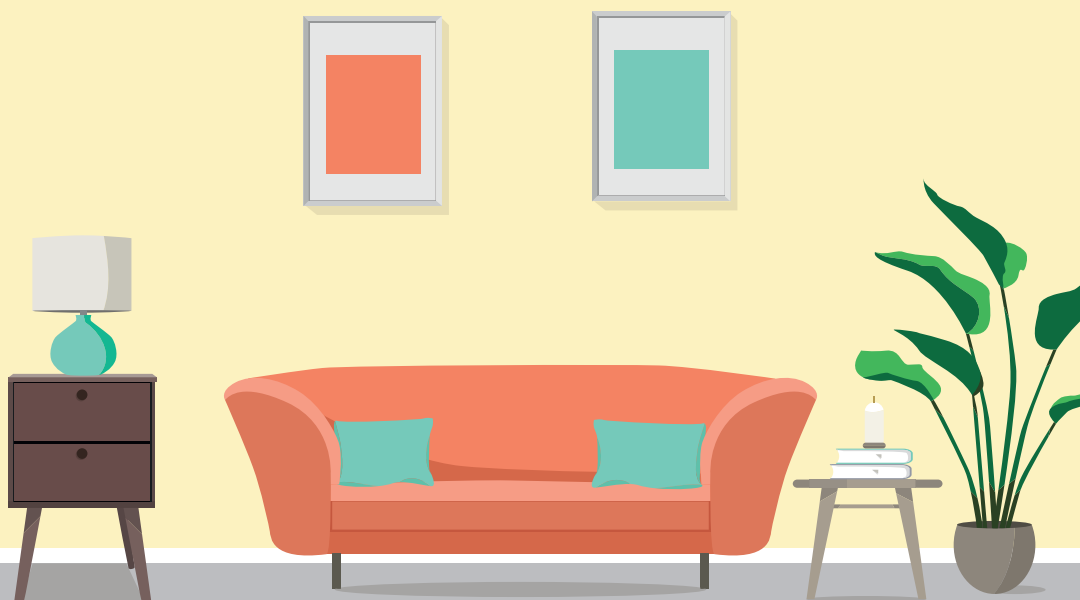


Key facts about Vi & John Rubens House

1 April 2026 to 31 March 2027



JEWISH CARE

Contents

Key facts

What to expect from this guide	3
The care home	5
Making you feel at home	10
Things to do in the care home	12
Our staff	13
Funding, fees and other costs	16
What are the next steps?	24



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. This guide gives you all the important information you need to know about our care home, Vi & John Rubens House, to help you make the right decision for you.

If you want to speak to someone to help you, please call us on **020 8922 2222** or email **helpline@jcare.org**

Key facts

About Vi & John Rubens House



Vi & John Rubens House brings together Jewish residents from across Essex and East London. The only Jewish home in the Redbridge area, there is a genuine homely feel and a lively atmosphere.

We consider the care home to be a special community, with visits from family, friends and much-loved pets. The care home is run by dedicated staff and volunteers. They work hard to deliver quality care and support and develop lasting friendships with our residents.

Our care is underpinned by the philosophy that residents should lead meaningful lives, with the opportunity to be active and independent despite any physical, sensory or cognitive impairment.



Our care home is regulated

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

You can read the CQC's full report about our care home by visiting [jewishcare.org/viandjohnrubens](https://www.jewishcare.org/viandjohnrubens)

The latest overall CQC rating for
Vi & John Rubens House is **Good**

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

Our Registered Manager for
Vi & John Rubens House is **Rebecca Awan**

The Registered Provider is the organisation that is responsible for overseeing the running of the care home.

The Registered Provider for
Vi & John Rubens House is **Jewish Care**

The needs the care home caters for

Vi & John Rubens House offers the following types of care for older people:

- residential
- dementia
- nursing
- dementia with nursing care
- end of life care

What is 'residential care'?

