

Important additional information about Clore Manor



JEWISH CARE

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Important additional information

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What to expect from this guide

We understand that looking into care homes can be overwhelming as there is a lot of information to take in.

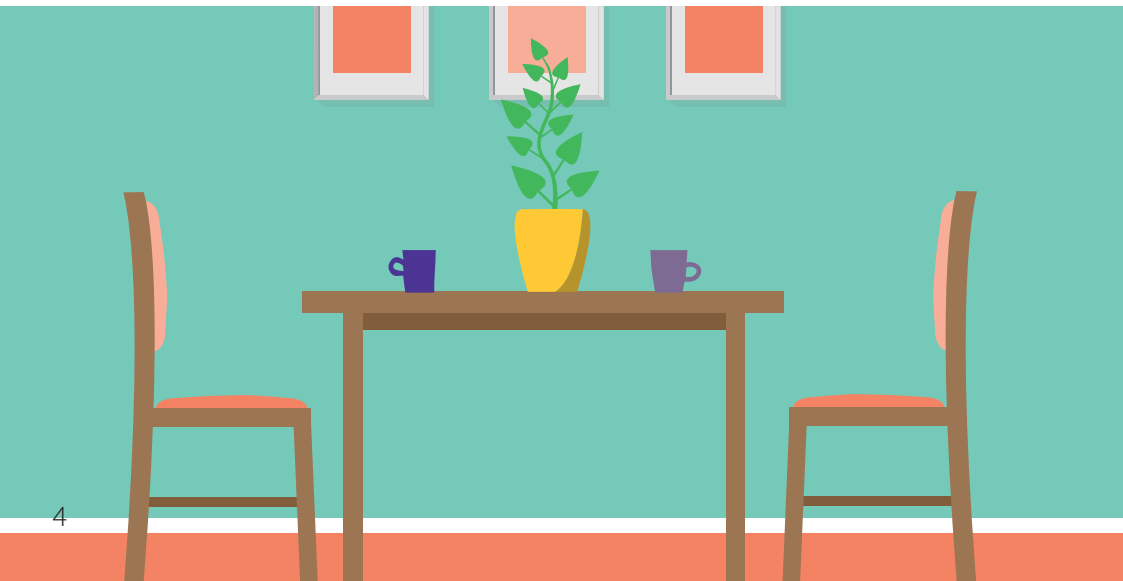
At Jewish Care, we want to make this process as easy as possible for you. You will have already been provided with a copy of our *Key Facts about Clore Manor* guide, to help you decide if this is the right care home for you.

This Additional Information guide provides further details you may find helpful to know about our care home, to help grow your understanding of the home, before making a final decision.

If you want to speak to someone to help you, please call us on **020 8922 2222** or email **lwjc@jcare.org**

Important additional information

About Clore Manor



Clore Manor is a vibrant and friendly care home for older people in Hendon, North West London. Set in the heart of Hendon's Jewish community, the home offers a warm, Jewish atmosphere in a lively, family-oriented environment.

The care home has close ties with the local Jewish community, often hosting children from the local schools and with visits from family, friends and much-loved pets. The care home is run by dedicated staff and volunteers. They work hard to deliver quality care and support and develop lasting friendships with our residents.

Our care is underpinned by the philosophy that residents should lead meaningful lives, with the opportunity to be active and independent despite any physical, sensory or cognitive impairment.



Our care home is regulated

To help us make sure we provide a good quality service, the Care Quality Commission (CQC) monitor, inspect and regulate the care home on an ongoing basis. They publish their findings, including a rating to help people choose their care.

You can read the CQC's full report about our care home by visiting jewishcare.org/cloremanor

The latest overall CQC rating for
Clore Manor is **Good**

All care homes that are regulated by the CQC have a Registered Manager, who is qualified and able to effectively manage the care home.

Our Registered Manager for
Clore Manor is **Mandy Liles**

The Registered Provider is the organisation that is responsible for overseeing the running of the care home.

The Registered Provider for
Clore Manor is **Jewish Care**

The care home's kitchens are monitored and rated by the Food Standards Agency. The latest food hygiene rating is **5 out of 5**.

Meeting your personal preferences

We are committed to delivering high standards of care and support that meet your expectations.

We work with you in developing a personalised care plan which aims to support your health, wellbeing and independence.



“Will you meet my religious preferences?”

Yes. At Jewish Care, you can benefit from being around people who understand your religious and cultural identity; however you choose to observe this. All our staff are trained in the Jewish way of life.

We celebrate all the Jewish festivals and there is a weekly Shabbat service which you are welcome to join. We light the Shabbat candles and say Kiddush every Friday before dinner. This is followed by a traditional Friday night meal.

We have a Rabbi who regularly visits and would be happy to spend time with you. If you would like to see your own Rabbi, you are welcome to invite him/her to visit you.

In the shared lounges, the television is switched off during Shabbat and religious festivals. Of course, what you choose to do in your own room during Shabbat is your choice.

All Jewish Care homes and day centres use fully kosher, certified food products and suppliers.

We understand that not everyone shares the same level of religious observance, so you are not expected to join in any activities if you do not want to.

