

# Presenting your key information on a first visit

Where a potential resident and their representatives visit your home for the first time (whether arranged or an unannounced 'drop in'), a trained member of staff should explain the key information to them at the start of their visit (with written information to take away, prominently highlighting the key information). This advice sheet is designed to help guide staff through that process.

## When people visit your home for the first time:

1. Welcome your visitor(s) and settle them into a room where you can talk without interruption
  2. Let them explain why they're visiting
  3. When they've finished, explain that you're pleased they're considering your home, and that you have some key information to share, to help them make an informed decision about whether your home is suitable for their needs. Then explain:
    - a. What type of **funding arrangements** you accept – that is, confirmation of whether you accept residents who:
      - i. Pay for their own care
      - ii. Receive funding in whole or part from their local authority
      - iii. Receive funding from the state, such as the NHS
    - b. An overview of the **key features** of your service, such as:
      - i. The specific care needs your home is registered or able to cater for – for example, nursing or residential care
      - ii. The rooms, facilities and services residents can expect in the home
      - iii. The size of your home – for example, how many beds it has
      - iv. A brief description of your home's staffing arrangements and how they meet residents' needs and assure care quality
    - c. Your home's **latest overall inspection rating (or, in Scotland, grades)**
    - d. A clear summary of any particularly surprising or important terms and conditions, such as:
      - i. Any requirement for a potential resident to certify that they can pay their fees for a minimum period, or agree to a financial assessment as a condition of moving in
      - ii. If a resident is paying for their own care, how their fees may change after they have moved into your home
      - iii. Any requirement for the potential resident to have a guarantor
- e. Fees and charges**
- i. An accurate and up-to-date indication of the total weekly fee rates you charge residents who pay for their own care – that is, the full range for each type of care service you offer, and for each of the different types of room the fees apply to
  - ii. What **services are included** in the weekly fees
  - iii. Any additional, optional services that may need to be paid for separately, including the cost of any significant, additional charges that may be unavoidable for some residents – such as an escort for medical appointments
  - iv. Details of any **upfront payments required**, such as a deposit, including: the amount; what it covers and how it is refunded; and any weekly fees payable in advance of moving in

## Training sheet

- When you've finished – and answered any questions the enquirer may have – give them this information in writing to take away. This could be a 'key facts' sheet that prominently highlights the key information
- If they're happy to continue and you're sure they've understood everything you've discussed, invite them on a tour of your home. Where they want to know more about your home at that point – instead of making further enquiries later, for example – you should provide them with the important additional information and answer any questions they have about it



### Presenting your information in different formats

Your key information – and important, additional information where requested – should be available in different formats and media accessible and appropriate to the needs of your visitors. For example, it could be supplied in large print, audio, digital and visual formats. If you cater for non-English speaking residents, it should be available in other languages, too.



You should ensure that any particularly surprising or important terms are clearly explained and understood.

You should also be able to answer any questions that people have about other important, additional information regarding your home, too – for example, if you're asked whether pets are allowed in your home.



### Presenting information in accessible formats and media across the devolved nations

#### ENGLAND

All care homes providing care to residents who receive funding from the state, such as the NHS, must also comply with the Accessible Information Standard, which sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the needs of residents with a disability, impairment or sensory loss.

#### WALES

A summary of your care home's admissions procedure should be included in a written guide to your service under the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. Regulation 19 requires that this guide must be in an appropriate language, style, presentation and format.

#### SCOTLAND

The Health and Social Care Standards set out the expectation that people receive and understand information and advice in a format or language that is right for them.

#### NORTHERN IRELAND

The guide, *Making Communication Accessible for All – A Guide for Health and Social Care (HSC) Staff*, is intended to help those working in the health service to communicate more effectively with those who may have a disability or communication support need. It includes specific guidance on how to provide accessible information.