

HAZELDENE HOUSE CARE SUITES

RESIDENTS' HANDBOOK

ABOUT HAZELDENE HOUSE LIMITED (“HAZELDENE HOUSE”)

Hazeldene House Limited is the landlord of Hazeldene House Care Suites and it is a Care Quality Commission registered provider of care services to the suites. The landlord's functions and the care functions are carried out entirely separately in accordance with CQC's latest guidance (see https://www.cqc.org.uk/sites/default/files/20151023_provider_guidance-housing_with_care.pdf for details). Residents are free to choose whichever care provider they wish. If residents choose to have their care provided by Hazeldene House Limited, they will have two standalone agreements with Hazeldene House Limited, one for their tenancy and an entirely separate one for their care

HAZELDENE HOUSE CARE SUITES (“CARE SUITES”)

This document explains what Care Suites are and gives you the information you need in order to decide whether a Care Suite is the right choice for you or your relative.

WHAT ARE CARE SUITES?

We have developed the concept of Care Suites to bridge the gap that we perceive to exist between nursing homes and extra care/sheltered housing schemes. Care Suites combine the best features of both: they give people the privacy of living in their own unit whilst making available the same levels of care and support that is available in nursing homes.

Our Care Suites comprise a large bed/sitting room with an en-suite shower/WC. As well as giving residents additional space for personal effects and mementos, our care suites differ from traditional nursing home bedrooms in three important ways:

1. Social space so that residents' families and friends can spend good quality time together in privacy and comfort
2. Dining space so that residents can enjoy their meals in their own room, if they wish.
3. Facilities to prepare drinks and snacks.

Meals are provided for those Care Suite residents who opt to purchase these separately, either in their suite or in a communal dining room for Care Suite residents and their guests. There is also a communal Care Suite residents' lounge area for residents to socialise in if they wish. Care Suite residents are encouraged to take part in an internal activities programme organised by Hazeldene House and to integrate into the Hazeldene House community as much as possible. However, they have complete choice over which activities, if any, they wish to join in.

WHO ARE CARE SUITES FOR?

Our Care Suites are for older people with nursing care needs, who require a Registered Nurse to always be on hand to support their daily lives and who wish to have a “home for life” even if their support needs become more intense.

They are a direct alternative to nursing homes and they are particularly attractive to the many older people who receive intensive homecare and who feel socially isolated in normal housing. These individuals often cannot bear the institutional feel of a conventional nursing home and the loss of privacy it entails, so a Care Suite is a positive alternative.

At Hazeldene House, the Care Suites are all for people with dementia.

ON WHAT BASIS CAN YOU OCCUPY A CARE SUITE?

All residents of the Care Suites must be in need of on-going personal care due to physical frailty or disability. This is in line with the local council's planning conditions for the building. In order to have an objective admission criteria based on residents' care needs, our policy is that residents must be eligible for Attendance Allowance, the Care Component of the Disability Living Allowance at least at the middle rate, or Personal Independence Payment for Daily Living Skills when they move in.

Residents have a tenancy agreement and pay a weekly rent and service charge (both payable monthly in advance by direct debit). If a resident wishes to permanently move out of the Care Suite, no notice is required but the resident must confirm this in writing. Hazeldene House, as the landlord, can only require the resident to vacate the Care Suite in limited and specific circumstances. For those who qualify, Housing Benefit covers the rent while statutory benefits (e.g. state pension, attendance allowance, etc.) cover the cost of the service charges, while still leaving some spare cash for personal expenses.

The items covered by the service charge are explained at the end of this handbook.

All charges are payable monthly in advance by direct debit, except when they are paid out of government benefits in which case the charges are payable as soon as the benefits are received.

All charges are reviewed annually on 1st April each year and will increase in line with the costs of providing the various services. You will be given at least one week's notice of any increase in the fee, which will apply from the end of the notice period.

WHAT RIGHTS AND OBLIGATIONS DO RESIDENTS HAVE IF THEY LIVE IN A CARE SUITE?