“Can I choose whether I want male or female carers?”

We cannot always guarantee a carer of a specific gender; however we try to accommodate this whenever we can. Please inform us of your preference, if you have one.

“Will you meet my dietary requirements and preferences?”

All our food is made fresh everyday on-site by our chefs. This means we can accommodate any dietary requirements, provided they fall within the rules of kashrut, in order to keep the care home kosher.

Jewish Care works in partnership with Hospital Kosher Meals Service to provide a wide variety of enjoyable and nutritional pureed kosher meals for residents who have trouble with swallowing their food.

“Can I bring my personal belongings?”

We encourage you to bring along the items that bring joy to your life. You are welcome to put up photographs and keep personal mementos in your bedroom.

You can bring small items of furniture with prior agreement from the Registered Manager. We will check that any furniture and electrical items you bring comply with fire and health and safety regulations.

“Can I bring my pet?”

Pets are an important part of the family and we will try to accommodate them where we can. This is decided by the Registered Manager on a case by case basis and is dependent on numerous factors.

The care home may accommodate your pet if you make suitable arrangements to look after it, cover all costs associated with its care and insure your pet for vet’s fees and third-party claims.

We hope that these arrangements work, however if your circumstances change and you are no longer able to care for your pet, or if it causes disturbance, the Registered Manager can withdraw their agreement to accommodate your pet.

The trial period

If you are a permanent resident, your first six weeks in the care home are a trial period both for you and for the care home. This is to make sure you are happy with the care home and that living there works for everyone involved.

At the end of the six weeks, or as soon as possible thereafter, we will carry out a review to see how you are finding your stay. If you like the care home and want to continue living there, and we are satisfied that we can meet your needs, you will become a permanent resident.

At the end of the trial period, if you decide that you do not wish to continue living at the care home or we are not satisfied that the care home can meet your needs, your contract with us can come to an end and we can help you to decide your next steps.

If you wish to end your stay before the trial period has ended, you can end your contract with us early by giving us one weeks' notice in writing. The care home can also end the trial period early if the terms and conditions of residency are broken, by giving you one weeks' notice.

Keeping your belongings safe

It is important that your belongings are kept safe and secure while they are in the care home.

When you move into the care home, you will be allocated a key worker who is your main point of contact during your stay. Your key worker will complete a full, itemised inventory of your belongings which you will oversee, so we know what you have brought with you at the outset. We cannot take responsibility for any valuable items that go missing or get damaged in the care home.

By following these steps, you will give your belongings the best chance of staying safe:

- Tell us when you bring in new belongings or remove items
- Label your items with your name
- Avoid bringing precious or sentimental items
- Take out an additional contents insurance policy

We can store small valuables in our safe for a short period of time, but we cannot guarantee their safety.





Insuring your belongings

We have a contents insurance policy that covers your personal belongings in the following circumstances (also known as Insured Perils); fire, lightning, aircraft, riot, explosion, civil commotion, earthquake, storm, flood, escape of water, impact, accidental damage, theft, subsidence, landslip or heave and malicious damage.

In these events, your belongings are insured up to a maximum value of £250 per item, and £1,500 overall. There is a £250 excess for you to cover for each claim made under the policy.

The insurance policy does not include the following items under any circumstances; cash, precious metals, precious stones, jewellery, watches, furs, unusual objects, works of art, or rare books.

We therefore advise you not to bring any valuables to the care home as we cannot accept any responsibility for them.

If you want further contents insurance cover, please arrange your own insurance policy for all your personal possessions (including items such as hearing aids, dentures, glasses, wheelchair, etc.).

Changes to your funding

When you apply for the care home, we will work closely with you and any third-party funding bodies to make sure that your funding arrangements are secure for now and the future. However, sometimes it is unavoidable that your funding changes while you are a resident, and what happens next depends on your circumstances.

“I have been self-funding, but I am now eligible and applying for local authority funding.”

In this circumstance, you should tell us when your funds start to approach the current £23,250 threshold. It can take some months for local authorities to carry out their assessments, so we suggest that you start the process no less than two months before you are likely to reach the threshold.

Residents or their representatives must complete their own applications for local authority funding; however, we will guide and support you through this process.

If your application for local authority funding is successful, you will remain responsible for paying the full weekly care home fees until the date your new funding begins.

When the local authority funding starts, there will be a shortfall between the amount they pay and the full fee. We ask your family to make a 'family contribution' to bridge this shortfall. We will carry out a financial assessment to determine the amount of the contribution or we may agree to waive the contribution in circumstances where no family members are in a financial position to assist. In this event we will not ask you to change rooms.

In the unlikely event that your application for local authority funding is unsuccessful and you cannot secure further funding, you will be required to find alternative accommodation and we will support you to plan your exit.

“I am self-funding, but I am now going to receive NHS Continuing Care funding.”

We accept NHS Continuing Care funding regardless of how your care was paid for prior to this. If you are awarded this funding nothing else will change and no further fee payments will be expected of you.

“I was funded by a public body, but I am now no longer eligible for this funding.”

