

15 Crucial Questions to ask before signing a contract with a care home



Written by

CareSelect  

Care Fee Checklist

Moving a loved one into a care home can be a rather big decision and you will probably have already done your checks to ensure that you are happy with the care home of your choice, there are certain things you should confirm with the home before signing a contract.

This will ensure that you don't have any nasty surprises later on.

Care homes will be happy to answer these things and some of the questions have no right or wrong answer, but it is best to know up front.

Question		Answer
1	Could I have a copy of care home's Care Quality Commission inspection report (or the equivalent for those in Northern Ireland, Scotland and in Wales)?*	
2	How do I get a written copy of the care home's full terms and conditions and key policies covering all service offered?	

* You can find them by visiting www.cqc.org.uk and searching the care home name. Or you can create a report on www.careselector.com and we'll give you a direct link to their report.

Question		Answer
3	Is there a settling in / cooling off or trial period available? What happens if a new resident doesn't settle or is unhappy once they have moved in?	
4	Do you a full breakdown of all fees including any info about deposits or other payments that must be made before the new resident moves in?	
5	How often is the home's fee information reviewed and when will it next be reviewed? How much notice is given of any change in fees?	
6	How do the home's fees incorporate NHS nursing care payments (or the nursing care payments and free personal care entitlement if in Scotland?	
7	Is the home able to provide information on how the fees must be paid (payment methods) as well as when the payments will be due?	

	Question	Answer
8	What fees do residents funded by the local authority in Northern Ireland, by the HSCT (Health and Social Care Trust) and self-funded residents pay?	
9	Are any top-up payments needed if a resident has been found a place in a care home by their local authority? *These aren't usually needed so ask for a breakdown if they are.	
10	Are any extras outside of the standard fees already paid agreed upon, itemised and bills accessible to the resident/ their authorised person(s)?	
11	What is the policy for the safeguarding, handling and allowing access to a resident's personal funds?	
12	What policies are in place to protect resident belongings? Are these belongings protected under the care home's insurance or not?	

	Question	Answer
13	In the event of a resident needing to go into hospital how are belongings safeguarded and how long will a room be kept available to the resident in question?	
14	If the resident, their authorised representative(s) or by the home needs to give notice what is the usual notice period?	
15	What fees if any are payable after a resident's death and when must all of the deceased resident's belongings be removed?	

For extra assurance, the team at [careselector.com](https://www.careselector.com) always recommend that you have the contracts checked over by your solicitor. Hilary Cragg at Nash & Co should be your first point of contact as she has a wealth of experience in this area.

**Want to
discuss any of
the above?**

Contact us on:

0117 325 1155

info@careselector.com

CareSelector 