

# Frequently Asked Questions

Nower House  
Coldharbour Lane  
DORKING • Surrey  
RH4 3BL

01306-882 844

BP:022|ESP.02|R:43453

BUSINESS/Marketing/Information Packs > 7\_FAQs.xlsx > Front Cover



**Accommodation**

1	Is the location of the Home convenient?	YES - Set on an acre plot within reasonable walking distance of public transport links.
2	Is the Home close to Community Facilities?	YES - Within walking distance of Dorking town centre and its various specialist facilities.
3	Can I go for a pleasant walk anywhere?	YES - For those assessed as able to, the entrance to The Nower (Parkland) is only 50 yards away, with outstanding views of Ranmore Common, Leith Hill and Box Hill.
4	Does the Home have its own transport?	NO - Not at present we use Dial a Ride vehicles.
5	Can I have a single room?	YES - Nower House has 50 single occupancy rooms, and does not provide shared rooms.
6	Are there rooms large enough for married couples?	YES - There are 4 double rooms suitable for married
7	Will I be able to change my room if I am not happy?	YES - Existing residents are always given first option on any vacated rooms.
8	Are there rooms with en-suite WC's?	YES - All 51 rooms have an en-suite WC.
9	Are Bathrooms conveniently situated to rooms?	YES - All bedrooms are within a maximum of 30 metres of a bathroom.
10	How many communal bathrooms are there?	7. (5 with hoists; 1 'Parker' type bath; 2 walk/sit-in
11	Is there a special bath for the less able?	YES - 1 Electric moveable 'Parker' type bath and 5 with mechanical hoists.
12	Are there adequate washing facilities?	YES - All bedrooms have a vanity unit with basin.
13	Is there a LIFT?	YES - 3 (2 enclosed hydraulic; 1 glass platform)
14	Are there adequate communal facilities?	YES - See Nower House Profile - various sitting areas with and without TV or Hi-Fi and Wi-Fi in Reception.
15	Will I be able to use the gardens and patio areas?	YES - They are normally within sight of Carer's on duty or have infra red/wired Call-Bell facilities
16	Can I bring my own furniture with me?	YES - Any, providing soft furnishings are verifiably Fire Retardant
17	Can I adjust the heating and open a window?	YES - All rooms have thermostatically controlled radiators and openable windows, although these may have opening restrictors for safety reasons.
18	Can I use my own electrical appliances?	YES - All rooms have an ample number of power points. However, all incoming electrical appliances must pass a PAT COSHH test before use.
19	Do residents have an accessible Bedside light?	YES - All bedrooms have a switched bedside lamp.
20	Are handrails provided in hallways and on stairs?	YES - Throughout all Nower House corridors and stairs.
21	Can my relatives and friends stay if necessary?	YES - Nower House provides Z-Beds for overnight stays in a resident's room and empty rooms can be utilised as temporary overnight accommodation.

**Daily Living & Social Care**

22	Will I be able to use my room whenever I want to?	YES - There are no rules or restrictions.
23	In the evenings, can I go to bed when I like?	YES - There are no rules or restrictions.
24	Can I choose when to get up each day?	YES - There are no rules or restrictions.
25	Can I have meals in my room if I wish?	Where possible we prefer all residents to socialise at meal times. Occasionally, residents choose to eat in their rooms and this can normally be accommodated.
26	Can my relatives or friends help with my personal care if I so choose?	YES - There are no rules or restrictions.
27	Is there a choice of menu and will my particular likes and dislikes be taken into account?	YES - Alternatives are always available and special dietary needs can normally be catered for.
28	Are there facilities for visitors to make a cup of tea or snack?	Nower Care has two Mini-Kitchens which can be used by residents visitors if required.
29	Will I be able to bath when I want?	YES - Within normal operational constraints.
30	Is help available should I need it when bathing?	YES - Staff are trained in various levels of assistance to suit individual resident's requirements..
31	What arrangements are made for my laundry?	Nower Care has a "state of the art" laundry area with industrial washing machines, driers and ironing equipment.
32	What arrangements are there to have my hair done professionally?	There is a weekly visiting Hairdresser. Her private charges are the sole responsibility of the resident.

## Daily Living & Social Care (continued)

33	Is there a telephone available for the Residents use?	YES - There is a <i>Pay Phone</i> in each annex hallway, calls can also be transferred using cordless phones.
34	If I pay for it can I have my own telephone in my room?	YES - You may make your own arrangements to connect a BT phone in your room, all costs incurred will be your own responsibility.
35	What arrangements are there to receive post and other communications?	All post should be addressed to Nower House and it is distributed daily as it arrives. Nower Care has an e-mail account that can be accessed to send e-mail messages.
36	Is the Call-Bell system flexible and accessible?	YES - corded push-buttons, pull-cords, infra-red buttons and safety bath pushes.
37	Can I have a key to my Room door?	YES - If specifically requested. Most rooms fitted with an 'overrideable' <i>Internal Privacy Lock</i>
38	Is there a secure lockable cupboard in my room?	YES - Nower Care supplies a lockable bedside cupboard if the incoming resident does not have a suitable alternative.
39	Does Nower Care provide safe storage of my money or valuables if required?	YES - Although there are financial and insurable limitations as to what is stored in the annexes safe's.
40	Do residents appear active, sociable and happy?	YES - We do our best to ensure their stimulation.
41	Are there a range of activities and outings offered?	YES - Nower House employs an Activities Supervisor, Co-ordinator and 2 Assistants to ensure varied and stimulating daily activities. You can obviously choose not to take part if you wish.
42	Will I be able to help with gardening?	YES - You would be welcome and there are several special raised flower beds.
43	Is it possible to attend a Church service?	YES - There is an ecumenical service conducted on a regular basis
44	Can I keep my existing pet within Nower House?	Normally NO - However it depends on the potential impact on other residents and the position and suitability of the available room. (Sorry No Dogs)
45	Are pets allowed to visit?	YES - Provided they do not disturb or upset other residents, and then only with the express approval of the Home Manager
46	Are there any rules?	The ABSOLUTE MINIMUM - e.g. No Smoking throughout the Home, No visitors between 21.00 and 08.00 (during night) without express permission, etc.

## Finance and Conditions

47	What are the charges per week?	Please refer to page 2 of our downloadable <i>Brochure (Nower House Profile)</i> for up-to-date fees.
48	What is included in weekly fees?	All basic residential living expenses.
49	What is NOT included in weekly fees?	Personal toiletries, newspapers, own telephone, continence products, professional charges etc.
50	Will I be allowed to manage my own finances?	YES - Nower Care only involves itself with individual residents finances in exceptional circumstances.
51	How will I pay?	Monthly in advance upon invoice or normally by Direct Debit.
52	When are charges reviewed?	Normally annually, increases on 1st January each year.
53	How much notice of change is given?	Minimum 2 weeks of any increase.
54	If I am in Hospital or on Holiday: How long will you hold my room for?: How much will I be charged?:	Until you return or terminate your contract with us. The full normal fee payable. <i>There is no appreciable saving for Nower Care if a room is empty.</i>
55	What would happen if my money ran out and I could not meet the fees?	Social Services should take over responsibility for your fees. However, the contract would then be from them to us and the fee offered would be much lower. Therefore, a Top-Up payment may be required and to reduce losses to a minimum if you are not already in a 'standard' room you would have to transfer into the next one that becomes available.
56	Will I receive a contract with Terms and Conditions of Residency?	YES - Nower Care issues 5 comprehensive <i>Information Packs</i> and a specific <i>Client Agreement</i> to all privately funded residents. The contract for Social Service funded residents is issued by the providing County Council to Nower Care.

## Finance and Conditions (Continued)

57	Are the personal belongings in my room insured?	YES - Under the Nower care policy for up to £2,500.00. There is a £250 Excess on any claim made. You are free to contact our insurers directly and agree a personal increase in cover, although any premiums will be your own responsibility.
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## Health and Medication

58	Can I have the Doctor when I wish?	YES - You will become a patient of the Dorking Medical Centre in South Street and a GP will be called if and when you ask.
59	Will you order, store, control and administer my medication for me?	YES - Nower Care has specially trained staff to administer the MARR administration system
60	Can I manage my own prescription medication if I wish?	YES - If you are <i>Risk Assessed</i> as suitable to self-medicate you will be allowed to.
61	How often will you formally review my dependency needs?	Care Plans and dependency levels are reviewed every month
62	Does the Home provide physiotherapy or occupational therapy?	NO - Unless provided by visiting NHS practitioners sent by the local hospital.
63	What Health Care Services do you cater for?	Chiropody: YES - Both visiting Private and NHS Dental: YES - Visiting NHS Optician: YES - Visiting NHS
64	Are residents accompanied on visits to the hospital?	We believe that residents interests are best served by attending outpatient appointments with their relatives. However, where this is not possible we will try to accommodate although a charge of £15 per hour spent will be levied.
65	Would I be charged for the transport to hospital etc.?	YES - If not supplied free of charge by the NHS
66	What happens if after admission, I am assessed as having developed <i>Nursing or EMI</i> needs?	Nower Care will assist you in transferring to the requisite alternative Home.
67	If I am on a special diet can it be provided?	YES, Normally. (Not Religious e.g. Kosher etc.)
68	Will I be involved in decisions that effect me?	YES - There is a regular <i>Residents Forum</i> discussions and if you have a problem there is a comprehensive <i>Complaints Procedure</i> .

## Staffing

69	Are staff recognisable and do they appear clean and tidy?	YES - All staff wear distinctive uniform to distinguish them and these items are regularly laundered.
70	How do staff treat residents?	Our Core Values are: <i>CARE, DIGNITY &amp; RESPECT</i>
71	How do staff address residents?	AS THEY PREFER - Residents are asked how they prefer to be addressed on admission, most opt for an informal and familiar approach.
72	Do staff talk to Residents?	YES - ALL STAFF are encouraged to <i>pass the time of day</i> with residents whenever the opportunity arises.
73	How many CARE staff are on duty?: Morning (07.30 to 14.30): Afternoon (14.00 to 21.30): Evening/Night (21.00 to 08.00):	<i>Also see Nower House Profile</i> 1 Duty Manager + 7/8 Day Carers 1 Duty Manager + 7/8 Day Carers 2 Senior Night Carers + 1 Junior Night Carer
74	How many MANAGEMENT staff are on duty?:	The General, Home and Compliance Manager's work Monday to Friday.
75	How many ANCILLARY staff are on duty?:	Normally up to a maximum of 12 each day.

## Visitors

76	Are visitors welcome at all times?	YES - but between 21.00 and 08.00 (during night) only with the express permission of the Home Manager.
77	Is there somewhere to see them in private?	YES - You may use your room or we have a Private/GP consulting room.
78	May visitors join me at meals?	YES - We only ask for a small contribution towards the cost of the meal provided.

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