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# Fees in Residential Care Policy

## Policy Statement

This home ensures that its funding arrangements in relation to service users’ fees are based on transparency and fairness and accord with best practice and official guidance.

## Funding Arrangements Into which the Home is Prepared to Enter

1. This care home is prepared to accept service users whose care is paid for through a variety of systems or combinations of systems.
2. *[Delete if the home does not provide nursing.]* The home accepts people who need nursing care. It fully co-operates with the appropriate NHS bodies on the assessment and review of service users’ nursing care needs with a view to agreeing the level of a person’s nursing requirements and attached funding.
3. We always inform within the home’s terms and conditions of residence each person receiving nursing care how the NHS contribution affects their fees.
4. We are prepared to accept people who have their fees met entirely by the NHS.
5. *[Delete if the home does not wish to admit self-funders.]* The home is prepared to accept people who wish to pay for their own care and to have a direct financial relationship with the home. We always help in line with their rights and entitlements to obtain the best possible help from health and social services in assessing their needs and obtaining advice on their care and financial situation. The home informs its self-funding residents of their rights of appeal to the local authority ombudsman service in the event if any dispute about fees and payments.
6. The home will accept third-party (top-up) agreements to contribute to the fees and makes sure that the arrangements are always made in writing and receipts are provided to comply with CQC requirements.
7. *[Delete if the home does not admit people whose care is funded by a local authority.]* The home is prepared to admit people, whose needs have been assessed by a local authority which then agrees to meet their fees in full or part.
8. *[Delete if the home does not admit people whose care is funded by a local authority.]* If a person is to be admitted, whose care has been funded by a local authority, but which will not pay fees at the level we require, the home is prepared to accept a top-up. Under this arrangement, the local authority will pay a proportion of the total fees with the rest paid by the resident or a third party.
9. *[Adjust as appropriate.]* The home will always consider either block or spot/only block/only spot contracts with local authorities for places in the home.
10. We always ensure that our contracts and statements of terms and conditions with service users do not contain terms relating to fees which might be regarded as unfair. All residents and representatives are informed of their rights of appeal to the local authority or local authority ombudsman service in the event if any dispute about fees and payments.
11. We observe the utmost confidentiality in relation to any matter relating to service users’ fees and financial circumstances.

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| Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Policy review date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |