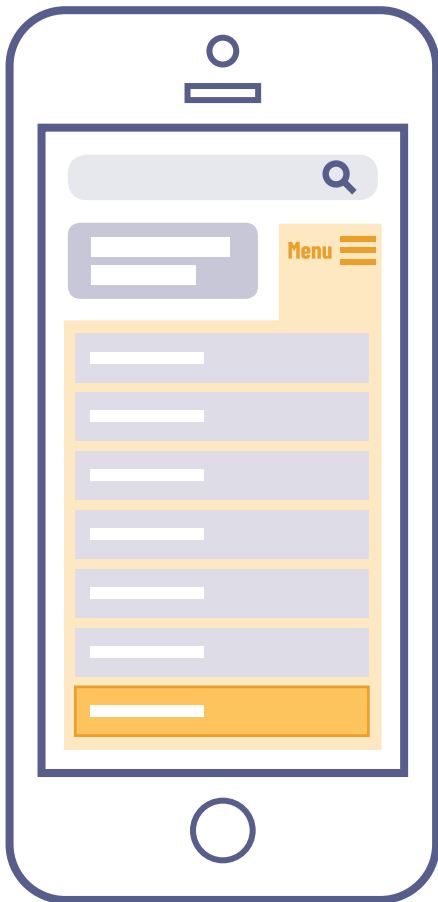


Practical examples: How to provide your important, additional information on your website



Option 1:
How your important, additional information could be provided using **clearly labelled icon/tab on the home page navigation menu**



Other devices:

How your important, additional information could be provided on a **mobile** or **tablet** using **clearly labelled icons/tabs on the home page navigation menu**. Make sure that the information is easy for potential residents and their representatives to find and access



Your important, additional information should be 'easy to find and access', so it could be provided using either:

- **A clearly labelled icon/tab on the home page navigation menu, (named, for example: 'other important information you should know about our home'), which takes people to a page where the information is clearly set out; and/or**
- **Prominent weblinks on your home**

page that take a potential resident or their representatives to the important, additional information area identified by the CMA

If important, additional information is placed on webpages that can only be found by using an online search facility, or which are otherwise hard to navigate or find, it is unlikely that you will be complying with consumer law and you will need to fix this.

Practical examples: Important, additional information



Option 2:

How your important, additional information could be provided **using prominent weblinks on your home page**

Important, additional information details

In summary, the important, additional information that needs to be provided is listed below.

Please note that the first list provides examples of how you could label weblinks, and are suggestions only. The second is a round-up of what the important, additional information consists of.

Trial periods
If your funding arrangements change
Our complaints procedure
Ending a contract
Our trading name and contact details
How we are regulated
Our registered manager
Our latest food hygiene rating
Our contents insurance policy
Specific personal requirements
Our T&Cs
Information we must give under [nation] law – (eg Welsh law)



Other devices:

How your important, additional information could be provided on a **mobile** or **tablet** when using **prominent weblinks**. Make sure that the information is easy for potential residents and their representatives to find and access



- a.Details of any trial period, including how long it lasts
- b.Information about what happens if a resident’s funding arrangements change while they are living in your home
- c.Your complaints handling procedure
- d.The reasons why you or the resident may need to end a contract, and any associated conditions – including the notice period given
- e.Pre-contract information, such as your trading name and contact details, unless it’s already apparent
- f.How your home is regulated and

- by which regulator
- g.Details of who is registered as running your home and whether there is a registered manager in post. If there’s not one, explain the alternative arrangements that are in place
- h.Your latest food hygiene rating
- i.What contents insurance you have in place
- j.Any person-specific requirements, including whether residents can bring pets, choose male/female carers and whether you can meet dietary or religious requirements
- k.Where people can find a copy of your standard T&Cs for residents paying for their own care – for

- example, they should be included in your resident information pack and signposted on your website
- l. Any other information required under each UK nation’s specific sector regulations, or guidance to help people make informed decisions
- m.Any other information required under consumer law
- n. Any other information relevant to a particular resident’s circumstances, such as the need for a third-party contributor