



Frequently Asked Questions

Accommodation

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

A: All of 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 provided for residents decorated in neutral colours. Redecoration and rearrangement of the room to suit your own tastes can be arranged 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 be brought into the home subject to electrical safety checks, which the Home Manager will carry 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 are fitted with at least two double plus sockets for your use

Q: Can you control the heating in your room?

A: Yes, all radiators are fitted with thermostatic control valves, which you can adjust to suit your own preferences.

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

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

Q: Is there a separate dining room?

A: Yes, the accommodation is divided up into small households each with its own lounge, 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 adjacent 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 in all the households throughout the home.

Home life

Q: Are there any rules and restrictions (e.g. going out, time of return)?

A: No! There are no restrictions, we just ask you to sign out and in or notify us so we can monitor for our fire safety procedures.

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

A: Yes!

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 if they wish can be involved in the recruitment of staff, menu planning, gardening, organising events and much more...

Q: Are there smoking and non smoking areas?

A: The home is non-smoking. There is a designated smoking area provided outside in the garden.

Q: What are the arrangements for handling money?

A: All the rooms are provided with a lockable cabinet to store your valuables in if you wish. We also have available a resident property account where residents/relatives can deposit money (which is kept secure in the homes safe) or withdraw it when they wish.

Fees

Our fee tariff is set out on a separate sheet and can also be found on our website: www.wcs-care.co.uk/ourcarehomes under each home's individual page.

Q: How are fees collected?

A: Fees are payable one month in advance on the first of each month by standing order.

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

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

Q: How are the fees calculated?

A: The monthly fee is one twelfth of the annual fee. The annual fee is calculated by multiplying the daily rate (one seventh of the weekly fee) by 365 days (366 in a leap year).

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 dementia/nursing 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 you require additional care support (e.g. specialist dementia care, nursing care), it may be necessary to increase the fees in line with our tariff. Prior to any increase in fees the home always will conduct a review giving four weeks notice of any increase.

Q: What the fees do not include?

A: The 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 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 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.

Please call us 01926 864242

For further information, please visit www.wcs-care.co.uk