they are able to meet your assessed needs and the NHS CCG will be responsible for meeting the cost of your assessed care needs and accommodation. The CHC funding will be expected to be paid at an amount that is equal to your full current weekly fee however, as third party top ups are not allowed under NHS legislation. If the CCG is unable to meet the current cost of your care then they may decide to move you to another less expensive home that can meet your assessed needs.

Contractual Terms and Conditions

A copy of our Standard Residential Care Licence Agreement for Self-Funding Clients at Barnes Lodge can be found online at www.rapporthousingandcare.co.uk. You can also request a copy from a member of the administration team at Barnes Lodge by calling 01732 369171. This agreement sets out the contractual terms and conditions that will apply to your stay with us at Barnes Lodge and seeks to clarify your rights and responsibilities together with those of Rapport Housing & Care. We have a slightly different agreement which applies to respite, rather than permanent stays; a copy of which can also be found online at www.rapporthousingandcare.co.uk or requested from the administration team at Barnes Lodge.



Terminating the Contract

If you decide to leave Barnes Lodge, for whatever reason you must give us at least one month's written notice before the proposed effective date. If you leave without giving such notice then charges will be payable for the whole of the notice period.

In the event of death, a minimum of two weeks of charges will become due on the date of the death to allow for the room to be cleared of your personal effects and returned to us. This charge will be reduced by up to 50% if the room is cleared within one week.

If the room has not been cleared within the two weeks after your death, or upon the expiry of any notice period, then we reserve the right to clear the room ourselves and store your personal effects elsewhere. If they have not been collected within 30 days after this date, they shall be treated as being abandoned and we will be entitled to dispose of the items as we see fit. We will give you, or your representatives one week's notice of our intention to dispose of your personal effects. We reserve the right to recharge you the reasonable costs of removing and storing your personal effects if these cannot be stored within the home.

We may end this agreement if you persistently behave in a way that seriously affects the wellbeing of other residents and staff in the home. Before asking you to leave the home, we will make all reasonable efforts to address and manage detrimental behaviour and consult with you and your representatives, to ensure you understand that a problem has arisen and are supported to behave in a different way. Where we ask you to leave, we will provide you and your representatives with 28 days' written notice, but we will work with you to help you find suitable alternative accommodation.

Dealing With Arrears

If you are experiencing difficulties in meeting our charges, we ask you to let us know as soon as possible. This is to help us to understand why this is the case and to investigate what assistance may be available to you to address this (see also 'If Your Financial Circumstances Change' above). If the reason for non-payment is temporary, we will look to agree a payment plan with you to recover the amount of any arrears, alongside the payment of your ongoing weekly charge.

If you are unable to satisfy us that the reason for the late or non-payment is only temporary, and that you will be able to repay the arrears in full, we may require you to leave the home. We would usually only seek to take such action where we consider the level of arrears to be significant, for example two months or more, and the chances of repayment within a reasonable time period are low. Where we ask you to leave, we will provide you and your representatives with 28 days' written notice to allow you to make alternative arrangements. In these circumstances, we will offer support in locating alternative accommodation but reserve the right to seek a court order obtaining repossession of the room where the notice is not complied with.

We will seek to recover outstanding debts through legal action where necessary and will adhere to the pre-action protocol for debt claims. In such circumstances, we reserve the right to claim for the reasonable costs of any debt recovery action.

If for any reason our charges are not paid within 30 days of their due date for payment, we reserve the right to charge interest on any overdue sum at the National Westminster Bank Plc's base rate. We will write to you to let you know if we intend to charge interest on any outstanding debt and the amount we intend to charge.

Making a Complaint

We want to ensure that we provide a good quality service to all our residents and we want to hear from you if you are not happy with the service you have received. If you think we have not provided a good service, we can often resolve problems straight away; however, if we cannot solve your problem quickly, we will ensure that it is taken forward as a formal complaint.

You can make a complaint by phone, in writing (letter or email), in person, or you can pick up and complete one of our leaflets that can be found in the reception area at Barnes Lodge or online at www.rapporthousingandcare.co.uk. We will also accept complaints made by a person acting on your behalf.

We have produced a comprehensive complaints brochure, which explains our complaints handling procedure clearly in more detail. A copy can be obtained by contacting a member of the administration team on 10732 369171 or online at www.rapporthousingandcare.co.uk.

If you are not satisfied with the way in which we deal with your complaint or the decision made, you have the right to take your complaint to; the relevant local authority, if they are responsible for paying your fees, or, to the Local Government Ombudsman if you are self-funding. They will only investigate your complaint after it has been through our internal complaints procedure.

Contact details for Kent County Council, as the local authority responsible for the majority of our local authority supported residents, and the Local Government Ombudsman are given below.

Kent County Council Adult Services
County Hall
Maidstone
ME14 1XQ
Tel: 03000 41 61 61

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614