Residential care (also known as personal care) is for people who require help with daily activities such as washing, getting dressed, eating and drinking, getting around and interacting with others.

What is 'dementia care'?

Dementia care is for people who require help with daily activities and routines because they are living with dementia. They may also have some additional care needs, such as support with communication, managing their mood and feeling settled, due to having dementia.

What is 'nursing care'?

Nursing care is for people who require help with daily activities and have a condition that requires the supervision of nurses. They may need additional nursing support such as medication, managing pain or a regular nursing procedure.

What is 'dementia with nursing care'?

Dementia with nursing care is for people living with dementia or cognitive impairment who require help with daily activities and have a condition that requires the supervision of nurses. They may need additional nursing support such as medication, managing pain or a regular nursing procedure. They may also have some additional care needs, such as support with communication, managing their mood and feeling settled.

What is 'end of life care'?

End of life care (also known as palliative care) is the most sensitive personal service. We work alongside both the person in our care and the important people in their life. We make sure that everyone involved is informed and understands about end of life and palliative care. The person in our care receives any nursing support they need as well as all the information available to support their decision making. We help them navigate information and meet their cultural and spiritual needs.

Before you move into our facilities, we will thoroughly assess your care and support needs to determine the category and level of care you require. We will continue to review your care needs while you live in the home. If your care needs

change we will discuss this with you. We may need to ask you to move to a different household in the care home (if applicable in the home) to make sure we can better meet your needs. If your needs change beyond the scope of the services available in your care home, we may ask you to move to a different home within Jewish Care where we can better meet your needs.

Defining 'permanent' and 'respite' care

There are two types of residency in our care homes; permanent and respite.

Most of the care home residents across Jewish Care are permanent, which means they live in the care home on a long-term basis.

Some residents choose to stay in our care homes for a temporary period, which is called respite care (also known as short-stay care). This can be for any number of reasons, such as helping family carers to have a break from caring. **The availability of respite care is limited across our care homes.**

Respite care at Vi & John Rubens House

If you are interested in respite care, please contact us to find out about current availability at this care home. Email helpline@jcare.org or call 020 8922 2222.

What is the layout of the care home?

Your room is one of **105 single bedrooms** across the care home. The bedrooms are spread **over two buildings**. Each building has **three floors** with bedrooms. The number of bedrooms on each floor ranges from **nine to 32**.

Across the care home there are **four units**, which we like to call 'households'. Each household allows you to develop individual relationships with your immediate neighbours and the staff who work with you in your part of the care home.

Main household has 41 bedrooms (for residential care). Sugar Wing household has 35 bedrooms (for nursing care). Tehila household has 13 bedrooms (for people living with dementia). Shalva household has 16 bedrooms (for people living with dementia).

