

When you should present information about your care home, and how

	1. When people first contact you	2. 'In good time' before you make an offer of a place – at the latest, by the time people agree to have a care needs assessment
WHAT	<p>You should give them your key information, so they can decide whether or not to shortlist, make further enquiries or arrange a visit to your home. At this stage you should provide key information about:</p> <ul style="list-style-type: none"> • Funding arrangements • Key features of your service • Latest inspection rating or grade • Surprising or important terms and conditions • Fees and charges 	<p>You should supply your important, additional information:</p> <ul style="list-style-type: none"> • Details of any trial period (including length) • Detailed information about what happens if residents' funding arrangements change while in the home • Complaints handling procedure • Reasons for ending the contract and any conditions (including notice) • Trading name and contact details • Information about how the 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) • 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 copy of your standard T&Cs for self-funders • Information specifically required by sector regulations • Any other information required under the CCRs
HOW	<ul style="list-style-type: none"> • Prominently highlighted on your website (no more than one click away) • Drawn to people's attention and explained on first contact by phone or online. Offer to send further written material as appropriate (for example, 'key facts' sheet), or a website address if they prefer, with staff who are able to answer questions • Explained upfront when people visit your home for the first time, with information to take away • Provided in different formats and, where necessary, different languages 	<p>You should provide the important, additional information in sufficient time for people to be able to consider it before they agree to have a care needs assessment. It should be:</p> <ul style="list-style-type: none"> • Clearly signposted on your website (easy to find and access) • Provided to people where they contact you by telephone or online to follow up on their initial interest, by telling them where they can find it on your website or offering to send it to them if they prefer (for example, in an information pack), with staff who are able to answer people's questions about it • Explained, upfront, when people visit your home again following preliminary enquiries, with further written material to take away – for example, in an information pack <p>If people contact you for the first time and want to know more about your home at that point, it can also be supplied by:</p> <ul style="list-style-type: none"> • Explaining it in person during a phone conversation • Emailing it • Directing people to this information on your website, or offering to send it to them in the post as part of an information pack if they prefer
<p>NB: Information in Step 2 can also be supplied during Step 1 if it is requested at that point</p>		

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3. When a resident agrees to a care needs assessment



You should:

- Arrange for a care needs assessment to take place
- Confirm what services the resident has chosen

4. When a resident receives confirmation of your final offer

WHAT

- The final total amount the resident will have to pay
- Any information that has changed since you first provided it
- A copy of the final signed contract

HOW

- Confirm the offer in person or on the phone and in writing – that is, the final contract
- Ensure the offer has been explained and understood
- Get express consent from the resident and their representatives if any information has changed since first provided

5. The resident officially accepts your final offer

The information supplied here is for illustrative purposes only, and the written guidance by the Competition and Markets Authority should be closely followed to help you comply with the law.