



Marketing Information Pack

WEBSITE

Nower House
Coldharbour Lane
DORKING • Surrey
RH4 3BL

01306-882 844

BP:016|ESO.05|R:43453

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Nower House Profile

Nower House is a *Not for Profit* Residential Care Home
Care • Dignity • Respect

*Nower
Care*

Home Profile



Nower House provides the *First Stage* of Residential Care for the Elderly leaving their own home for the first time. The average admission age is currently 89, although those selected for admission have normally been assessed as having *Low Dependency* needs for their age. Nower House does not provide Nursing or EMI (advanced dementia) Care, and residents that develop these conditions will be assisted in transferring to suitable, alternative Homes. Nower House is usually a 'home for life' for approximately 60/70% of our residents. The company ethos is to project a friendly, informal and essentially casual, *homely* atmosphere, whilst offering the highest standards of professional Care.

Home Facilities

The two original Homes, *Woodcote* and *Newra* have now been completely refurbished and physically joined together by the construction of the Bickerstaff Annex to form the new single Home, known as Nower House.

Nower House currently offers the following resident facilities:

51 single Bedrooms each with a vanity unit and en-suite WC facilities • 9 Bedrooms have their own private patio garden • 1 Double suite & 3 spacious bedrooms that can accommodate married couples etc. • 1 new entrance Reception area • 2 Extremely spacious Lounge/ Dining Rooms • 1 Quiet Lounge • 2 TV Rooms • 1 Conservatory • 2 Passenger Lifts • 1 Disabled Platform Lift
 7 Bathroom/WC's (hoist, shower or 'Parker') • 6 communal WC's • 1 Hair Salon • 2 Staff/Visitor Mini-Kitchens • 1 Private/GP consultation room • 1 Decked Patio Garden • 2 Courtyard Gardens
 Full Call-Bell system • fully addressable Fire Alarm • Gas Central Heating - 2 Duty Managers Offices.
 New staff service area with *state of the art* commercial Kitchen; washing-up room; and in-house laundry.

Registration Details

Quality rating: **Requires Improvement**
 Type of Home: **Residential Care**
 Designation: **PC (Personal Care Only)**
Low Dependency • First Stage Home
 Registered Categories: *Old Age OP* **50**
Inc. DE(E) **7** *PD(E)* **3** *SI(E)* **2**
 No of Registered Beds: **50** (Single Rooms)
 No of double rooms: **4** (Married couples)
 No with en-suite WC: **51**

Staff Profile

How many staff in total: **60**
 How many experienced Care staff: **32**
 How many experienced Managers: **7**
 Daytime ratio of Carers to residents **1:6**
 Night time ratio of Carers to residents **1:17**
 (Three 'awake' Night Carers on duty each night)
There are NO Qualified Nurses in Nower House
 NVQ qualified staff:
 Level 2: **10** Level 3: **2** Level 5: **1**

Ownership Details

Home Status: **Voluntary**
 Operation: **Not for Profit** (*Charitable*)
 Management: **Management Committee**
 Trading Name: **Nower Care**
 Parent Company: **Dorking Residential Care Homes Limited**

Weekly Fees

Basic fee single room charges:
 From: **£630.00** to **£756.00**
 There are four grades of single room available.
Additional fees or costs for:
personal - newspapers; toiletries;
hairdressing; chiropody; own telephone, etc.

Address Information

Nower House
 Coldharbour Lane
 DORKING • Surrey
 RH4 3BL

Contact Information

Home Manager: **Sharne Duck**
 Telephone No: **01306-882 844**
 Facsimile No: **01306-875 513**
 General Manager: **Chris Horwood**
 Telephone No: **01306-740 076**

Residential Fees

Fee Schedule

Effective until: **1 January 2021**

Every room is classified into one of four grades, and each has a basic weekly room fee that is payable monthly in advance. All rooms are designated for Single Resident Occupancy. However, four rooms (**bold**) may be large enough to be occupied as double rooms by close relations that wish to share.

An additional surcharge may be incurred above the *Basic Room Fee* contingent upon the assessed dependency level of the Resident. Broadly, this *Higher Dependency Fee* equates to whether the Resident is, or should be, in receipt of Higher Attendance Allowance.