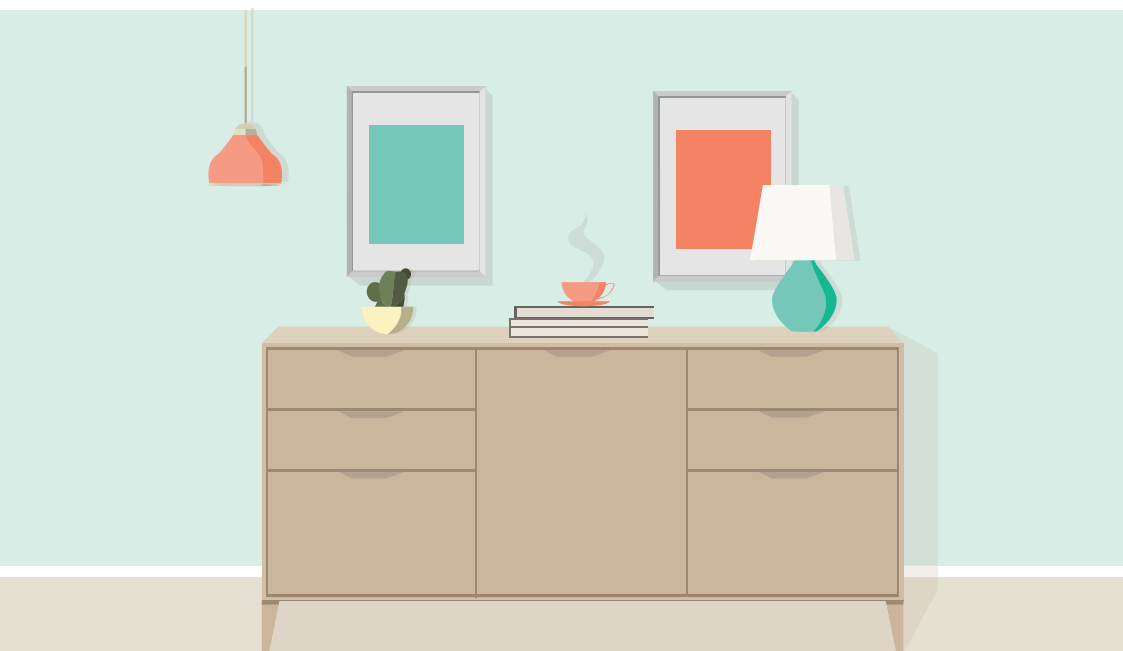
Each household has its own living and dining area, which residents use to chat and develop friendships with others. Residents also enjoy using the furnished outside terrace with a landscaped garden throughout the year.

Making you feel at home

We know it is important to have your own personal space where you can relax and enjoy some alone time if you wish to. All our bedrooms are single rooms, meaning we will never ask you to share your room with another resident (so you can maintain your privacy).

Your bedroom comes **fully furnished** so you do not need to worry about moving or buying furniture when you move.

Your bedroom has an **en-suite room** with a toilet and sink. 26 of the bedrooms also have an en-suite shower.



Television

You are welcome to bring a television for your room, where there is a plug socket and aerial already in place. If you are a respite resident, we will provide a television in your room for you.



Telephone

You can also bring a landline telephone to connect in your room. You will need to arrange the line rental directly with BT and you will be responsible for paying the phone bill.

Internet

You can use the free communal Wi-Fi available throughout the building.



Things to do in the care home

We want to help you continue to take part in your favourite hobbies as well as help you to discover new ones. In our care home there is a large variety of activities and entertainment that you can enjoy.

We have an activities co-ordinator who organises an exciting and varied activities programme for you to choose from. There is something for everyone and we encourage you to take part in as many activities as you wish. We also encourage you to suggest new activities you would like to do, so we can make sure that living in the care home is as stimulating and enjoyable as it can be.

Sample activities timetable

Here is an idea of some of the activities and entertainment taking place over the course of a week.

Monday: Classic movie, entertainment, crafts

Tuesday: Board games, creative activities

Wednesday: Sewing, knitting, bingo

Thursday: Pampering session, sing-along

Friday: Current affairs, general discussions

The actual activities on offer may change over time and will vary from week to week. There are also many more activities in the programme, which you will be able to choose from each week.

Our staff

Our professional staff are dedicated to giving you support and care, so you can continue to live a full and meaningful life. They work hard to make sure your needs and choices are met, and they take great pride in their work. Our team are also on hand to help you settle in, making sure you have an easy and smooth move. We are proud of the diversity of our staff and our good staff-to-resident ratio.

Staffing levels

We regularly review and adjust our staffing levels to reflect residents' needs. This includes reviewing the mix of skills and experience within our team. Care staff are always on-site, both day and night, to support residents and respond to their needs. This helps us maintain high standards of care and safety.

Staff training and qualifications

Our staff receive ongoing in-house training to reflect current research and guidelines on good practice, as well as training in the Jewish way of life.



All our care staff are working towards or have completed a Care Certificate. This is a nationally recognised set of standards that outline the knowledge, skills and behaviours expected in their caring role. All our nurses are qualified and are registered with the Nursing and Midwifery Council.

