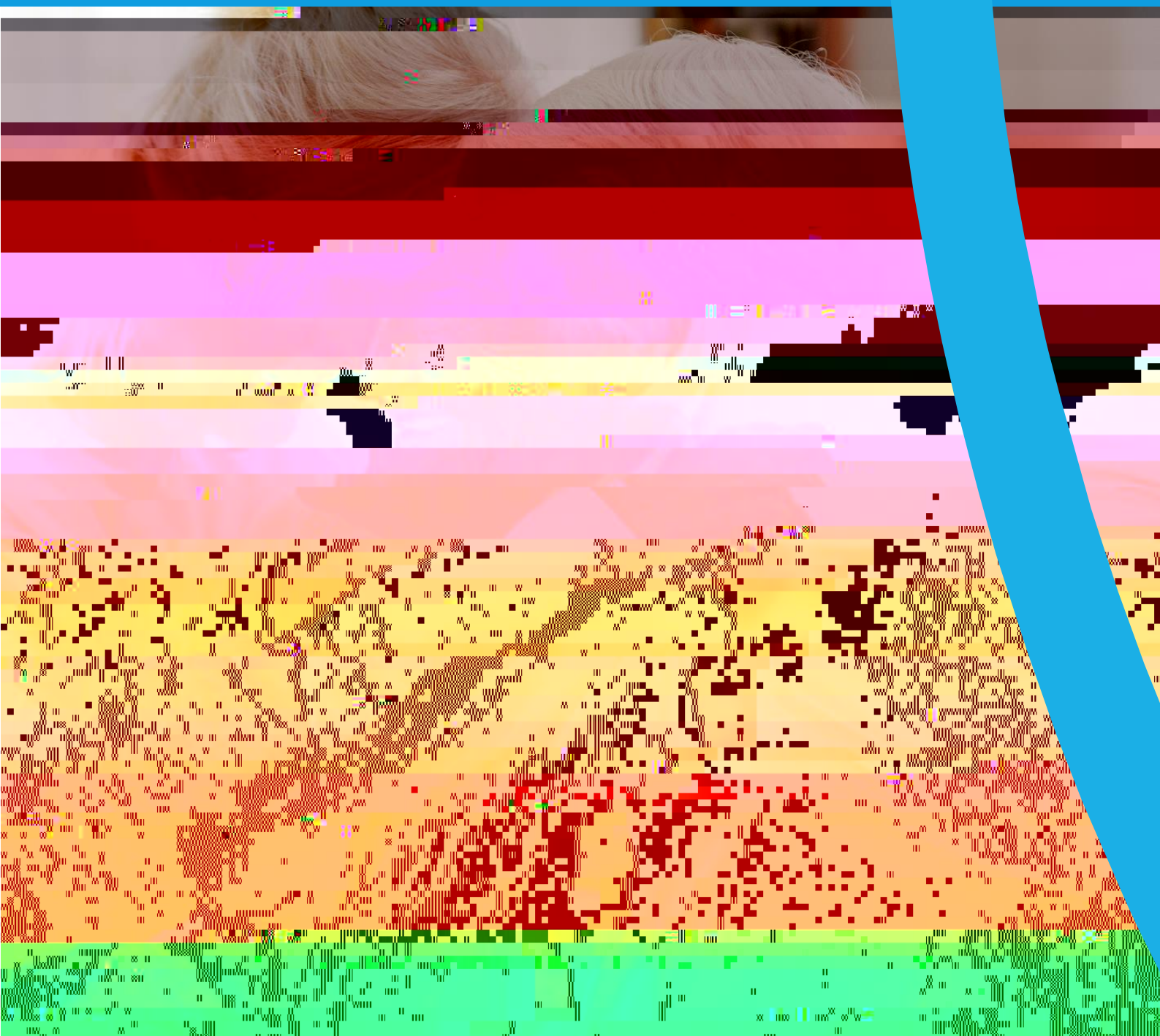




Care Home Provider Checklist for new residents



Working alongside the Surrey Care Association, Surrey County Council wishes to work with all local care providers to provide prospective clients and family members or representatives with clear and consistent information and advice about their long-term care and costs of care.

Both the local authority and the provider has a responsibility to ensure they are fully informed and understand the financial arrangements they are entering into.

This also meets the requirements of the CMA guidance to support care homes in complying with consumer law.

Additionally, all providers have duties under the Care Act 2014 to provide information and advice as part of a local information and advice 'service'.

Surrey County Council has also developed a checklist for residents who are looking for a care home: [Considering a care home? Checklist - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/considering-a-care-home-checklist)

Make sure prospective residents are fully informed before they make a decision

Ensure any prospective residents and their representatives have all the information they need to make informed choices, including whether to shortlist, make further enquiries of or visit your home.

Information such as key features of your service, room sizes and costs, staffing arrangements, staff:resident ratio, the type of care needs you cater for, fees and charges should be available in a clear, accurate, accessible and unambiguous manner, and a copy of your standard contract/terms and conditions provided.