		Temporary Residency or Short Stay	Permanent Residency			
			Registration Fee	Basic Room Fee Single Occupancy		Higher Dependency
1	Standard	£95.00	£250.00	£90.00	£630.00	1 £730.00
2	Deluxe	£100.00	£250.00	£96.00	£672.00	2 £772.00
3	Prestige	£110.00	£250.00	£102.00	£714.00	3 £814.00
4	Premier	£120.00	£250.00	£108.00	£756.00	4 £856.00
#	Suite (SOcc)	£140.00	£250.00	£143.00	£1,001.00	# £1,101.00
	Suite (DOcc)	£220.00	£500.00	£201.00	£1,407.00	by neg
		<i>Per day</i>	<i>One off Fee</i>	<i>Per day</i>	<i>Per week</i>	<i>Per week</i>
Double Occupancy:			£500.00	£204.00	£1,428.00	by neg

Assessment Day Care: £25.00 :Per day Resident's Guest Suite: n/a :Per person/per day

Room Schedule (✓ rooms viewed)

* = Not in service

E-S = En-Suite WC

Woodcote Annex Bedrooms					
No:	✓	Size m ²	Position	Type	E-S
2		28.50	Woodcote Gnd	Suite	Yes
3		12.30	The Link Gnd	Premier	Yes
4		12.30	The Link Gnd	Premier	Yes
5		12.30	The Link Gnd	Premier	Yes
6		13.40	Watson Gnd ^	Premier	Yes
7		14.50	Watson Gnd ^	Premier	Yes
8		14.50	Watson Gnd ^	Premier	Yes
9		13.40	Watson Gnd ^	Premier	Yes
10		13.40	Watson 1st ^	Prestige	Yes
11		14.50	Watson 1st ^	Premier	Yes
12		14.10	Watson 1st ^	Premier	Yes
14		14.10	Watson 1st ^	Premier	Yes
15		14.50	Watson 1st ^	Premier	Yes
16		13.40	Watson 1st ^	Prestige	Yes
19		13.33	Bickerstaff 1st	Prestige	Yes
20		14.70	Bickerstaff 1st	Prestige	Yes
21		14.89	Bickerstaff 1st	Deluxe	Yes
22		15.70	The Link 1st	Prestige	Yes
23		15.70	The Link 1st	Prestige	Yes
24		14.50	The Link 1st	Prestige	Yes
25		12.68	Woodcote 1st	Deluxe	Yes
26		12.39	Woodcote 1st	Deluxe	Yes
27		13.32	Woodcote 1st	Prestige	Yes
28		16.34	Woodcote 1st+	Premier	Yes
29		13.78	Woodcote 1st+	Prestige	Yes
30		16.45	Woodcote 1st+	Prestige	Yes
31		16.37	Woodcote 1st+	Premier	Yes

Newra Annex Bedrooms					
No:	✓	Size m ²	Position	Type	E-S
32		13.40	Bickerstaff 1st	Prestige	Yes
33		14.60	Bickerstaff 1st	Prestige	Yes
34		13.90	Bickerstaff 1st	Prestige	Yes
35		13.90	Bickerstaff 1st	Prestige	Yes
36		13.83	Bickerstaff 1st	Prestige	Yes
37		14.16	Bickerstaff 1st	Prestige	Yes
38		18.44	Newra 1st+	Premier	Yes
39		13.30	Newra 1st+	Prestige	Yes
40		12.95	Newra 1st+	Prestige	Yes
41		18.10	Newra 1st	Premier	Yes
42		13.06	Newra 1st	Prestige	Yes
43		17.50	Newra 1st	Premier	Yes
44*	n/a	12.10	Newra 1st	Standard*	Yes*
45		12.40	Dyson 1st	Deluxe	Yes
46		12.40	Dyson 1st	Deluxe	Yes
47		20.10	Dyson 1st	Prestige	Yes
48		12.04	Dyson 1st	Prestige	Yes
49		13.78	Newra 1st	Prestige	Yes
50		21.77	Newra Gnd	Premier	Yes
51		16.80	Newra Gnd	Premier	Yes
52		12.40	Dyson Gnd	Standard	Yes
53		12.40	Dyson Gnd	Standard	Yes
54		18.80	Dyson Gnd	Deluxe	Yes
55		12.04	Dyson Gnd	Deluxe	Yes
60*	n/a	13.20	Bickerstaff 1st	Prestige*	Yes*

Suite rooms	1	Standard room	2	Deluxe room	7
Prestige room	22	Premier room	18	En-Suite WC's	50

Thank you for your interest in Nower Care.



For easy reference and comparison, the first page of this *Information Pack* contains an abridged version of the following details.

Nower Care acknowledges that entering residential care is a very important, and often difficult step for an elderly person to take. To assist the prospective resident in reaching the correct decision, Nower Care has produced a comprehensive set of *Information Packs* to guide them and their family through the various stages of interest, application and then commitment. These *Information Packs* and the details contained therein, will form a part of the understanding and any subsequent contract that may be made between Nower Care, the Resident and their nominated Financial Appointee (Guarantor).

