

Care Homes

Important Additional Information



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Welcome



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

At Jewish Care, we aim to make this process as clear and straightforward as possible. You will already have 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 about our care homes to help you build a fuller understanding before making a final decision.

Welcome

About our care homes

Our care homes are more than a 'home from home' for the people who live with us. Each home is a very special community.

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

Our homes have a warm and welcoming atmosphere, with regular visits from family and friends. We proudly celebrate our Jewish roots together, making our care homes truly special places to live.

Our care



How we are regulated

To help make sure we provide a high-quality service, our care homes are regulated by the Care Quality Commission (CQC). The CQC monitor, inspect and regulate care homes on an ongoing basis. They publish their findings, including ratings, to help people make informed choices.

All CQC-regulated care homes have a Registered Manager, who is qualified and responsible for the day-to-day management of the home.

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

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

Our care



Types of care

Before you move into the care home, we will assess your care and support needs to determine the type and level of care you require. We will review this over time if your needs change.

Residential care

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

Dementia care

Dementia care is for people living with dementia who need support with daily activities and routines. This includes additional support with communication, managing mood, and reducing feelings of confusion and anxiety.

Nursing care

Nursing care is for people who need support with daily activities and have a health condition that requires the regular involvement of a registered nurse. This may include support with medication, pain management or ongoing medical treatment.

Nursing with dementia care

This is for people living with dementia or a significant cognitive impairment who also have a health condition that requires the regular involvement of a registered nurse. It combines dementia support with ongoing nursing care.

End of life care

End of life care (also known as palliative care) is provided for people who are nearing the end of their life. We focus on comfort, dignity and support, working closely with the person and those important to them. This includes nursing care, support with decision making, and attention to cultural and spiritual needs.

Mental health care

Mental health care is for people who need support with their mental health. It provides a safe and supportive environment, with help available to support independence and daily living skills, while allowing as much independence as possible.

Our care

Types of stays

Permanent and respite care

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

Most residents across Jewish Care live in the care home on a long-term basis. This is known as permanent care.

Some residents stay in our care homes for a temporary period. This is known as respite care (also referred to as short-stay care). This may be for a range of reasons, including giving family carers a break. Respite care is subject to availability across our care homes.

How we support you



Your preferences and choices

We aim to support you to live in a way that feels right for you. This means understanding your preferences and giving you as much choice and control as possible in your day-to-day life.

Here are some of the practical arrangements that people often ask about.

Can I bring my personal belongings?

We encourage you to bring the items that are important to you. You are welcome to personalise your room with photographs and other meaningful belongings. We will check that any furniture and electrical items meet fire and health and safety requirements.

For more information, see the *What to bring* section.

Can I choose whether I want male or female carers?

We will try to accommodate your preference for a carer of a specific gender wherever possible. However, we cannot always guarantee this. Please let us know if this is important to you.

How we support you



Can I bring my pet?

Pets are an important part of many people's lives, and we will try to accommodate them where we can. This is decided by the Registered Manager on a case-by-case basis and depends on a number of factors. If your pet is able to stay, you will need to make suitable arrangements for its care, cover all associated costs, and ensure it is insured for veterinary fees and third-party claims. If your circumstances change and you are no longer able to care for your pet, or if it causes disruption, the Registered Manager may need to review this arrangement.

Your care plan

We will work with you to develop a personalised care plan that supports your health, wellbeing and independence. This includes understanding your routines, preferences and what matters most to you, and documenting this so it can be shared with staff to support continuity throughout your stay.

Your care plan is recorded digitally and includes details such as your medication, food preferences, hobbies, daily routine and the support you receive. This means that staff can access and update your care plan in real time, so everyone supporting you has up-to-date information.

Using a digital care plan helps reduce time spent on paperwork, allowing staff to focus more on your care and support. It also supports clear communication between staff and helps ensure continuity of care throughout your stay.

We review your care plan regularly, and you are always welcome to change your preferences and make new choices. Your personal information is kept secure and confidential, and is only accessed by staff involved in your care and support.

How we support you



Food in our care homes

Food is an important part of daily life, bringing comfort, routine and enjoyment. It is something we give careful thought to in our care homes.