As a Care Suite Resident, you have certain rights and obligations which include the following:

- The right to live in your Care Suite, subject only to the limited rights of Hazeldene House to require you to leave, as explained below;
- You must pay your rent and service charge monthly in advance by direct debit;
- You have the right to use the communal lounge and dining room;
- Your Care Suite will be cleaned for you and your laundry will be done for you;
- You can entertain guests in your Care Suite or in the communal lounge;
- If you obtain Hazeldene House's written consent you can bring items of your own furniture and furnishings with you to your Care Suite provided they comply with the Furniture and Furnishings (Fire Safety) Regulations 1988;
- You may bring items of electrical equipment into your Care Suite provided they have passed the Personal Appliance Testing (PAT) Regulations. However, you may not have a toaster or oven of any description (including a microwave oven) in your Care Suite;
- You can have someone else live with you in your Care Suite, but the second occupant must be agreed in your Tenancy Agreement.
- You may not keep any types of pets in your Care Suite;
- You must not be a cause of disturbance to other residents of Care Suites;
- You must always have an agreement in place with a domiciliary care provider registered with the Care Quality Commission for the provision of your personal care. This can be Hazeldene House Domiciliary Care Agency, but need not be;
- You are free to obtain your meals either from Hazeldene House (for a flat fee) or from any other source you chose. However, you are not permitted to cook food in your Care Suite.

HOW ARE YOUR CARE NEEDS MET?

PERSONAL CARE

Residents can purchase their personal care from any registered domiciliary care provider of their choice; however, the following is a summary of the personal care services provided by Hazeldene House Limited for those residents who choose to buy their care from Hazeldene House Limited.

For a flat weekly fee, you will receive the following:

- a. Personal care services within the resident's Care Suite available 24 hours per day as and when required, covering:
 - (i) Response to calls on the staff call system.
 - (ii) Care relating to personal hygiene and toileting.
 - (iii) Assistance with feeding, eating and drinking.
 - (iv) Promotion of continence and management of incontinence.
 - (v) Assistance with mobility and transfers, including help with getting up and going to bed.
 - (vi) Promotion of independence and social functioning.
- b. Day Care within the communal areas available 8.00am to 8.00pm seven days a week as and when required, covering:
 - (i) Response to calls on the staff call system.
 - (ii) Care relating to personal hygiene and toileting.
 - (iii) Assistance with feeding, eating and drinking.
 - (iv) Promotion of continence and management of incontinence.
 - (v) Assistance with mobility and transfers.
 - (vi) Promotion of independence and social functioning.

If you need to go on a trip outside of the Home (e.g. to hospital) and you are escorted by care staff on a one-to-one basis, an additional hourly charge will apply.

Apart from the periodic increases in charges, the fee may increase if your care needs increase and you are assessed as requiring a significantly greater level of care than previously.

The full fee applies during the first 14 days of any temporary absence (for example due to holiday, visiting relatives/friends or hospitalisation). If the temporary absence exceeds 14 days, no further charge for personal care will be made until you have returned and it is resumed.

NURSING CARE

Registered Nurses working under Hazeldene House Limited are on hand 24 hours a day to supervise the care assistants who provide the personal care. If you wish, these Registered Nurses can also directly provide any nursing care which you may require including the following:

- (i) Administration and monitoring of medication
- (ii) Dressings
- (iii) Injections.
- (iv) Feeding requiring nursing skills
- (v) Pressure injuries
- (vi) Specialist incontinence management
- (vii) Prosthesis management and appliances.

With this in-house nursing service, you have the comfort of knowing that a Registered Nurse is always available in the building to respond to your needs when they arise.

Alternatively, you can receive free nursing care from NHS District Nurses who would visit your Care Suite in response to your nursing needs or you can buy your nursing care from any private provider registered with the Care Quality Commission.

The NHS is responsible for funding your nursing care services, irrespective of your financial position.

WHAT IF YOUR CARE NEEDS CANNOT BE MET BY YOUR CARE PROVIDER?