Nower Care marketing places great emphasis on the Home being a *Not for Profit* organisation, as we fervently believe that this distinction sets us apart from the vast majority of our competitors. ALL decisions made by the Management Committee and the management of Nower Care, are made solely for the benefit of the entire resident community as a whole, and are never driven by purely financial or profit based considerations.

Nower Care recommend that all prospective resident's involve their friends, family or other representatives in visiting Nower House to meet the Home Manager, some of the staff and other residents, and to assess for themselves its facilities, services and the level of Care that we can provide. The majority of initial enquiries we receive are from concerned relations of potential residents. If this is the case, we would encourage you to bring your elderly relation with you, and they can stay for lunch or tea whilst we accurately assess their needs and they get an indication of Care Home life. If visiting Nower House please bring this Pack with you and open it to *page 2*, you can then mark the 'Room Schedule' with the rooms you are shown or those that you are interested in, for future reference.

Nower Care Profile

Historical

Nower Care is the business trading name of Dorking Residential Care Homes Limited, this company was originally founded in 1947, and was the inspiration of the late Barbara Evans, who wished to help the elderly residents of the district find suitable retirement accommodation.

The first Home, Newra, was officially opened by Dr Ralph Vaughan Williams on 30th November 1953. A few years later an adjacent property, Woodcote was purchased. Both buildings have subsequently been substantially extended and refurbished, and were joined in 2005, by the construction of the Bickerstaff Annex to form Nower House.

Nower Care is controlled by a 'voluntary' Management Committee, which normally consists of 10 interested local individuals, two of whom are usually Mole Valley Councillors. It is run on a 'day to day' basis by a General Manager, whose aim is to provide first class accommodation and care for elderly people with local connections. As a *Not for Profit* organisation our mission is to provide excellent services with realistic, affordable fees.

Location

Nower House is set on an acre plot that is situated in a quiet part of Dorking, and yet is within walking distance of the town. Arrangements are made for the less mobile to use the Mole Valley Dial-a-Ride service. The Nower, a pleasant open park with views to Leith Hill, Ranmore and Box Hill, is close by.

Standard of Care Provided

Nower House provides friendly and dedicated care, 24 hours a day by experienced Managers and Carers. All our staff undergo a comprehensive induction, appraisal, supervision and continuous training programme, directly overseen by our Home Manager and Training Manager to ensure they are well able to provide the quality service our residents expect.

Other than the provision of some specialist equipment (call-bell system, fire alarm, bath hoist etc.), the *Standard of Care* that Nower Care seek to provide is exactly that which a caring close relative (Son or Daughter) would offer if their elderly relation came to live with them in their own home - *No More and No Less*.

Residents Lifestyle

Every encouragement is given to residents to continue their chosen lifestyle. We consider that choice is of paramount importance and so residents are given every opportunity to state their preferences in most aspects of their lives here at Nower House. Regular *Resident's Forums* are informally conducted together with the distribution of QA Questionnaires to ascertain residents and their families views and opinions.

Residents can 'come and go' as they wish and opportunities are available to maintain links with friends outside the Home. Regular visits are organised to local Day Centres, the Christian Centre and local churches. Visitors are always welcome at the Home between 08.00 and 21.00.

Each resident is assigned a personal *Key Worker* to act as a central point of contact for comments or concerns and to act as an advocate on their behalf, together with the Duty Manager, they will be responsible for drawing up that resident's individual Care Plan which will then be regularly monitored.

Rooms

At any one time a maximum of 50 bedrooms are occupied. The rooms are of various sizes with four applicable fee levels, all rooms have en-suite toilet facilities and 9 have direct access to their own private patio areas. All rooms have a TV point and a staff call-bell system which is answered promptly to provide assistance. There are passenger lifts in both annexes of the Home, together with a disabled platform lift in the reception area.

All rooms are provided with a minimum range of free-standing furniture:

divan bed; chest of drawers; armchair; bedside table; double wardrobe; vanity unit with basin.

Residents are welcome to furnish their rooms with their own furniture and mementos (Subject to Risk Assessment, Fire Retardancy and Health & Safety legislation inspection).

Meals

Residents enjoy home cooking and a lively atmosphere at mealtimes. Special dietary needs and preferences can normally be catered for. Residents are always welcome to make suggestions and are asked about preferences and personal tastes shortly after arrival.

