

Care Direct
0845 1551 007

factsheet

Devon
County Council 

I've chosen a care home – what happens next?

Factsheet 10c – 06 October 2010 (5 Pages)

Part of the care home series:

Fact sheet 10a, Is a Care Home right for me?

Fact sheet 10b, Choosing a Care Home - what should I ask?

Fact sheet 10d, Paying for Short Term/Respite Residential Care

Fact sheet 10e, Paying for Long Term Residential Care

Once your care needs have been established and a suitable home identified you will be sent a copy of your Support/Care Plan. This will contain:

- **Details about your support/care**
- **The care home fees**

The home must not cost more than we usually pay for the support/care you need, unless someone else can pay the difference.

- **You should not have to sign any contract issued by the home. They may, however, ask you to sign an agreement that sets out the rules of the home and the services provided.**

- **Your Support/Care Plan covers all aspects of your support/care needs, along with any agreed special requirements.**
- **The financial assessment conducted to establish how much you will have to pay towards the cost of your support/care will include an allowance for your personal expenses such as toiletries, birthday presents, leisure activities and outings etc.**
- **You should not be asked to make any additional payments to the home other than at the rates notified to you by Devon County Council (DCC) except to cover additional facilities or services that you have chosen to purchase.**
- **The first 4 weeks of your stay will be a trial period. This gives you time to get used to the home and see if it meets your needs. After this period we will ask if you wish to stay. You may feel that an alternative home would be more suitable but this must still be able to meet your needs, or you may wish to return home. You will be required to pay towards this trial period. (see Factsheet 10d & 10e)**
- **If you want to change homes you can do so after giving four weeks notice. We will do our best to help you find another home. Sometimes the home may be unable to continue to provide the support/care that you need and alternative arrangements will be made.**

- **You have the right to choose a home outside of the county and still receive financial and other support from us. If you wish to move into a care home in Devon from outside of the county, your current local authority will be responsible for your support/care, please contact them for more information.**
- **We will review your needs and decide together how they can best be met. At least once a year, or more often if necessary, a reviewing officer will contact you and the staff of the home to see if you are happy in the home and getting the help that you need. You can ask for a review at any time if your situation changes by contacting Care Direct on 0845 1551 007.**

How much will my care cost?

See Fact sheets 10d Paying for Short Term Residential Care and 10e Paying for Long Term Residential Care.

Cancelling your stay or going away

- **If a stay in a home has been arranged for you and, for whatever reason, you change your mind, we will need at least two days notice. Otherwise you will have to pay for the two days.**
- **If you go on holiday or stay with friends, your room will be kept for you for up to three weeks. If you are going for longer than this, your room can still be kept for you, but you must let us know by contacting Care Direct on 0845 1551 007.**

- **If you go into hospital your room will usually be kept for you for up to six weeks, sometimes even longer. The hospital will ensure that any support/care arrangements are discussed and in place before you are discharged.**

Making your wishes known

- **Please make sure that your home is aware of any religious or cultural requirements that you would wish to be observed, and who should be contacted in the event of your death. Arrangements will be made for your funeral if there is nobody else to do this for you.**

**If you have any further questions please contact Care Direct
0845 1551 007**

Further factsheets can be found online at

www.devon.gov.uk/factsheets

**If you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on
0845 155 1015 or email customer@devon.gov.uk.**

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