We will work with you to meet your dietary requirements and preferences. Where a care home follows the laws of Kashrut, these will need to be observed.

All of our care homes use kosher ingredients and recipes, and our staff are trained in preparing food in a kosher way. Please refer to the Key Facts guide for details of whether the care home you are interested in is supervised.

Food also plays an important role in Jewish life in our care homes. Please see the Jewish life section for more information.

Food hygiene ratings

Our care home kitchens are monitored by the Food Standards Agency. Each home is inspected and rated separately, and you can find the latest food hygiene rating on each care home's web page. Please visit jewishcare.org/carehomes to find out more.

Our staff

Our staff are here to support you throughout the day and night, helping you feel safe, comfortable and well cared for.

We aim to provide consistent care, so you can build familiar and trusted relationships with the people supporting you. This helps ensure your preferences are understood and reflected in the care you receive.

Staff training and qualifications

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

All our care staff are working towards or have completed the Care Certificate. This is a nationally recognised set of standards that outlines the knowledge, skills and behaviours expected in their role.

All our nurses are qualified and registered with the Nursing and Midwifery Council.



Jewish life is an important part of our care homes, and we aim to create an environment where you can continue to live in a way that feels familiar and meaningful to you.

We place traditional Jewish values at the heart of all we do at Jewish Care, while recognising that everyone observes these in their own way. You are free to take part as much or as little as you wish.

Because this understanding is built into the way we work, you do not need to explain or justify your religious or cultural needs. Our staff are familiar with Jewish customs and routines, and this is reflected in the day-to-day life of the home.

Religious life and observance

We celebrate Jewish festivals throughout the year, 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, followed by a traditional Friday night meal.

Our Rabbi is available to spend time with you, and you are also welcome to invite your own Rabbi to visit.

Marking the Jewish calendar

Traditional foods and shared customs help residents remember and mark key moments in the Jewish calendar; challah on Shabbat, doughnuts for Chanukah, honey cake for Rosh Hashanah and hamantaschen for Purim. These moments are part of what makes Jewish life in our homes feel familiar and meaningful.

In some of our care homes, televisions are switched off in shared lounges during Shabbat and religious festivals. What you choose to do in your own room during these times is always your choice.

Personal choice

We understand that everyone has different levels of religious observance. You are not expected to take part in any activities if you do not wish to, and we will support you to observe your preferences in a way that feels right for you.

Funding your care



We understand that funding care can feel complex. We are here to help you understand your options and support you through the process. Please note that we do not offer financial advice.

For details of care home fees, please refer to the Key Facts guide or visit jewishcare.org/carehomes

Ways to fund your care

There are different ways to fund a place in a care home. These depend on your financial circumstances and care needs.

The main options are:

- Self-funding
- Local authority funding (including client and family contributions)
- NHS funding (including NHS-funded nursing care and NHS continuing healthcare)

Self-funding

Self-funding means you pay for your care using your own savings, investments or assets.

You are usually considered a self-funder if:

- your assets are above £23,250 (the current government threshold), or
- you do not meet the eligibility criteria for local authority funding

If you are self-funding, fees are paid directly to Jewish Care by monthly direct debit. We calculate the monthly cost based on the number of nights in the month.

If your savings are reducing and may fall below the threshold, it is important to let us know as early as possible. You may then become eligible for local authority funding.

Even if your assets are above this threshold, you may still be eligible for NHS funding, depending on your healthcare needs. See the NHS funding section for more information.

Funding your care



Local authority funding

Local authority funding is when your local council pays for some or all of your care.

You may be eligible if:

- your available assets are below £23,250, and
- you meet the care needs criteria set by the local authority.

To access this funding, you will need to apply to your local authority.

They will carry out a financial assessment to understand your financial situation. If you are financially eligible, they will then arrange a care needs assessment with a local authority social worker.

The financial and care needs assessments are reviewed together, and a decision is made about whether funding will be approved. If approved, the local authority will agree a start date in principle and confirm the funding with Jewish Care.

If you own a property, this may be taken into account as part of the financial assessment. In some circumstances,

the value of your property may be disregarded, for example if your spouse or partner still lives there or a dependent over the age of 60.