Recreation and Activities

Our staff are here to encourage residents to continue their hobbies and pursuits, and to discover new ones from the varied programme designed by our 'full time', Activities Supervisor and her Activities Co-ordinator assistant. Within the Home arts, crafts, games, talking books and recorded plays, video shows and musical entertainment are organised. Trips to local places of interest are also arranged (a small fee may be levied). Staff, residents and their families, and volunteers combine together to organise special events which provide a focus of interest, whilst at the same time being a social occasion for the residents.

Admission Criteria

Nower Care is a *Not for Profit* company which was previously registered as a 'Charity' under the provisions of the Industrial and Provident Societies Act and is now registered as a society under the Co-operative and Community Benefit Societies Act 2014. Its *Articles of Association* set a prerequisite that a potential resident has either lived in Mole Valley or Surrey themselves, has a relative that lives here, or has other close connections with the area (please enquire if unsure of qualification).

Nower House provides 'First Stage', 'Low Dependency' residential accommodation for up to 50 residents of either sex, who are classified as elderly (aged over 65) and as requiring 'Personal Care' only. They would normally be expected to be fairly active and in reasonable health with due consideration to their age. It specifically cannot cater for potential residents who have 'Nursing' or 'EMI' (Elderly Mentally Infirm - 'Dementia') needs, or that are 'permanently' wheelchair bound or bedfast.

Potential residents will only be offered residency following a thorough *Admission Assessment* of their needs, conducted by a senior manager, together with specialist advice and reports (GP assessment etc.) as necessary, and only then if the Home Manager is confident that all of their specific dependency needs can be fully met. Under the terms of the Home's CQC registration, if a potential service user has undergone a formal assessment from a relevant health professional (GP, DN, CPN, Hospital Consultant or Social Services Case Manager) that

assesses they are in need of nursing or specialist mental health care, and are therefore not suitable for 'Personal Care' only, they cannot become, or remain a resident of Nower House.

For potential residents who are already in touch with a Social Services department, the initial assessment will be undertaken as part of the care management process. However, Nower Care we also need to undertake our own formalised *Admission Assessment* (as mentioned above) to assure ourselves and the service user, that Nower House is suitable for their needs.

The *Assessment Questionnaire Pack* and other information gathered directly from the resident and their relatives will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process will help Nower House staff to be sure that the Home can meet a potential resident's requirements and to make an initial plan of the care we will provide. Residents can usually be safely accommodated with one or more of the following impairments; mild confusion, short term memory lapses; moderate frailty and mobility problems requiring the aid of sticks or 'walking frames'; some degree of deafness; even severe visual impairment providing their other needs are minimal.

Residents cannot be accommodated that exhibit any of the following: an inability or unwillingness to understand or communicate with the staff; any anti-social behaviour that upsets other residents or staff; persistent wandering (into the wrong rooms or out of the building); any incidence of aggressive or abusive behaviour; repeated paranoid delusions or severe personality disorders; repeated irregular routines (waking, sleeping etc.) that disturb the normal operation of the Home.

If it is our opinion that Nower House is not suitable for a particular individual we will try to give constructive advice on how and where to look for a suitable alternative Home.

Nower House is a designated No-Smoking or 'naked flame' environment and therefore it cannot accept residents that wish to smoke or personally possess smoking materials (matches, lighters etc.) or candles.

Nower House Facilities and Services

Nower House now offers the following resident facilities:

- 50 registered Resident Bedrooms for single occupancy; all with en-suite WC's
- *4 of the above bedrooms are registered for double occupancy for married couples etc.*
- 1 Double Suite with en-suite WC (Bedroom and sitting room) for single or dual occupancy

- 4 communal Bathrooms with hoist facilities, and combined WC's
- 1 communal Bathroom with reclining 'Parker type' bath and combined WC
- 2 communal walk/sit-in showers one with separate bath and combined WC
- 2 communal separate WC's
- 4 communal disabled WC's

- 1 Entrance/ Reception area (Bickerstaff Reception)
- 1 GP Consulting room (Newra wing)
- 1 Hair Salon (fully equipped)
- 2 large combined Lounge/Dining Rooms (1 Woodcote and 1 Newra)
- 1 Activities Lounge (Woodcote)
- 2 TV Rooms (1 Woodcote and 1 Newra) [*Digital Freeview TV aerial points in all bedrooms*]
- 2 Breakfast Mini-Kitchens (for Residents or their visitors)
- 1 Conservatory (Woodcote)

- 1 decked patio garden area (Woodcote)
- 2 paved courtyard areas (Newra)
- 2 Passenger Lifts (1 Woodcote and 1 Newra)
- 1 Disabled Platform Lift (Bickerstaff Reception)
- 4 Independent Gas Central heating systems (redundant back-ups).
- Full addressable Fire Alarm System (sensors in each room)
- Full hard-wired Emergency Call-Bell System

