



INFORMATION SHEET ON CHOOSING CARE HOME OR SUPPORTED HOUSING

This fact sheet is for people thinking about moving into a care home or into supported housing. It explains where to get more information, things to think about and questions to ask.

Care Homes

Moving into a care home is a big decision and it can cost a lot of money. Before choosing a care home for you or someone you know, it's worth considering all of the options. A care home may be the best option if you or someone you know is struggling to live alone – even with help from friends, family or paid carers as support is provided 24 hours a day according to the needs of the people who live there.

There are 2 main types of care home, residential and nursing homes, though some offer both. Care homes may be run by private companies, voluntary or charity organisations, or sometimes by local councils.

A Residential Care Home provides care 24-hours a day by trained Care Assistants. Commonly residents are elderly and their need for care is because of degenerative health conditions associated with ageing e.g. reduced mobility.

A Nursing Home: provides care 24-hours a day by Registered Nurses who are supported by Care Assistants. All residents require some element of nursing care such as administration of intravenous medication and or wound care; these are just a few possible reasons why 24-hour nursing care would be required.

Typically nursing home costs are higher than those of a residential care home, the reason for this is that generally the needs of the individual are greater and as such require additional staff, facilities and resources to support complex care requirements.

Supported Accommodation

Supported living services can help if you don't want to live in residential care but you're finding it difficult to cope at home. They're a combination of suitable accommodation – which can be your own home – with different levels of support depending on the need of the individual(s) who live in the accommodation; this can vary from 1 hour a week to 24 hours a day. Supported living is in the person's own home, whether that is one they own or where the person is a tenant, this includes sheltered accommodation or shared accommodation.

Shared accommodation can be for people with a similar health problem, such as a substance misuse or a particular disability. Staff can visit you in the supported accommodation or in the community, if this is where the support is required, and may provide help such as shopping, housework, finance support and dealing with repairs. They can also help with personal care and administrative tasks.

Things to consider before choosing a care home

- If you can't manage the stairs can you have a ground floor bedroom/accommodation or are there lifts to help you?
- Are there rooms with their own bathroom and toilet en-suite?
- Are there call bells in the rooms or a way to contact staff if you need to?
- Is there a Loop System for those with hearing impairments?
- Are you able to bring some of your own furniture, TV and other belongings?
- Can you lock the door of your room?
- Can you have a telephone installed?
- Have toilets and bathrooms been adapted and easy for residents to use ?
- Is there a toilet within easy reach where ever you are?
- Where it is (location) – for example, do you want to be near your family or local shops?
- How much it costs – what is included in the costs and what may be extra
- Whether they offer the right services or activities you need

- How visiting and leaving the care home works – for example, do you want to be able to go out on your own or with staff assistance?

Signs of a good care home include:

- When you visit, the people who live there seem happy and the atmosphere is welcoming
- Staff interact well with the people living there and are willing to answer any questions you may have
- Staff and managers have the right time, skills and experience to do their jobs
- Clean buildings, rooms and bathrooms
- A wide range of activities are provided for residents
- Good quality food choices and options about where to eat meals
- Easy access to health professionals, such as GPs and dentists
- Is there a garden that residents can use?
- Does the care home makes sure any cultural, religious or lifestyle needs are met
- Feedback from residents is asked for and used to improve care and support

Things to consider before choosing Supported Housing

- Where is the location?
- Will it be easy to keep in touch with your family and friends?
- Will you be able get to the shops or any other places you want to go?
- Is there local transport to help you get around?
- Is the atmosphere friendly and welcoming?
- Do the other residents seem happy to live there ?
- Do they provide support 24/7 support ie. support with profound and multiple learning disabilities and complex needs if required? How do staff support people to become independent, to make their own decisions and control their own lives ?
- Are there other people of your age or with similar impairments?
- How do you raise concerns with staff if you have a problem ?

- Are there any house rules and are you comfortable with them ?
- Is there a way of having your voice heard e.g. a Residents' meetings or a residents Council?
- Are friends and family encouraged and welcomed to visit ?
- Will they be able to join you for a meal?

Bristol City Council adult social care services can give you more information about supported accommodation and care homes in your area. They can be contacted on 0117 922 2700. If you prefer to contact us online, you can fill in an Adult Care referral

<https://www.bristol.gov.uk/social-care-health/form-contact-adult-care-services> which can help us to find out what your needs are. It helps us to find out about the care and support that can help you to live independently and may lead to a detailed assessment.

For more information about how adult social care can help you please visit the website: <https://www.bristol.gov.uk/social-care-health/care-and-support-for-adults>

The Care Quality Commission (CQC) regulates all health and adult social care in England and whilst supported living services aren't regulated by the Care Quality Commission, any personal care such as help with washing or preparing food, or help eating meals will be. The Care Quality Commission also publishes registered care home inspection reports on their website www.cqc.org.uk

How to report concerns

If you have concerns about neglect or abuse of an adult with care and support needs who is living in supported accommodation or a care home you should report it.

If you have immediate concerns about your own or someone else's safety, call the Police on 999.

If there are not immediate safety concerns please call Care Direct Tel 0117 922 2700. Alternatively, you can report a concern on line by visiting

Bristol Councils website or following this link

<https://www.bristol.gov.uk/social-care-health/form-adult-care-and-health-reported-suspected-adult-abuse>