The local authority will carry out regular reviews of your care plan and care home placement to make sure your care continues to meet your needs.

Local authority funding: Client contribution

If your care is funded by the local authority, you will usually need to pay a contribution towards the cost of your care. This is known as a client contribution and is set by the local authority as part of their funding arrangements.

The local authority decides how much you need to contribute based on your financial situation. This is usually calculated using some of your income, such as pensions, to help cover the cost of your care.

You will always be left with a Personal Expenses Allowance, which is a minimum amount set by the government for your own personal use. This amount may vary depending on your individual circumstances.

Funding your care



Local authority funding: Family contribution (third party top-up)

With local authority funding, there is often a shortfall between the total amount paid towards your care (including both the local authority contribution and your client contribution) and the actual cost of care. Local authorities typically fund only part of the overall cost of a care home placement.

A family contribution (also known as a third party top-up) is a financial contribution we ask from the resident's family, usually their children, to help bridge this gap. Only by doing this can we continue to keep the doors of our care homes open. We do not ask the resident or their spouse to pay this contribution.

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

- Anita Dorfman House
- Wolfson Assisted Living

If you have any questions about the family contribution, please contact us. Call 020 8922 2321 or email admissions@jcare.org

NHS funding

NHS funding is when the NHS funds some or all of your place in a care home. This is based on your healthcare needs rather than the value of your assets.

There are two main types of NHS funding:

- NHS continuing healthcare (CHC)
- NHS-funded nursing care (FNC)

NHS continuing healthcare (CHC)

NHS continuing healthcare is a full package of care that is arranged and funded by the NHS. It is for people who have complex healthcare needs requiring ongoing nursing care and support, and who do not need to be in hospital.

Eligibility is not based on your financial situation. The NHS carries out a detailed assessment to determine eligibility. This looks at your care needs, medical history and any details relating to your health condition.

Funding your care



Having a disability or long-term health condition does not automatically mean you are eligible for this funding. The assessment process can be complex, so it may be helpful to seek support from an independent advocate.

If you meet the eligibility criteria, the NHS will cover the full cost of your care, including accommodation, meals, care and any additional support you need because of your health condition.

NHS continuing healthcare (CHC) for end of life care (fast-track pathway)

If a person's health is deteriorating quickly and they may be nearing the end of their life, they should be considered for NHS continuing healthcare through the fast-track pathway.

This allows an appropriate package of care and support to be put in place as soon as possible, usually within 48 hours.

NHS-funded nursing care (FNC)

This is when the NHS pays towards the nursing care component of a resident's care home fees.

The NHS pays a fixed rate directly to Jewish Care. If you are self-funding and have already paid for the nursing element of your care, this amount will be refunded to you.

You may be eligible for NHS-funded nursing care if:

- you are not eligible for NHS continuing healthcare but have been assessed as needing care from a registered nurse, and
- you receive nursing care in a care home

You should have an assessment for NHS continuing healthcare before a decision is made about whether you are eligible for NHS-funded nursing care.

This funding is paid at the same rate across England and will continue for as long as you have nursing needs, unless you become eligible for NHS continuing healthcare.

Funding your care



If you are leaving hospital and moving into a care home

In some situations, you may move into a care home directly from hospital under a short-term arrangement known as 'discharge to assess'. This allows your care needs to be assessed in a more appropriate setting outside of hospital.

Funding for this period is usually arranged by the NHS or local authority for a limited time. Once your longer-term needs have been assessed, a decision will be made about how your ongoing care will be funded.

If your funding changes

We will work closely with you and any relevant funding bodies to help ensure your funding arrangements are in place when you move into the care home.

However, funding can change over time. What happens next will depend on your individual circumstances.

If you are self-funding and your savings are reducing

If your savings are likely to fall below the £23,250 threshold, it is important to let us know as early as possible. It can take some months for local authorities to complete their assessments, so we recommend starting the process at least six months in advance.

You will need to apply to your local authority for funding. You or your representative will complete the application, and we can guide and support you through this process.

If your application is successful, you will remain responsible for paying your full care home fees until the date your new funding begins.