Nower House provides accommodation, food, light, heat, laundry services and all necessary personal care including the following specific services to its residents:

- Care Staff offer encouragement and assistance where needed, required and requested with:
 - ▶ Dressing - to dress correctly and remain of clean, neat and tidy appearance.
 - ▶ Bathing - with washing and bathing utilising bathroom hoists, walk-in bath or shower facilities, and specialist call-bell systems.
 - ▶ Toileting - with regular toileting and cleanliness using either lavatory or commode.
 - ▶ Contenance - to remain continent throughout the day with discreet, regular timed toileting routines, or continence product changing and disposal.
 - ▶ Mobility - to walk to and from room or toilet etc., utilising sticks or frames etc. Wheelchair use is normally only a temporary expedient following ill health.
 - ▶ Eating - with eating or appetite, including liquidising, mincing, 'cutting up' or help in consuming the provided meal of their choice etc.
- Medication administration and control utilising the Venalink MARR system (where requested, self-medication can be allowed, if risk assessed). The costs of any medical requisites (including continence pads) not on free prescription remain the sole responsibility of the resident.
- Room Cleaning - The Building and Household teams provide cleaning, sanitisation and bed making/room presentation services daily.
- Laundry - All room linen and washable clothing is marked with sewn in name or room labels and is collected, washed and ironed and then returned. (Dry Clean articles or items that cannot be machine washed at 40 degrees in Biocide are specifically excluded). Relatives may take a resident's clothes for washing or cleaning if preferred.
- Food - The Kitchen team provides three wholesome meals per day, normally including a 'home cooked' lunch and supper, additionally hot drinks are supplied at set times, or as requested, throughout the day with biscuits or 'home baked' cake accompaniment.
- Security - residents can be secure in the knowledge that Nower House is manned 24 hours per day and therefore the Emergency Call-Bell system should be promptly responded to should they need assistance.
- Finances - Nower House operates an individual 'resident's account' for each resident to store their 'personal spending money' and the cash provided is safely stored in one of the Home's safes for distribution as required.
- Shopping - Activities staff will purchase small personal items (toiletries, tights etc.) on behalf of the resident from local shops. (Items to be paid for by resident 'at cost')
- Health Care - a resident will be given assistance to select a local GP to visit them, who will always be called if requested. The resident can also utilise the following visiting services:
 - ▶ Optician (any NHS or private charges to be paid by resident)
 - ▶ Chiropodist (any NHS or private charges to be paid by resident)
 - ▶ Dentist (any NHS or private charges to be paid by resident)
 - ▶ Audiology (any NHS or private charges to be paid by resident)
- Social Care - residents are encouraged and assisted to continue, or to take up, any interests or hobbies that are practicable within the Home. Nower Care normally provides a range of activities within the Home.

The following services visit regularly:

 - ▶ Mobile Library (free service - currently cancelled by Surrey)
 - ▶ Book Clubs (private charges to be paid by resident)
 - ▶ Newspaper delivery (private charges to be paid by resident)
 - ▶ Hairdresser (private charges to be paid by resident)
 - ▶ Clothes retailers (private charges to be paid by resident)
- Social Contact - residents are encouraged and assisted to maintain links with their friends, relatives or local community by way of the following:
 - ▶ arrangement of transport e.g. Dial-a-ride, taxis etc. (fee to be paid by resident)
 - ▶ 'open' visiting hours between 08:00 and 21:00 each day, outside these hours with the explicit permission of the Home Manager only.
 - ▶ provision of tea, coffee, biscuits and cakes to any visitor that requires them. (No

- charge)
- ▶ provision of additional meals for the sustenance of a resident's friends or relatives (notice normally required and small charge payable to cover additional costs)
- ▶ provision of Z-beds and bedding to enable relatives to sleep in a residents room if required. (terminal care) (No charge)
- ▶ planned provision of a Guest Suite to accommodate a resident's friends and relatives overnight if required. (Additional room charge payable)

CQC Registration

Nower Care is registered with the *Care Quality Commission (CQC)*, our inspecting office is as follows:
 CQC (South East) • Citygate • Gallowgate • NEWCASTLE • NE1 4PA [Tel: 03000-616161]

Statement of Purpose

Under the provisions of the Social Care Act 2008; Regulations 2014, Nower Care is required to produce and keep up to date, a formal document with specified contents, which is known as the Home's *Statement of Purpose*.

Inspections

Nower House is inspected by the CQC as per their statutory requirements.