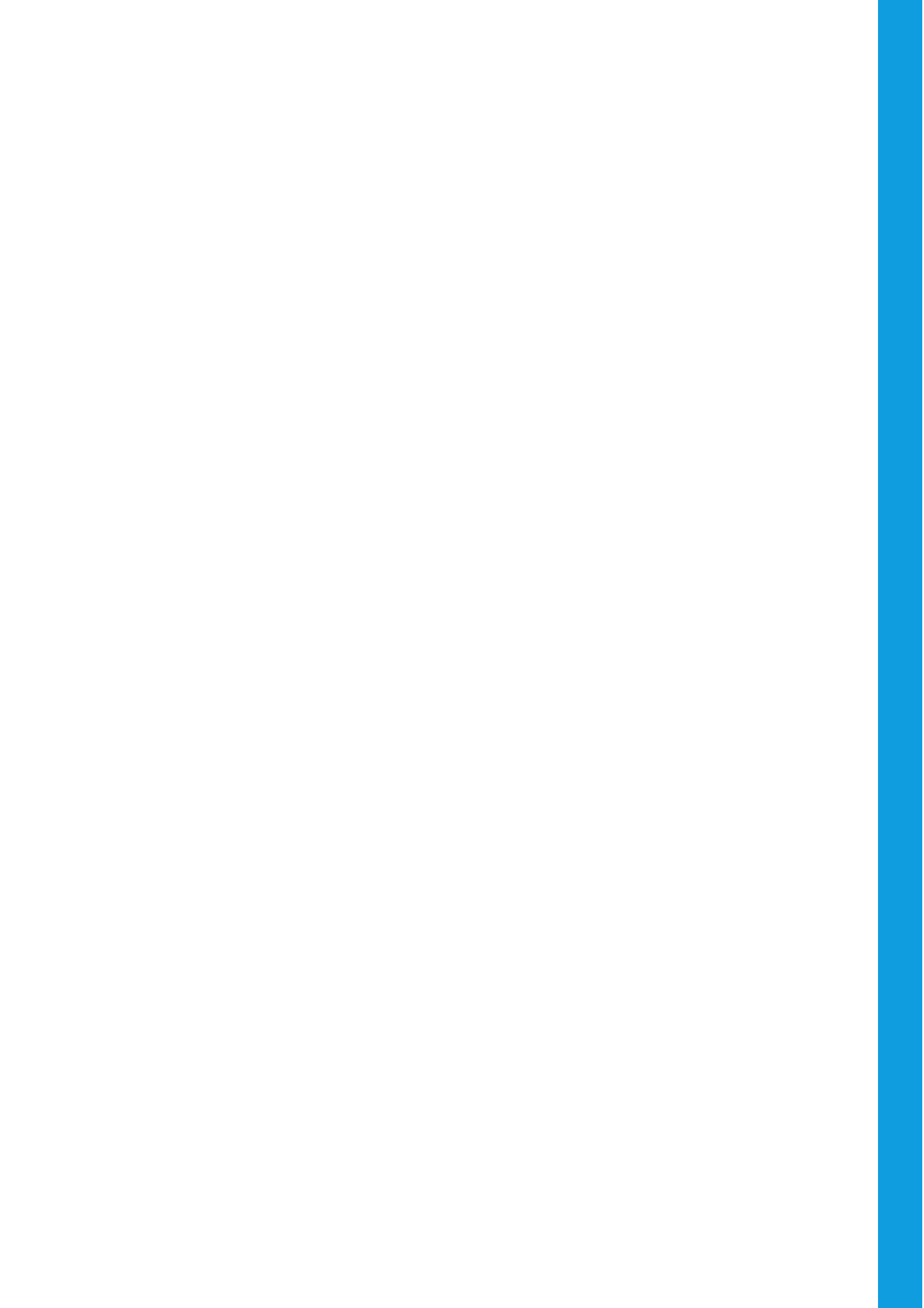
All information should be available in all the places prospective residents and their representatives are likely to look for it, including on your website, during telephone or online enquires about your home and in other written materials that you provide to people or send to them when they get in touch for the first time (e.g. a 'key facts' sheet in an information pack, or as an insert in a brochure).

Be clear and transparent about your fees and charges

Provide a representative indication of the total weekly fee rates that you typically charge for self-funders, for each type of care service offered - including how these might change during their stay. Give details of any upfront payments required, such as the amount of any deposit, the risk it protects you against, how it will be protected and how it will be refunded.

Encourage prospective residents to seek independent financial advice such as the Society of Later Life Advisors can help with independent advice.

Set out what services are included in your weekly fees and any optional, additional 'extras' which are not included and may need to be paid for separately, including any significant, additional costs that may be unavoidable for some residents because of their circumstances (e.g. where staff need to accompany them



Make it possible for residents to make their complaints in a variety of ways with information on how to make a complaint offered, in so far as possible, in different languages and accessible formats. Residents should have the opportunity to be assisted by an advocate and highlight how they can obtain other third-party advice and support they may need to bring a complaint.

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