Technology that supports our staff

Our staff are assisted by technology to help them deliver a comprehensive and effective service.

Managing your care

All our care homes at Jewish Care use electronic care planning. This is a modern system that provides many benefits to you and the quality of care you receive. You will see the care staff using handheld devices to access and update your care plan and your records in real time.

Your care plan is a record of your medication, preferences, needs and the care provided to you. This includes any information that helps us to provide you with high quality care and support, such as your food preferences, your hobbies and your daily routine.



Having electronic care planning means that your records are updated straight away. This means you will see our staff using a device that looks like a mobile phone. This is the care planning handset where they are recording information about residents' care needs. It also means the management team have a quicker and clearer overview of your day-to-day care and that handovers between shift staff happen more quickly and accurately. This ensures the continuity of your care when shift changes occur and that the quality of your care can be easily monitored without delay.

Your call system and sensors

To help us ensure your safety, your bedroom is fitted with a 24-hour call system with the option of sensors if needed. The call system will help you to alert staff if you need urgent help whilst in your room.

Funding, fees and other costs

Funding your care

We understand that the process of paying for residential care can be complicated.

We are here to help if you have any questions about how your care can be funded. We can explain the funding, guide you through the process of making a funding application, and offer you support. Please note that we do not offer financial advice. **Call us on 020 8922 2222 or email helpline@jcare.org**

What funding do we accept?

There are three main ways a place can be funded at our care home; self-funding, local authority funding and NHS Continuing Care funding.

Self-funding

This means you pay the full amount without any funding from your local authority or NHS. You are considered to be a self-funding resident if you have assets above £23,250.

Local authority funding

Your local authority can be approached to fund your placement. Anyone who has under £23,250 in savings

or assets e.g. in banks, building societies, property or shares is eligible for local authority funding. If your assets exceed that sum then you will be a self-funder. If you own a property, this will be taken into account. There are some circumstances where they may disregard the value of your property, such as if your spouse or partner still lives there or a dependent over the age of 60.

Client contribution

This funding usually requires an additional 'client contribution' from you towards the cost of your care, at a rate set by the local authority.

Family Contribution

A Family Contribution (sometimes known as a Third Party Top-up) is the contribution we ask people to make to help bridge the gap between what a local authority will pay for the cost of care and the actual cost of care itself. Local authorities only pay on average about half of what the care home placement costs. At Jewish Care we usually ask the resident's children to contribute to this; we do not ask the resident or their spouse.

For further information, please contact us on **020 8922 2222** or email **helpline@jcare.org**. You can also visit **[jewishcare.org/fees-and-funding](https://www.jewishcare.org/fees-and-funding)**

NHS-Funded Nursing Care

This is when the NHS pays towards the nursing care component of a resident's care home fees. You may be eligible for this if you can't access NHS continuing healthcare but have been assessed as needing care from a registered nurse.

NHS Continuing Care funding

NHS Continuing Care funding is the name given to a package of care that is arranged and funded solely by the NHS. This is for people who do not need to be in hospital but have complex and ongoing healthcare needs.

Fees

1 April 2026 to 31 March 2027

Here are the weekly fees associated with living in the care home:

Residential care is £1,855.53 per week

Dementia care is £1,984.05 per week

Nursing care is £2,253.39 per week

Dementia with nursing care is £2,474.22 per week

If there is respite care available:

Respite residential care is £2,025.53 per week

Respite dementia care is £2,154.05 per week

Respite nursing care is £2,423.39 per week

Respite dementia with nursing care is £2,644.22 per week

Care home fees are for guidance only and are determined by the type of care provided, the home and the level of facilities within each home.