If you receive your care from Hazeldene House Limited and your care needs increase, we will:

- Review the provision of your care in consultation with you and/or your advocate/representative and all relevant professionals (e.g. your GP) as appropriate.
- We will discuss any changes that are required to the care provision and whether or not these can be met by Hazeldene House Limited. We will also discuss any increases in fees that may be required.
- If an agreement cannot be reached and/or it is considered that your care needs can no longer be met by Hazeldene House Limited, we will be required to raise a Safeguarding Alert with the local authority if your wellbeing is at risk.
- In certain circumstances, we may need to escalate our concerns to other professionals and/or the Court of Protection as appropriate in order to safeguard your wellbeing.

If your care needs are not provided by Hazeldene House Limited but we become aware that your care needs are not being met and/or we have concerns about your wellbeing, we may need to refer our concerns to the local authority Safeguarding Team and/or the Court of Protection as set out above.

CAN YOU BE REQUIRED TO LEAVE YOUR CARE SUITE?

Your Tenancy Agreement will give you the right to occupy your Care Suite for seven years. Six months before the end of the seven years you can ask Hazeldene House to renew your tenancy for another seven years. Hazeldene House must then renew your tenancy unless your rent or service charge payments are in arrears or you are in breach of any of your obligations under the Tenancy Agreement. You can renew your tenancy twice, so the maximum period that you can occupy your Care Suite is 21 years.

The only circumstances in which Hazeldene House can terminate your tenancy agreement before the expiry of its term are:

- If you fail to pay the rent due under the Tenancy Agreement;
- If you fail to pay the service charge;
- If you die or your Care Suite is unoccupied for two calendar months or more;
- If the premises are required for demolition or can no longer be lawfully used as residential accommodation or the premises or adjoining premises become unsafe; or
- You are in breach of certain terms of the Tenancy Agreement / lease.

WHAT ABOUT LEAVING YOUR CARE SUITE?

If you decide, for any reason, that you no longer wish to live in your Care Suite you can terminate your tenancy at any time without the need to give prior written notice to Hazeldene House.

You need to give us written confirmation that you have left on a permanent basis. Your charges end on the date you move out or on the date we receive written notice, whichever is later.

In the event of death, your charges cease immediately.

WHAT AGREEMENTS DO YOU NEED TO SIGN?

All residents must have two separate agreements in place:

a) **Tenancy Agreement**

In these agreements, Hazeldene House Limited is the landlord and you are required to pay:

- (i) Arrangement Fee when you move-in and;
- (ii) Rent and;
- (iii) Service Charge (see below)

b) **Care Agreement**

This agreement must include the provision of personal care from any provider of your choice who is registered with the Care Quality Commission. If you enter into a Care Agreement to buy your care from the Hazeldene House Domiciliary Care & Nurses' Agencies, you can also choose the following as part of this agreement:

- (i) Food and drink (excluding alcohol beverages)
- (ii) Nursing Care provided by Registered Nurses

The charges for these elements are indicated in a separate "Residents' Charges" sheet.

WHAT DOES THE SERVICE CHARGE COVER?

The service charge is payable monthly by all Care Suite residents and covers the following:

a) **Property Costs:**

- i) Building
- ii) Grounds
- iii) Communal cleaning

b) **Domestic Services:**

- ii) Bed making and cleaning of the suite
- iii) Personal laundry service by washing machine (but excluding dry cleaning)

c) **External Bills:**

- i) Water, gas and electricity (both for suite & communal areas)
- ii) TV Licence
- iii) Refuse collection
- iv) Building, Public Liability and Personal Insurance (subject to some exclusions and excess amounts)

The service charge does not cover, and you will need to pay separately for, all personal items such as clothing, newspapers/magazines, toiletries, hairdressing, chiropody, medications and continence aids. Assistance with purchasing any of these items may be available by arrangement, if required. You are entitled to receive certain items free of charge from the NHS.

Ernie Graham, Director
Hazeldene House Limited
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