The visiting inspector produces a detailed report which identifies whether the Home has met requirements in 5 categories as set out in the relevant Statutory Care Act's 2008/2014. A copy of the last inspection report to be issued by the CQC is available online from their website (www.cqc.org.uk) or linked from our website (www.nowercare.co.uk), or for reference in the Compliance filing (Inspections Folder) at Reception.

The Management Committee of Nower Care are also required to conduct monthly unannounced, Quality Control inspections of the Home to assess progress with improvements and highlight any non-compliance with the prescribed Policies and Procedures. These reports are also kept in the *Inspections File* and are available for inspection as above.

Quality Rating

In 2016 the CQC issued a **GOOD** rating having inspected the Home. However, in 2019 this rating was downgraded to **REQUIRES IMPROVEMENT**, ostensibly with regard to paperwork deficiencies, despite the Management, residents, relatives and professional visitors to Nower House all seeming to agree that we offer an Excellent Service at an affordable cost.

Registration Categories

In 2009 the categories and age limits were removed and Nower Care were then able to accept any resident's where it is verifiably able to meet those resident's respective needs. Although the categories and EMI classification have been removed, we still believe these offer prospective residents and their families an insight into the general make-up of the resident community and have therefore continued to use them as a guideline to admissions at Nower House.

Nower Care can only admit resident's where we are sure that we can fully meet their respective needs. Where this is not possible or where an existing resident's condition deteriorates and it is considered that we are not fully meeting their needs, then that person will have to transfer to an alternative type of Home.

Old Age (OP) Admissions

The average incoming admission age is currently 88. Nower House offers 'First Stage', 'Low Dependency' residential care with most residents initially requiring either no help or only the minimum of assistance with: walking; dressing; bathing; washing; toileting.

However, residents can often present one or more of the following impairments; mild confusion, short term memory lapses; moderate frailty and mobility problems requiring the aid of sticks or walking frames; some degree of deafness; even severe visual impairment providing their other needs are minimal to compensate.

Dementia (DE/E) Admissions

Nower House cannot accommodate those diagnosed with serious dementia which was previously categorised as EMI (Elderly Mentally Infirm), the main difficulties experienced being 'Anti-Social behaviour', 'Paranoia', 'Wandering', and possible symptomatic nursing needs.

Existing resident's that begin to exhibit any of the above conditions, or are assessed by a health care professional as having EMI needs, will have to be transferred to an alternative registered EMI Home.

Physical Disability (PD/E) Admissions

Nower House can only admit potential residents with Physical Disabilities where their full needs can be met. Owing to the layout and character of Nower House it is not possible to accommodate resident's whose disabilities severely effect their mobility and it can therefore not admit the wheelchair bound or bedfast.

Sensory Impairment (SI/E)

Nower House can only admit potential residents with Sensory Impairment where their full needs can verifiably be met. Owing to the layout and character of Nower House it is not possible to accommodate residents whose disabilities severely effect their mobility. However, some past and present residents with Sensory Impairment are suitable for admission to Nower House as their other general needs are minimal to compensate.

Nower Care does not cater for any other special needs or interests other than those detailed above.

Nursing Needs

Nower House DOES NOT employ trained or qualified nurses and therefore DOES NOT offer nursing services to any of its residents. If a resident becomes in need of temporary nursing assistance these services are carried out by the local GP Community Nurse (District Nurses) who will visit the Home as required.

If a resident becomes in need of long term nursing care, or nursing assistance beyond the capabilities of the visiting Community Nurses then they will normally reassess the resident as having *Nursing Needs* which will then require them to be transferred to a registered Nursing Home.

Staffing

Owing to the vagaries of Care Home employment, the total number of staff employed can fluctuate each month, therefore the figures quoted on page one are average numbers that continue to meet the specific requirements of the CQC. With regard to 'Care' staff, Nower House has a deliberate policy of 'over staffing' and only uses 'Agency Staff' as a last resort.

Nower Care sincerely believes that with regard to our particular type of Care Home (low dependancy), by far the most important qualification a prospective carer can have, is a caring disposition and innate ability to fully empathise with an elderly resident. In our opinion you 'cannot train anyone to Care' and the provision of a vocational add-on qualification does nothing to guarantee this essential quality, and in many circumstances may go a long way in actively discouraging some of the 'best', and most loved care staff that we have employed over the years. However, the CQC is promoting the perception that staff vocational qualifications will greatly improve the life of Care Home service users. Nower Care will therefore do its best to meet the targets laid down by the CQC, whilst not losing sight of the fact that we want caring staff that make our residents feel safe, happy and contented, and not necessarily paper qualified academics.

Fee Structure

The current room fees charged are shown on to *page 2 (Residential Fees)*, there are 4 grades of room each with their own level of fee.