Once local authority funding is in place, you will usually be required to pay a client contribution towards your care, as set by the local authority. There may still be a shortfall between the amount paid towards your care and the full cost. In this case, a family contribution may be required. Please see the Local authority funding section for more information.

Funding your care



In the unlikely event that your application is unsuccessful and you are unable to secure alternative funding, we will discuss the next steps with you.

If you become eligible for NHS continuing healthcare

If you become eligible for NHS continuing healthcare, the NHS will take over funding your care.

We accept NHS continuing healthcare funding regardless of how your care was previously funded. If this funding is awarded, no further care fees will be payable by you.

If your local authority or NHS funding ends

If your local authority funding ends and you are unable to secure alternative funding, we will support you in exploring other options, including alternative accommodation as a last resort.

If your NHS continuing healthcare funding ends, your local authority will carry out a financial assessment to determine whether you are eligible for local authority funding.

If you are not eligible, you will become self-funding.

Moving in



Trial period

If you are moving into the care home as a permanent resident, your first six weeks will be a trial period for both you and the care home. This is to make sure you are happy with your new home and that we can meet your needs.

At the end of the six weeks, or as soon as possible after, we will carry out a review to understand how you are finding your stay. If you would like to continue living in the care home and we are satisfied that we can meet your needs, your placement will continue on a permanent basis.

If, at the end of the trial period, you decide that you do not wish to stay, or we are not able to meet your needs, your contract can come to an end. We will support you in considering your next steps.

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

The care home may also end the trial period early, in line with the terms and conditions of residency, by giving two weeks' notice.

For full details, please refer to the Terms and Conditions of Residence at [jewishcare.org/terms-conditions](https://www.jewishcare.org/terms-conditions)

Your belongings and what to bring

We understand that moving into a care home, or supporting someone with their move, can feel like a significant step. This section is designed to help you prepare, by outlining what to bring and how to keep your belongings safe and organised.

Money for daily spending: Your personal allowance

You may be asked to set up a small personal allowance account (sometimes called a 'float') to cover day-to-day expenses such as toiletries or hairdressing.

This money is held securely by the care home and can be topped up at any time. Please speak to a member of staff to arrange this.

Moving in



Keeping your belongings safe

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

When you move in, you will be allocated a key worker who will be your main point of contact. They will complete a full, itemised inventory of your belongings with you, so we have a clear record of what you have brought with you. You will also be asked to sign an agreement to confirm that you understand how your belongings are managed and the risks involved.

Jewish Care does not provide insurance cover for residents' personal belongings and cannot take responsibility for personal items that are lost or damaged. If you bring personal items with you, you should arrange your own insurance for these.

By following these steps, you can help reduce the risk of items being lost or damaged:

- Tell us when you bring in new items or remove belongings, so we can keep your inventory up to date
- Label all your belongings with your name, particularly clothing and personal aids

- Feel free to bring items that will help you feel comfortable, while keeping valuable or irreplaceable items to a minimum
- Consider arranging your own contents insurance

When labelling clothing, we recommend using sew-in labels rather than iron-on labels, as these are more durable in the laundry. Some care homes may offer a labelling service for a small charge. Please speak to the care home for more information.

Some homes may have a safe for short-term storage of small valuables. Please ask a member of staff for details.

Checklist of what to bring

Personal items

- Photographs and personal mementos
- Items for entertainment (for example, books, crosswords, puzzles you wish to bring from home)
- Toiletries, including any incontinence products used

Moving in



Medication

- For permanent residents, please bring a two-week supply of medication in original packaging
- For respite residents, please bring a four week supply or sufficient medication for the duration of your stay
- A full list of your medication from your GP, including dosage and frequency
- Please do not bring medication in a dosette box

Clothing

- Daywear for all seasons
- Underwear
- Nightwear
- Slippers
- Dressing gown
- A jacket or coat
- Comfortable shoes

Personal aids

- Glasses and case
- Dentures and container
- Hearing aids and case
- Walking aid or wheelchair

Technology and electrical items

We will check any electrical items you bring to make sure they meet health and safety requirements.

