

FURTHER INFORMATION FACT SHEET

Care Home Name:	Sutherlands
Provider Name:	East Anglia Care Homes Ltd
Provider Address:	Sutherlands, 136 Norwich Road , Wymondham, Norfolk, NR18 0SX
Date:	12 February 2019

We recognise that moving into a care home is a significant decision. Our aim is to assist you in making the right choice by making the terms upon which we provide care and accommodation clear and transparent. If you choose to move into our home we will enter into an agreement in which both parties will have rights and obligations.

This fact sheet provides you with further information about our service and key terms and conditions that you should be aware of in order to assist you in determining whether our Home is an appropriate choice for you. We have also produced a 'Key Information Fact Sheet', which contains a brief summary. You should have been provided with the Key Information Fact Sheet on your initial contact with the Home. If you consider that you may wish to move into our Home we will also provide you with our Terms and Conditions before you make your decision. You may request a copy of our full Terms and Conditions at any stage.

Provider Details	The Home is run by East Anglia Care Homes Ltd. The provider also trades as Sutherlands in Wymondham and Halvergate House in North Walsham.
Management Details	The Home is managed on a day to day basis by Claudia Ciaus. The manager's registration with CQC is in progress. The manager is supported in her role by the Operations Manager, Caroline Baines.
Regulator	We are regulated by the Care Quality Commission (CQC). The CQC can be contacted Tel: 03000 6161661 CQC, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA
Local Authority	Our local authority is Norfolk County Council
Safeguarding Authority	Safeguarding concerns can be raised with the Adult Safeguarding Team at our local authority. Tel: 0344 800 8020. Address: Norfolk County Council, 8 th Floor, County Hall, Martineau Lane, Norwich, NR1 2DH.
Trial Period	When you enter the Home you may do so on a trial period of 28 days. During this period either party may terminate the contract by giving 7 day's notice in writing. You do not have to

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	<p>provide reasons for giving notice. We will only give notice during this period in circumstances where:</p> <ol style="list-style-type: none">1. Your needs are not consistent with the information provided on assessment and we are unable to meet your needs or unable to meet your needs at the agreed fee.2. There has been a change in your assessed needs which we cannot meet.3. Your conduct or the conduct of your visitors is not conducive to the environment of the Home.4. Your conduct or the conduct of your visitors places other residents or staff at risk.
Change to Funding Arrangements	<p>If your funding arrangements change whilst you are in the Home this may have an impact on your placement.</p> <p>If you are self-funding and become eligible for local authority funding during your stay, the amount that the local authority agrees to pay may not be sufficient to meet our fees. If this is the case, we may require a third person (a family member) to pay a top up fee. If there is no-one willing to pay a top up then we may have to terminate your placement. The third party top up will be arranged through the local authority. The local authority is required to consider whether there is any reason you should remain in the Home and whether they have a duty to pay our full fee.</p> <p>We accept residents who are in receipt of Continuing Health Care Funding. (This is when you are assessed as having a primary health need and the NHS pays for your accommodation and care.) The NHS will usually pay a standard fee which it assesses is sufficient to meet your assessed care needs. If you become eligible for Continuing Health Care Funding (CHC) during your stay, and the NHS refuses to meet our full fee, we may have to ask you to move to a less expensive room if one is available, request that you pay an additional fee for the higher standard of accommodation or services that we provide, or if you or the NHS are unwilling to pay the additional/higher fee we may have to terminate your placement. The NHS is required to consider whether there is any reason you should remain in the Home and whether they have a duty to pay our full fee.</p> <p>In circumstances where your funding arrangements change we will have to terminate this contract and enter into a new agreement with the local authority, the NHS and/or yourself if an additional fee is required.</p>