- | | | |
|-------------------------|---|---|
| Temporary or Short Stay | - | This is the <i>Daily Fee</i> charged for each 'nights' stay. Nower House offers Short Stay accommodation with a view to future permanent residency. |
| Registration Fee | - | This is a 'One Off' charge that is levied when a resident's trial period has ended or they have elected to become a Permanent resident. It is charged to offset the cost of the extensive admission process which is now demanded. It should be noted that Social Service Funded residents will have to pay this charge from their own resources. |
| Basic Room Fee | - | This is shown in both its Weekly and Daily formats and is levied for single occupation of a room. |

- | | | |
|-----------------------|---|--|
| Higher Dependency Fee | - | This is a higher fee charged to those resident's that are, or should be, in receipt of Higher Attendance Allowance. Those with sensory impairment may qualify for this increased fee although it is unlikely that any other recipients of HAA would still be suitable for continued residency as their needs are unlikely to be fully met in residential care. |
| Double Room Fee | - | Four rooms are designated as suitable for double occupancy as they are larger than 16m ² . However, Nower Care does not promote the sharing of rooms unless the two applicants are closely related, i.e. Husband and Wife. |
| Assessment Day Care | - | This is the charge levied when a prospective resident is present in the Home for more than 3 hours for the purposes of our assessment as to their suitability. Whilst present they may of course partake in all meals and refreshments as provided for our other residents. |

Payment

Privately funded Fees are charged monthly in advance and are normally paid via Direct Debit.

Absence from rooms

With regard to the major fixed operating costs of staffing, heating etc., there is no appreciable saving to Nower Care when a resident is absent from their room, therefore the full charge continues to be levied for the entire duration of any absence (holiday or hospital stay).

It should be noted that fees will continue to be charged to the late residents estate, or directly to the nominated *Financial Appointee* until such time as the room is 'completely' emptied of ALL of the late residents furniture and personal effects.

Fee Review

All room fees are reviewed annually and are subject to change as from the 1st of January each year. In exceptional circumstances circumstances necessity Care reserves the right to increased at any time having given two weeks notice.

Notice Periods

During the initial Trial Period (4 weeks) or for *Short Stay* residency the period of notice on both sides is five days (5days). Once permanent residency has been taken up after the trial period, the period of notice on both sides is ten days (10days).

The *Competition & Markets Authority (CMA)* in their infinite wisdom, have recently produced guidance on what charges should be levied by Homes upon the death of a resident. We consider these to be misguided and insensitive, and at worst cruel to family members. However, we will abide by the spirit of their decision.

The CMA opine that fees should be charged for a maximum of 3 days following death, or up to 10 days (to be charged until the room is cleared of all belongings) if the room was not cleared in the initial 3 day period. We feel that this does not allow for a reasonable and respectful period for relatives to come to terms with their loss, arrange a funeral and make arrangements to completely clear the room.

Where the discharge is due to the necessity for the resident to transfer to a suitable Nursing or EMI Dementia Home Nower Care will only charge until the day of transfer with no notice period. All notice periods for fee accrual are conditional on the room being completely cleared of all belongings. It should be noted that Nower Care is not allowed to store any resident belongings elsewhere in the Home or dispose of them, even if requested.

Financial Appointee

Every resident, including those with Social Service funding must nominate a *Financial Appointee* (normally the Next of Kin or close relative), who must sign a relevant Nower Care *Client Agreement* to commit themselves to; arrange and pay for any funeral that may be necessary, stand guarantor against any unpaid fees, arrange and pay for the late residents room to be promptly cleared, to take possession of the late residents personal belongings and room contents and to indemnify Nower Care against any person claiming to be interested in the late resident's estate.

The Next Stage

An optional list of *Frequently Asked Questions* is available which offers the opportunity of direct comparison between the facilities and services offered by other Care Homes and Nower House.

It should be noted that:

by becoming a part of the Nower House community, a resident is not 'committed to signing away' the rest of their life. Their total commitment is initially only a week, increasing to two weeks after the trial period and becoming a 'permanent' resident. They are therefore free to transfer to another Home, back to their own home or into their relatives accommodation with the minimum of notice or fuss.

If, following careful deliberation you have decided you would like to be considered for residency please fully complete the following Form:

Residency Application ~ Form 1 (Request for Consideration)

Then detach it, and forward to the Home Manager at the address on the front of this pack.

If you have any queries please do not hesitate to contact either the Home or General Manager on the contact numbers at the front of this pack.