You may wish to bring:

- A television (we will provide this if you are a respite resident, or a permanent resident at The Sugar Family Care Home)
- A radio or music player
- A laptop or tablet

Items we recommend you do not bring

To help keep your belongings safe, we recommend that you do not bring:

- Large amounts of cash
- Credit cards or cheque books
- Valuable jewellery
- Expensive or delicate clothing (such as dry-clean-only or woollen items)

Ending your stay (after the trial period)

We hope that you are happy living in the care home and that we are able to meet your needs. However, we understand that circumstances can change, and you may decide to leave.

If you are a permanent resident and choose to end your stay, we ask that you give one month's notice in writing.

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

For full details, please refer to the Terms and Conditions of Residence. Visit [jewishcare.org/terms-conditions](https://www.jewishcare.org/terms-conditions)

Feedback & complaints



Giving your feedback

We welcome your feedback at any time and value hearing about your experience of living in our care homes. It is important to us to know what we are doing well, so we can continue to build on this, as well as where we can improve. Your feedback helps us to shape and develop our services.

If you would like to share a compliment, comment or suggestion, you can speak to a member of staff or the care home's management team. We are always happy to listen.

You can also contact our Customer Experience Team:

☎ 020 8922 2324

✉ customerexperience@jcare.org

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

Alternatively, you can complete the Your View Counts form, available on our website at [jewishcare.org/yourviewcounts](https://www.jewishcare.org/yourviewcounts), at the care home reception or in your welcome pack.

Feedback and complaints



How to make a complaint

If you are concerned about something, please speak to a member of staff or the person in charge. Many concerns can be resolved quickly in this way. If the issue cannot be resolved straight away, it will be handled as a formal complaint.

You can also choose to raise your complaint directly with our Customer Experience Team at any time, particularly if you do not feel comfortable raising it within the care home or are not satisfied with how it has been handled.

Contact our Customer Experience Team:

☎ 020 8922 2324

✉ customerexperience@jcare.org

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

Alternatively, you can complete the Your View Counts form, available on our website at **jewishcare.org/yourviewcounts**, at the care home reception or in your welcome pack.

We will acknowledge your complaint within three working days. Following an investigation, you will receive a full response within 28 days. If you remain dissatisfied, your complaint can be referred to a Jewish Care Director for further review. We will confirm the outcome in writing within 28 days, unless an alternative timeframe has been agreed. You may arrange to meet the person conducting the investigation to discuss your concerns at any time during the process.

We will cooperate with anyone acting on your behalf, where appropriate authority has been provided, and we will not treat you differently for raising a complaint.

Independent organisations

If you would like to speak to an independent organisation, you can contact the following organisations.

Care Quality Commission (CQC)

☎ 0300 061 6161

🌐 cqc.org.uk

📍 Care Quality Commission, Citygate, Gallowgate,
Newcastle-upon-Tyne, NE1 4PA

The CQC does not usually investigate individual complaints but welcomes feedback about care services.

Feedback and complaints

Local Government and Social Care Ombudsman

☎ 0300 0610 614

🌐 lgo.org.uk

📍 The Local Government Ombudsman, PO Box 4771,
Coventry, CV4 0EH

The Ombudsman can investigate complaints if you are not satisfied with the outcome of your complaint. We will cooperate fully during any investigation and comply with the resulting decision.

Next steps

Further information

You should now have the information you need to help you consider your next steps.

For more detailed information, please refer to:

- The Key Facts guide for the care home you are interested in
- Our Terms and Conditions of Residence, available at jewishcare.org/terms-conditions

Next steps

Applying for a place

If you would like to explore a place in one of our care homes, our team is here to support you through the process.

1. Contact us

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

2. Initial conversation

We will talk through your situation, answer your questions, and help you understand your options, including how you may fund your care.

3. Visit our care homes

You can arrange to visit one or more homes

4. Care assessment and application

If you decide to proceed, a Care Home Assessor will carry out a full care assessment. They will support you with completing the application and guide you through the next steps, including any funding applications

5. Ongoing support

We are here to answer your questions and support you at every stage.



Next steps



Contact us

Our helpline is here to support you. Please contact us if you would like to:

- Ask a question
- Explore your options
- Arrange a visit
- Make an application

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

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