

# Important additional information about our care homes



**JEWISH CARE**

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## What to expect from this guide

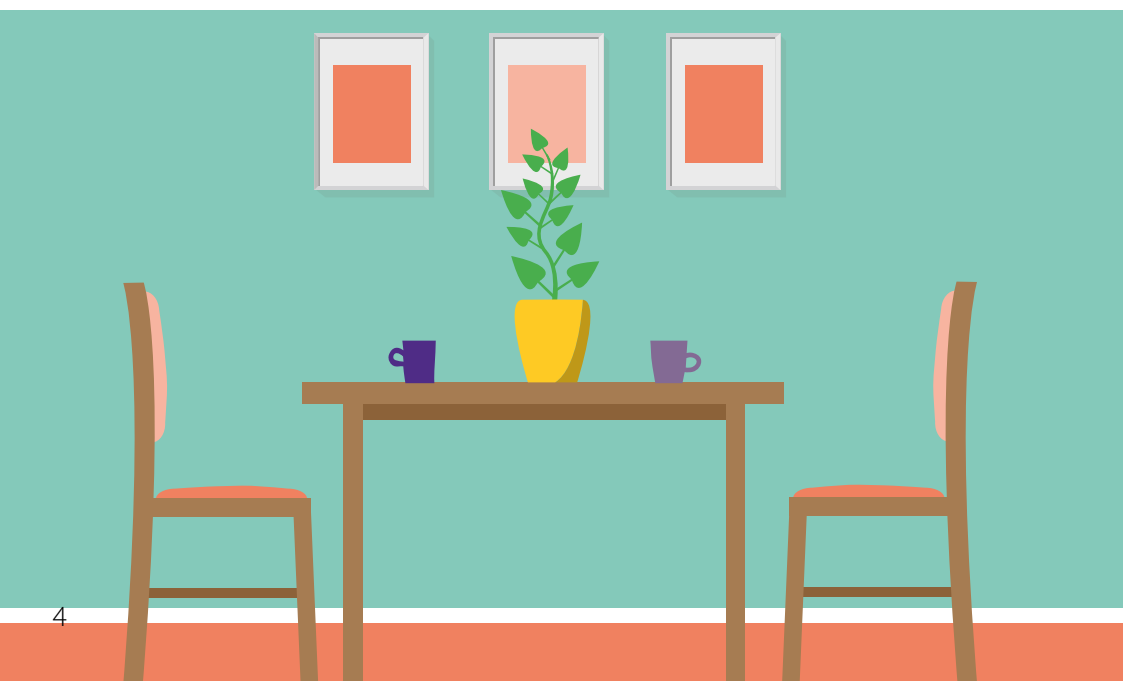
We understand that looking into care homes can be overwhelming as there is a lot of information to take in.

At Jewish Care, we want to make this process as easy as possible for you. You will have already been provided with a copy of our *Key Facts* guide, to help you decide if the care home you are considering is right for you.

This Important Additional Information guide provides further details you may find helpful to know about our care homes, to help grow your understanding, before making a final decision.

# Important additional information

## About our care homes



At Jewish Care, our care homes are more than a 'home from home' for the people who live with us; within each of our homes a very special community exists.

24 hours a day, 365 days of the year, our care homes are run by the most dedicated staff and volunteers, providing different types of care to suit individual wants and needs.

Our homes have a wonderful atmosphere, enjoying regular visits from family, friends and even much-loved pets. We proudly celebrate our Jewish roots together, making our care homes truly special places to live in.

## **Our care homes are regulated**

To help us make sure we provide a good quality service, the Care Quality Commission (CQC) monitor, inspect and regulate our care homes on an ongoing basis. They publish their findings, including ratings to help people choose their care.

You can read the CQC's full reports about our care homes by visiting **[cqc.org.uk](https://www.cqc.org.uk)**

All care homes that are regulated by the CQC have a Registered Manager, who is qualified and able to effectively manage the care home.