The services included in the fees

- Care according to your personalised care plan. If you have additional care needs there may be additional fees to meet these. We will assess your needs and discuss with you any additional fees involved
- Supervised kosher, drink and snacks, including special diets
- Bedroom accommodation with housekeeping
- Full use of communal areas
- Joining in with the activities programme. You may be asked to make a financial contribution to the cost of some special activities or excursions
- Assistance with washing, bathing, medication and other personal daily activities

- Laundry service by machine washing.
Excludes dry cleaning
- Regular on-site GP surgeries and consultations
- Assistance with booking special escort services, such as for medical appointments outside of the care home. You are responsible for paying charges if you require a staff member to escort you to appointments, on personal outings, or anywhere else outside of the care home.
- Liaison with your health professionals. However, you are responsible for paying any charges made by these professionals

Services available for an additional fee

The following items and services are not included in the fees, but we can still arrange for them to be provided. We will always tell you how much they cost before you agree to pay for them.

- Personal items (e.g. clothes, toiletries and newspapers)
- Hairdressing
- Chiropody
- Medication, equipment and prescription charges

- Telephone line installation and service charges
- Television and subscriptions
(unless you are a respite resident)
- Staff assistance and escorts for medical appointments and your private outings outside of the care home
- Special equipment not available in the home, such as bespoke recliner chairs, wheelchairs and medical aids
- Staff employed directly by you or your family as companions
- Meals and refreshments for visiting family and friends
- You may be asked to make a financial contribution to the cost of some special activities or excursions

Additional one-to-one care

This is an additional fee on top of the advertised weekly fees for permanent and respite residents.

Some residents may require additional one-to-one care as a one off or for continued periods of time. We will explain, discuss and agree this with the resident and the funder before putting in place. It is a flexible arrangement that is reviewed weekly according to the resident's changing needs.

Examples of instances where a resident may require additional one-to-one care:

- They need accompanying to a hospital appointment.
- They have a high risk of falling or injuring themselves.
- They have symptoms that create risks to themselves or others in the home.

The one-to-one care fee is £26.35 per hour.

Deposit

1 April 2026 to 31 March 2027

We ask all permanent self-funding residents to pay a security deposit of one month's fees. Residents who are not self-funding are not required to pay a deposit.

How much is the deposit?

For **residential care** the deposit is **£8,062.73**

For **dementia care** the deposit is **£8,621.16**

For **nursing care** the deposit is **£9,791.52**

For **dementia with nursing care** the deposit is **£10,751.06**

Why do we charge a deposit?

The deposit helps us to cover any damages and excessive wear and tear to the room. It also covers any unpaid fees or other instances where our terms and conditions have not been met. Jewish Care holds the deposit in its main bank account and is secured by our reserves policy.

When is the deposit refunded?

The deposit is refunded without interest when you leave the care home. It is also refunded if you are a self-funder and your funding changes to local authority or NHS funding.

Jewish Care aims to refund the deposit within four weeks of your room being vacated or your funding changing. We will tell you in advance if it is going to take longer. Jewish Care may deduct any amount that is outstanding to be paid. This is to cover any damages and excessive wear and tear to the room.

Deposit for respite residents

Respite residents do not pay a deposit. Instead, they pay their full fee for their entire stay upfront. If the resident later extends their stay, they pay the full fee for this extended period at the time of booking.

What are the next steps?

You should now have a good overview about living at Vi & John Rubens House.

Important additional information about Vi & John Rubens House will be provided before you make your decision and may be found on our website.

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 2222 or
email us at helpline@jcare.org**

Supporting you with your Care Home enquiry

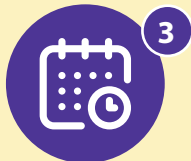
Choosing a Care Home doesn't need to be stressful. Our helpful, understanding and supportive advisors offer free advice on anything from funding to finding just the right Jewish Care home for you.



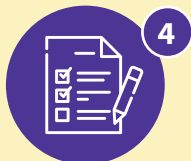
1 Call us on 020 8922 2222 or email helpline@jcare.org



2 We will then **assess your situation** and help answer any questions you may have about you or your loved one'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 your loved one



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

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Charity Registration Number 802559 | Registered in England Number 2447900

Registered address: as above



JEWISH CARE