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	<p>You will remain liable under this agreement until it is terminated.</p> <p>If you are assessed retrospectively as being entitled to receive NHS or local authority funding we will only refund the amount that the local authority or NHS agrees to pay you for this period. This may not be the full amount that you have paid under this contract. Any reimbursement should be made directly to you by the funding body.</p>
<p>Complaints Handling Procedure</p>	<p>We operate a robust complaints process. If you have any cause to complain we request that you follow our complaints process to ensure that we deal with your complaint effectively.</p> <p>A copy of our complaints process is available from reception and is on the website.</p> <p>Oral Complaints can be raised with a staff member who will try and resolve the issue immediately, if this is not possible the issue will be raised with the manager. If the manager is not able to respond to the concern immediately, the complaint will be acknowledged in writing within 3 working days, an investigation commenced and a response provided within 28 days.</p> <p>Written Complaints will be acknowledged in writing with 3 working days. An investigation will be commenced and the response will to your complaint will be provided within 28 days. If we are unable to comply with this timescale due to the complexity of the issues raised then we shall write to inform you that further time is required.</p> <p>We may invite you to a meeting to discuss your complaint to obtain further details of to share our findings with you.</p> <p>Please note that the investigation may have to be suspended if the complaint raises issues that required reporting to the safeguarding team or the police and those bodies commence an investigation.</p> <p>If you are not satisfied with the outcome of the complaint you can request that the complaint and our response is reviewed by a Director of East Anglia Care Homes.</p> <p>If you remain dissatisfied with our response, you may refer the matter to your funding CCG or local authority for further investigation. Any complainant (including private funders) may</p>

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	<p>also refer your complaint to the Local Government and Social Care Ombudsman.</p> <p>Tel: 0300 061 0614</p> <p>Address: The Local Government and Social Care Ombudsman PO Box 4771, Coventry, CV4 0EH</p> <p>Website: www.lgo.org.uk Email: advice@lgo.org.uk</p> <p>The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.</p>
<p>Reasons for Terminating the Contract</p>	<p>We accept that the Home is your Home and we will. Not terminate our Agreement with you without a justifiable reason. We may terminate the Agreement if:</p> <ul style="list-style-type: none"> -You fail to pay your fees -We can no longer meet your assessed needs -There is an irreconcilable breakdown in the relationship between you and us or between us and your relatives or representatives -The Home’s registrations is cancelled or the Home closes -Your conduct is not conducive to the Home, or other residents or your conduct puts other residents or staff at risk of harm. -There is a change in you funding arrangement and your or your representatives refuse to pay the top- up – fee or additional fees charged. <p>You may terminate this Agreement by giving 28 days notice.</p>
<p>Deposit</p>	<p>We require all privately funded residents to pay a security deposit. The deposit is equivalent to 4 weeks fees. The deposit is to protect us against the risk of non-payment of fees or damage to property caused by your actions.</p>
<p>Last Food Hygiene Rating</p>	<p>Our latest food hygiene rating dated 22 January 2018 was 5 Star.</p>
<p>Contents Insurance</p>	<p>Our insurance policy provides cover for client’s personal belongings up to the maximum value of £2500 for each claim with the exception of cash. The policy carries a £25 excess payable by you for each claim made under the policy. If personal belongings of greater value are kept in the Home they should be covered by your own insurance. Further details of our insurance cover is available from the Manager.</p>

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Pets	We are afraid that we are not able to accommodate your pets but will attempt to facilitate visits. Please discuss with the Manager.
Meeting Client's Preferences	<p>We use all reasonable endeavours to your personal preferences. If you prefer to receive care from a male or female carer we will wherever possible accommodate this request.</p> <p>We will discuss with you any specific dietary and religious requirements in order for us to meet these. If we are unable to we will explain clearly the reasons as to why, before you move into the Home.</p>
Terms and Conditions	Copies of our full Terms and Conditions can be found in our welcome pack, on our website and at reception. Please ask the Manager or reception if you require a further copy.
Consumer Regulations	If you are not present when the contract is entered into or if the contract signed anywhere other than at the Home you are permitted to terminate this agreement within 14 days without any penalty to you. If you have moved into the Home during this period and have requested that we start delivering a service to you, we will be able to charge you for the service that has been provided. Full details are set out in the Terms and Conditions clause 23.9