Care home	Registered Manager
Anita Dorfman House and Wolfson Assisted Living, at Sandringham	Zoe Hiscox
Jack Gardner House	Sandra Saintus
Kun Mor and George Kiss Home	Yomi Essiet
Stella & Harry Freedman House	Lilian Okotcha
Otto Schiff	Kemi Ariba
Rosetrees	Alison Prior
Sidney Corob House	Sandra Saintus
Sunridge Court	Vic Fitzwalter
Vi and John Rubens House	Rebecca Awan

All information on this page is correct at the time of publication. However, management changes do happen from time to time. If you want to make sure you are seeing the most up-to-date version of this page, visit [jewishcare.org/important-additional-information](https://www.jewishcare.org/important-additional-information) and scroll down to page 6.

Jewish Care is the Registered Provider – the organisation that is responsible for overseeing the running of the care homes.

Our care homes' kitchens are monitored by the Food Standards Agency. Each care home is inspected and rated separately. You can find the latest food hygiene rating for each care home on its web page. Please visit [jewishcare.org/carehomes](http://jewishcare.org/carehomes) to find out more.

## Meeting your personal preferences

We are committed to delivering high standards of care and support that meet your expectations.

We work with you in developing a personalised care plan which aims to support your health, wellbeing and independence.



## **“Will you meet my personal and religious preferences?”**

Yes. At Jewish Care, you can benefit from being around people who understand your religious and cultural identity; however you choose to observe this. All our staff are trained in the Jewish way of life.

We celebrate all the Jewish festivals and there is a weekly Shabbat service which you are welcome to join. We light the Shabbat candles and say Kiddush every Friday before dinner. This is followed by a traditional Friday night meal.

Our Rabbi is happy to spend time with you. If you would like to see your own Rabbi, you are welcome to invite them to visit you.

In some of our care homes, the televisions are switched off in the shared lounges during Shabbat and religious festivals. Of course, what you choose to do in your own room during Shabbat is your choice.

All of our care homes use kosher ingredients and recipes, and our staff are fully trained in preparing food in a kosher way.



Some of our care homes are under licence with either the Kosher London Beth Din or the Sephardi Kashrut Authority:

### **Kosher London Beth Din**

- Anita Dorfman House and Wolfson Assisted Living
- Kun Mor and George Kiss Home • Otto Schiff
- Rosetrees • Stella & Harry Freedman House

### **Sephardi Kashrut Authority**

- Vi & John Rubens House

We understand that not everyone shares the same level of religious observance, so you are not expected to join in any activities if you do not want to.

### **“Can I choose whether I want male or female carers?”**

We cannot always guarantee a carer of a specific gender; however we try to accommodate this whenever we can. Please inform us of your preference, if you have one.

### **“Will you meet my dietary requirements and preferences?”**

We can accommodate dietary requirements. If the care home follows the laws of Kashrut, the requirements must follow these.

### **“Can I bring my personal belongings?”**

We encourage you to bring along the items that bring joy to your life. You are welcome to put up photographs and keep personal mementos in your bedroom.

We will check that any furniture and electrical items you bring comply with fire and health and safety regulations.

### **“Can I bring my pet?”**

Pets are an important part of the family and we will try to accommodate them where we can. This is decided by the Registered Manager on a case by case basis and is dependent on numerous factors.

The care home may accommodate your pet if you make suitable arrangements to look after it, cover all costs associated with its care and insure your pet for vet's fees and third-party claims.

We hope that these arrangements work, however if your circumstances change and you are no longer able to care for your pet, or if it causes disturbance, the Registered Manager can withdraw their agreement to accommodate your pet.

# The trial period

**If you are a permanent resident, your first six weeks in the care home are a trial period both for you and for the care home. This is to make sure you are happy with the care home and that living there works for everyone involved.**

At the end of the six weeks, or as soon as possible thereafter, we will carry out a review to see how you are finding your stay. If you like the care home and want to continue living there, and we are satisfied that we can meet your needs, you will become a permanent resident.

At the end of the trial period, if you decide that you do not wish to continue living at the care home or we are not satisfied that the care home can meet your needs, your contract with us can come to an end and we can help you to decide your next steps.

If you wish to end your stay before the trial period has ended, you can end your contract with us early by giving us two weeks' notice in writing. The care home can also end the trial period early if the terms and conditions of residency are broken, by giving you two weeks' notice.

## Keeping your belongings safe

**It is important that your belongings are kept safe and secure while they are in the care home.**

We cannot take responsibility for any valuable items that go missing or get damaged in the care home.

