

What key information should be supplied

Check how prepared you are to adhere to the Competition and Markets Authority's guidance on what key information and important, additional information about your home and its services should be provided, by addressing the statements below.

Staff training – knowing your home's specific key information

Have you trained your staff so they know the following about your key information:

- Funding arrangements– whether you accept self-funded and state-funded residents
- The key features of your service
- Your latest inspection rating or grades
- Any surprising or important terms and conditions – for example, for residents who fund their own care: any minimum funding periods for residents; how residents' fees may change during their stay; and any requirements you may have for a guarantor
- Your fees and charges, including an indication of your total weekly fee rates – the full range – for residents who fund their own care
- What services are included in your weekly fees
- Additional, optional services that may need to be paid for separately, including any significant, additional charges that some residents might need to pay, such as for being taken to medical appointments
- Details of any upfront payments required, such as a deposit, including: the amount; what it covers; how it is refunded; and any weekly fees payable in advance of moving in

Staff training – knowing your home's specific important, additional information

Have you trained your staff so they know the following about your important, additional information:

- Details of any trial period (including length)
- Detailed information about what happens if residents' funding arrangements change while in your home
- Your complaints handling procedure
- Reasons for ending the contract and any conditions (including notice)
- Trading name and contact details
- Information about how your home is regulated and by which regulator
- Details of who is registered as running the home, and whether there is a registered manager in post (and, if not, the alternative arrangements in place)
- Your latest food hygiene rating
- Information about contents insurance
- Whether residents can bring pets, choose male/female carers and whether you can meet dietary or religious requirements
- Where to find a copy of your standard T&Cs for self-funders
- Information specifically required by sector regulations
- Any other information required under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013