

Residential Care Fee Setting

Black Country Housing Group is committed to ensuring that we deliver quality care across our registered services. To enable this we need to be clear that there are appropriate charging mechanisms in place that gives flexibility of service but ensures that all services are economically viable and fair to customers.

This document sets out the principles on which fees will be set both for new residential care customers and how existing fees are reviewed.



Transparency:

- All services have a clear price established for costs of delivery of service. We will be clear with all residents, their carers and families of the level of charges and how they may change before someone moves in.
- Costs will be established based on the requirements of individual services.
- Fees will be set for block; spot; and private contracts ensuring this rate is achieved for each service.
- Residential care fees will be clearly distinguished between Hotel costs; Living Costs; Care Costs; and Management Costs.
- Where deemed appropriate by us, some established fee structures relating to long-term customers may be maintained outside this document; they will however be increased in line the principles contained within it.
- Upfront fees or deposits will not be charged.

Fee Reviews:

- All existing fees will be reviewed as a minimum once per year.
- In addition fees may be reviewed through the year as part of the care assessment process. Fees may go up or down based on the individual care needs of the resident. BCHG operates three levels of fees in its homes depending on the need of resident.
- All customers will have at least 28 days' written notice of all changes in fee levels. We will be clear with residents and their relatives or support of the basis for any change in fees.
- All annual fee reviews will be implemented from the 1st Monday of April each year.

Top Up Fees:

- Black Country Housing Group will operate top up fees where Local Authority fees do not meet the cost of care desired by residents or relatives and choice has been exercised under the Care Act 2014.
- Top up fees will normally be paid directly to Black Country Housing Group by a family member; friend; or Guarantor. The third party contributor may be an individual; number of people; or an agency.
- Where self funders' circumstances change we will work with them to enable their stay at the home. However if fees cannot be afforded we will work with Adult Social Care to ensure appropriate care is maintained or alternative care provision is found.

Personal Charges:

- All services above the core service (e.g. escorted visits etc.) will be charged at the hourly rate (including overheads) of the appropriate member of staff with an additional mark-up based on the published rate.
- Fees may be reduced in the absence of the resident from the home (e.g. in hospital) where this absence is over four weeks. Such a reduction will take into account the reduction in some variable home costs under the living costs category. This must be approved by the Head of Care.

| Standard Care | Enhanced Care | Complex Care |
|--|--|--|
| (2019-20 £ - fee on application) | | |
| Core service for all residents. | People with behaviors that challenge that need minimal intervention of 1 x carer. | People requiring 2 carers. |
| 24 hour high quality residential and dementia care that promotes personal choice. | Dementia where the person requires some additional support with 1 x carer. | Confusion or anxiety requiring regular reassurance and intervention. |
| Bedrooms with en-suite bathrooms equipped with a flat screen TV, mini fridge and phone points. | Support with Nutrition and fluid intake with 1 x carer. | End of life care. |
| Lots of activities and entertainment, including a purpose built cinema room. | Full personal care support to maintain skin integrity and personal hygiene. | Support with chronic conditions. |
| Contemporary on-site hairdressing facilities and café area plus Wi-Fi throughout. | Resident who needs support of 1 x carer to mobilize safely with Aid. | Bariatric residents who are not self-caring. |
| Delightful landscaped sensory gardens which have seating areas for sunny days. | Other care needs of a similar nature to the above that will be determined at the time. | Complex physical disabilities. |
| | | Dementia where the person requires some additional support with 2 x carers. |
| | | More than 1 from enhanced category. |
| | | Other care needs of a similar nature to the above that will be determined at the time. |