The following *Information Packs* are all available to download from our website:

www.nowercare.co.uk

Information Packs

- 1 ~ Nower House Profile (Marketing Information Pack)
1a Frequently Asked Questions (FAQ's) [Optional]
- **2 ~ Nower Care Assessment Questionnaire Pack**
This includes general information on the assessment process of Nower Care, and a number of assessment forms for completion before admission can be considered. *(The contents of this pack are normally issued individually when Residency Application ~ Form 1 has been received and a potential room has become available)*
- **3 ~ Nower House Pre-Admission Pack**
This includes general information on the admission process to Nower House, an explanation of the mandatory requirement for a nominated *Financial Appointee*, and 2 forms that need to be completed upon admission. *(This pack is issued after an admission date has been confirmed)*
- **4 ~ Nower House Welcome Pack (not on website)**
This details general information about the 'day to day' activities of Nower House, its facilities, services, timings, and routines. *(This pack is issued on or just after admission and should then be located in each room for resident referral)*
- **5 ~ Contractual Agreement Packs (to both Resident and Financial Appointee)**
This contains copies of the contractual documents required for signature and return. Together with specific information regarding the *General Terms and Conditions of Residency* and the consequent responsibilities and potential liabilities of the Resident, their nominated Financial Appointee and Nower Care. *(This pack is distributed when a resident completes their trial period and becomes a 'permanent' resident)*

The above *Information Packs* and the details contained therein, will form a part of the understanding and subsequent contract that may be made between Nower Care, the Resident and their nominated *Financial Appointee* (Guarantor). It is therefore essential that the prospective resident downloads or requests and receives packs 1 to 5, and that their nominated *Financial Appointee* receives pack 5.

It is the responsibility of the resident or their representatives to ensure that they both receive the *Information Packs* detailed above.

Nower Care is the registered business name of Dorking Residential Care Homes Limited
Registered as a charitable society under the Co-operative and Community Benefit Societies Act 2014
Registered Office: Nower House, Coldharbour Lane, Dorking, Surrey. RH4 3BL

Residency Application ~ Form 1
Request for Consideration

Nower Care

Applicant's usual home details

Title:	1st Name(s):	Surname:	Date of Birth:				
Home Add L1:			Height:			ft/ins	
Home Add L2:			Weight:			lbs	
Town:	County:		National Insurance No:		Age:		
Post Code:	Home Tel:						
Likes to be addressed as: <i>e.g. Ethel or Mrs Other</i>			Maiden Name:				
Marital status: Single:	<input type="checkbox"/>	Married:	<input type="checkbox"/>	Divorced:	<input type="checkbox"/>	Widowed:	<input type="checkbox"/>
Religion:		Nationality:		Ethnic Group:			
			Smoker:	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Applicant's current location (Only if different from home details above)

c/o address	Location since:			
Add L1:	Type of accommodation:			
Add L2:				
Town:	County:	Type of stay:		
Post Code:	Tele No:			

Residential preferences

Full Residency:	<input type="checkbox"/>	Trial Residency:	<input type="checkbox"/>	Day Care:	<input type="checkbox"/>	Short Stay:	<input type="checkbox"/>	Duration -		Days
Standard Room:	<input type="checkbox"/>	Deluxe Room:	<input type="checkbox"/>	Prestige Room:	<input type="checkbox"/>	Premier Room:	<input type="checkbox"/>	Double Room:	<input type="checkbox"/>	
Woodcote Annex:	<input type="checkbox"/>	Watson wing:	<input type="checkbox"/>	Newra Annex:	<input type="checkbox"/>	Bickerstaff wing:	<input type="checkbox"/>	Dyson wing:	<input type="checkbox"/>	

Funding Considerations

Privately funded: Social Services funded: The applicant is in receipt of: Attendance allowance
Lower: Higher:

NB An applicant must fully complete the *Financial Commitment Appraisal* before being offered a room

Form Completer (Only if different from applicant)

Title:	1st Name:	Surname:	Relationship:		
Home Add L1:			LPAttorney - Finance:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Home Add L2:			LPAttorney - Health&W:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Town:	County:	Work Tel:			
Post Code:	Home Tel:	Mob Tel:			
email:					

Applicant's at home GP

Dr	Initial:	Surname:	DNACPR:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Surgery:			Care Needs Assessments		
Add L1:			GP Verbal given:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Add L2:			GP Written completed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Town:	County:	Assessment attached:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Post Code:	Tele No:	Needs Assessed As:			

Applicant's Hospital Consultant / Doctor (If applicable)

Mr / Dr	Initial:	Surname:	Assessment attached:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hospital:			Tele No:		
From whom, or how did you hear of Nower Care:			Signed:	Dated:	