By following these steps, you will give your belongings the best chance of staying safe:

- Tell us when you bring in new belongings or remove items
- Label your items with your name
- Avoid bringing precious or sentimental items
- Take out an additional contents insurance policy



## Insuring your belongings

We highly recommend that you arrange your own insurance policy for all your personal possessions and valuables. Please also consider important items such as dentures, hearing aids and glasses.

We have a contents insurance policy that covers your personal belongings in the following very limited circumstances (also known as Insured Perils); fire, lightning, aircraft, riot, explosion, civil commotion, earthquake, storm, flood, escape of water, impact, accidental damage, theft, subsidence, landslip or heave and malicious damage. Consequently, it would not cover if an item was mislaid, misplaced or lost.

In the event of an insured peril only, your belongings are only insured up to a maximum value of £250 per item, and £1,500 overall. Additionally there is a £250 excess for you to cover for each claim made under the policy.

The insurance policy does not include the following items under any circumstances; cash, precious metals, precious stones, jewellery, watches, furs, unusual objects, works of art, or rare books. We therefore strongly advise you not to bring any valuables to the care home as we cannot accept any responsibility for them.

Given that our insurance limits the type of items covered, the risks for which they are covered and contains numerous monetary limits and excesses, if you want further contents insurance cover, we highly recommend that you arrange your own insurance policy for all your personal possessions (including items such as hearing aids, dentures, glasses, wheelchair, etc.).



## Changes to your funding

When you apply for the care home, we will work closely with you and any third-party funding bodies to make sure that your funding arrangements are secure for now and the future. However, sometimes it is unavoidable that your funding changes while you are a resident, and what happens next depends on your circumstances.

### **“I have been self-funding, but I am now eligible and applying for local authority funding.”**

In this circumstance, you should tell us when your funds start to approach the current £23,250 threshold. It can take some months for local authorities to carry out their assessments, so we suggest that you start the process no less than six months before you are likely to reach the threshold.

Residents or their representatives must complete their own applications for local authority funding; however, we will guide and support you through this process. If your application for local authority funding is successful, you will remain responsible for paying the full weekly care home fees until the date your new funding begins.

When the local authority agree funding, there will be a shortfall between the amount they pay and the full



fee. We ask your family to make a 'family contribution' to help bridge this shortfall. If no family members are in a financial position to assist, they can apply for a charitable grant offered by Jewish Care to cover some or all of this contribution. You will not be asked to change your room if your funding changes.

The amount of family contribution we ask for differs between the homes. Please note that the following homes are all full fee paying homes and the full shortfall is payable:

- Sunridge Court
- Anita Dorfman House
- Wolfson Assisted Living

In the unlikely event that your application for local authority funding is unsuccessful and you cannot secure further funding, we will discuss the next steps with you.

**"I am self-funding, but I am now going to receive NHS Continuing Care funding."**

We accept NHS Continuing Care funding regardless of how your care was paid for prior to this. If you are awarded this funding nothing else will change and no further fee payments will be expected of you.

**“I was funded by a public body, but I am now no longer eligible for this funding.”**

In the unlikely event that your local authority funding ends and you cannot secure further funding, we will support you in finding alternative accommodation as a last resort. If your NHS Continuing Care funding ends, your local authority will carry out a financial assessment to determine if you are eligible for local authority funding. If you are not eligible (because you have over £23,250), you will become self-funding.

## **Leaving the care home**

**We hope that you are happy with the care home and that we can meet your needs. However, we appreciate that circumstances can change, and you may choose to leave the care home.**

If you are a permanent resident and you choose to end the contract after the trial period has ended, we ask you to give us one month's notice in writing.

If you wish to end your stay before the trial period has ended, you can end your contract with us early by giving us two weeks' notice in writing.

If you are a short stay resident, we ask for one week's notice in writing.

## Giving your feedback

We welcome your views, so please let us know what we do well and what we can do better. We take your views seriously and your feedback helps us to improve.