In the unlikely event that your local authority funding ends and you cannot secure further funding, we will support you in finding alternative accommodation. If your NHS Continuing Care funding ends, your local authority will carry out a financial assessment to determine if you are eligible for local authority funding. If you are not eligible (because you have over £23,250), you will become self-funding.

Leaving the care home

We hope that you are happy with the care home and that we can meet your needs. However, we appreciate that circumstances can change, and you may choose to leave the care home.

If you are a permanent resident and you choose to end the contract after the trial period has ended, we ask you to give us one month's notice in writing.

If you wish to end your stay before the trial period has ended, you can end your contract with us early by giving us one week's notice in writing.

If you are a short stay resident, we ask for one week's notice in writing.

Giving your feedback

We welcome your views, so please let us know what we do well and what we can do better. We take your views seriously and your feedback helps us to improve.



How to pay us a compliment or make a comment

It is good to hear when we do something well as it helps us to do even better. If you have a comment, suggestion or idea you would like to share, please let us know by telling a member of staff or the care home's management team. You can also contact our **Quality & Customer Experience Team:**

Telephone: 020 8922 2324

Email: QA@jcare.org

Address: Quality & Customer Experience,
Jewish Care, Amélie House,
Maurice and Vivienne Wohl Campus,
221 Golders Green Road,
London NW11 9DQ

Alternatively, you can fill in and return the ***Your View Counts*** form which is available on our website at jewishcare.org/yourviewcounts, at the care home reception and in your care home welcome pack.

How to make a complaint

Please tell someone in charge if you are concerned about something. It is quite possible they will be able to address the problem straight away. Our aim is to resolve complaints or concerns as quickly as possible. If the problem cannot be resolved immediately, you will receive a response within seven working days. If more time is required, you will be informed of the reason in writing.

If you feel that the staff are not responding to your comments, you are not satisfied with their response, or you do not feel able to discuss your concern with them, you can contact our **Quality & Customer Experience Team**:

Telephone: 020 8922 2324

Email: QA@jcare.org

Address: The Chief Executive Officer, Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ

Alternatively, you can fill in and return the **Your View Counts** form which is available on our website at jewishcare.org/yourviewcounts, at the care home reception and in your care home welcome pack.

- We will write to acknowledge your complaint within three working days of receiving it. Following a thorough investigation, you will receive a full response within 28 days
- You may arrange to meet the person conducting the investigation to discuss your concerns at any time during the process
- If you remain dissatisfied, your complaint can be referred to a Jewish Care Director for further consideration. The Director will provide you with the final decision in writing within 28 calendar days unless we have previously agreed an alternative deadline
- We will cooperate fully with anyone acting on your behalf, subject to their having the appropriate authority to do so
- We will not discriminate against you for having made a complaint

Help from an independent body Care Quality Commission (CQC)

Jewish Care's care services are regulated by the Care Quality Commission (CQC). Even though CQC do not usually investigate individual complaints, they would like to hear about your experience.

Their contact details are:

Telephone: 0300 061 6161

Website: cqc.org.uk

Address: Care Quality Commission,
Citygate, Gallowgate,
Newcastle-upon-Tyne
NE1 4PA

The Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman can investigate complaints from anyone using a regulated service such as a care home.

You can contact the Local Government and Social Care Ombudsman at any time during the investigation process or if you are dissatisfied with the outcome. We will cooperate fully during any investigation and comply with the resulting decision.

Their contact details are:

Telephone: 0300 0610 614

Website: lgo.org.uk

Address: The Local Government Ombudsman,
PO Box 4771,
Coventry
CV4 0EH

What are the next steps?

You should now have a good overview about living at Clore Manor.

You can take a look at our standard terms and conditions for care home residents by visiting [jewishcare.org/terms-conditions](https://www.jewishcare.org/terms-conditions)

Get in touch

The Living with Jewish Care Team is here to support you with your next steps. Please contact us if you want to:

- Ask a question
- Explore your options
- Look around the care home
- Make an application

They will have a conversation with you to check that this is the best route to meet your needs and to see if there is anything else we can support you with.

**Call us on 020 8922 2321 or
email us at lwjc@jcare.org**

Supporting you with your Care Home enquiry

Choosing a Care Home doesn't need to be stressful. Our helpful, understanding and supportive advisors offer free advice on anything from funding to finding just the right Jewish Care home for you.



1

Call us on 020 8922 2222 or email lwjc@jcare.org



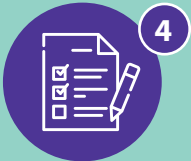
2

We will then assess your situation and help answer any questions you may have about you or your loved one's needs, along with advice on how to fund your care



3

You can then book one or more visits to our homes that might be right for you or your loved one



4

If you would like to proceed, our Care Home Assessor will then carry out a full care assessment, they will also help support you with completing the application forms, and guide you through the next steps



5

At any stage in the process we are there to help you and answer any concerns or questions you have

JEWISH CARE

Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus,
221 Golders Green Road, London NW11 9DQ
Charity Registration Number 802559 | Registered in England Number 2447900

Registered address: as above