### How to pay us a compliment or make a comment

It is good to hear when we do something well as it helps us to do even better. If you have a comment, suggestion or idea you would like to share, please let us know by telling a member of staff or the care home's management team. You can also contact our **Customer Experience:**

**Telephone:** 020 8922 2324

**Email:** [customerexperience@jcare.org](mailto:customerexperience@jcare.org)

**Address:** Customer Experience,  
Jewish Care, Amélie House,  
Maurice and Vivienne Wohl Campus,  
221 Golders Green Road,  
London NW11 9DQ

Alternatively, you can fill in and return the ***Your View Counts*** form which is available on our website at [jewishcare.org/yourviewcounts](http://jewishcare.org/yourviewcounts), at the care home reception and in your care home welcome pack.

## How to make a complaint

Please tell someone in charge if you are concerned about something. It is quite possible they will be able to address the problem straight away. Our aim is to resolve complaints or concerns as quickly as possible. If the problem cannot be resolved immediately, you will receive a response within seven working days. If more time is required, you will be informed of the reason in writing.

If you feel that the staff are not responding to your comments, you are not satisfied with their response, or you do not feel able to discuss your concern with them, you can contact our **Customer Experience Team**:

**Telephone:** 020 8922 2324

**Email:** [customerexperience@jcare.org](mailto:customerexperience@jcare.org)

**Address:** The Chief Executive Officer, Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ

Alternatively, you can fill in and return the ***Your View Counts*** form which is available on our website at [jewishcare.org/yourviewcounts](http://jewishcare.org/yourviewcounts), at the care home reception and in your care home welcome pack.

- We will write to acknowledge your complaint within three working days of receiving it. Following a thorough investigation, you will receive a full response within 28 days.
- You may arrange to meet the person conducting the investigation to discuss your concerns at any time during the process.
- If you remain dissatisfied, your complaint can be referred to a Jewish Care Director for further consideration. The Director will provide you with the final decision in writing within 28 calendar days unless we have previously agreed an alternative deadline.
- We will cooperate fully with anyone acting on your behalf, subject to their having the appropriate authority to do so.
- We will not discriminate against you for having made a complaint.

## **Help from an independent body Care Quality Commission (CQC)**

Jewish Care's care services are regulated by the Care Quality Commission (CQC). Even though CQC do not usually investigate individual complaints, they would like to hear about your experience.

Their contact details are:

**Telephone:** 0300 061 6161

**Website:** [cqc.org.uk](http://cqc.org.uk)

**Address:** Care Quality Commission,  
Citygate, Gallowgate,  
Newcastle-upon-Tyne  
NE1 4PA

## The Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman can investigate complaints from anyone using a regulated service such as a care home.

You can contact the Local Government and Social Care Ombudsman at any time during the investigation process or if you are dissatisfied with the outcome. We will cooperate fully during any investigation and comply with the resulting decision.

Their contact details are:

**Telephone:** 0300 0610 614

**Website:** [lgo.org.uk](http://lgo.org.uk)

**Address:** The Local Government Ombudsman,  
PO Box 4771,  
Coventry  
CV4 0EH

## What are the next steps?

You should now have a good overview about living at one of our care homes.

You can take a look at our standard terms and conditions for care home residents by visiting [jewishcare.org/terms-conditions](https://www.jewishcare.org/terms-conditions)

## Get in touch

The Admissions Team is here to support you with your next steps. Please contact us if you want to:

- Ask a question
- Explore your options
- Look around the care home
- Make an application

They will have a conversation with you to check that this is the best route to meet your needs and to see if there is anything else we can support you with.

**Call us on 020 8922 2321 or  
email us at [admissions@jcare.org](mailto:admissions@jcare.org)**



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# Supporting you with your care home enquiry

Choosing a care home doesn't need to be stressful. Our helpful, understanding and supportive advisors offer free advice on anything from funding to finding just the right Jewish Care home for you.



**1** Call us on 020 8922 2222 or email [helpline@jcare.org](mailto:helpline@jcare.org).



**2** We will then **assess your situation** and help answer any questions you may have about you or the person you are supporting's needs, along with advice on how to fund your care.



**3** You can then **book one or more visits** to our homes that might be right for you or the person you are supporting.



**4** If you would like to **proceed**, our Care Home Assessor will then carry out a full care assessment, they will also help support you with completing the application forms, and guide you through the next steps.



**5** At any stage in the process we are there to help you and answer any concerns or questions you have.

Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus,  
221 Golders Green Road, London NW11 9DQ  
Charity Registration Number 802559 | Registered in England Number 2447900

Registered address: as above



**JEWISH CARE**