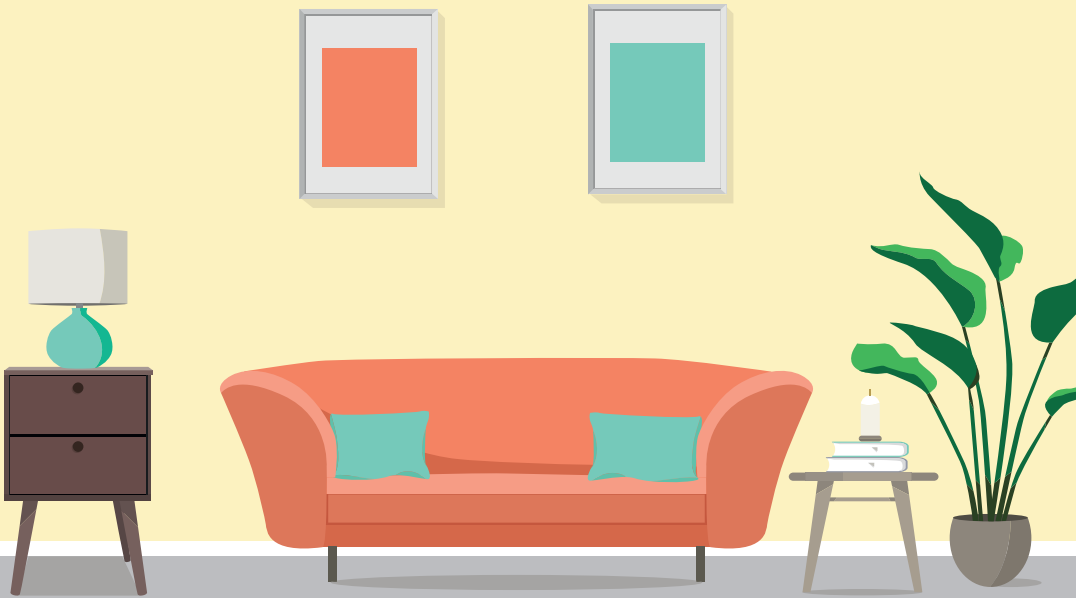


Key facts about Rosetrees



JEWISH CARE

Contents

Key facts

What to expect from this guide	3
The care home	5
Making you feel at home	10
Things to do in the care home	12
Our staff	13
Funding, fees and other costs	16
What are the next steps?	24



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. This guide gives you all the important information you need to know about our care home, Rosetrees, to help you make the right decision for you.

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

Key facts

About Rosetrees



Rosetrees is a purpose-built home set within modern, landscaped gardens. Based in Friern Barnet, the home has a community feel as it forms part of a larger campus that is the Betty and Asher Loftus Centre.

We consider the care home and the wider campus to be a special community, 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/rosetrees

The latest overall CQC rating for
Rosetrees 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
Rosetrees is **Alison Prior**

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

The Registered Provider for
Rosetrees is **Jewish Care**

The needs the care home caters for

Rosetrees offers personal care for older people, including people living with dementia.

What is 'personal care'?

Personal care is for people who require help with daily activities such as washing, getting dressed, eating and drinking, getting around and interacting with others.

What is 'dementia with personal care'?

Dementia with personal care is for people who require help with daily activities and routines because they are living with dementia. They may also have some additional care needs, such as support with communication, managing their mood and feeling settled, due to having dementia.

Before you move into the care home, we will thoroughly assess your care and support needs to determine the category and level of care you require. This may be reviewed if your needs change over time.

Defining 'permanent' and 'short stay' care

There are two types of residency in our care homes; permanent and short stay.

Most of the care home residents across Jewish Care are permanent, which means they live in the care home on a long-term basis.

Some residents choose to stay in our care homes for a temporary period, which is called short stay care (also known as respite care). This can be for any number of reasons, such as helping family carers to have a break from caring. **The availability of short stay care is limited across our care homes.**

Short stay care at Rosetrees

There are no dedicated bedrooms for short stays at Rosetrees, however if you are interested, please contact us to see if we have any availability at this time.



What is the layout of the care home?

Your room is one of **53 single bedrooms** across the care home. The bedrooms are spread over **three floors**, with between **13 and 20 bedrooms on each floor**. Each floor is its own separate unit.

Each floor allows you to develop individual relationships with your immediate neighbours and the staff who work with you.

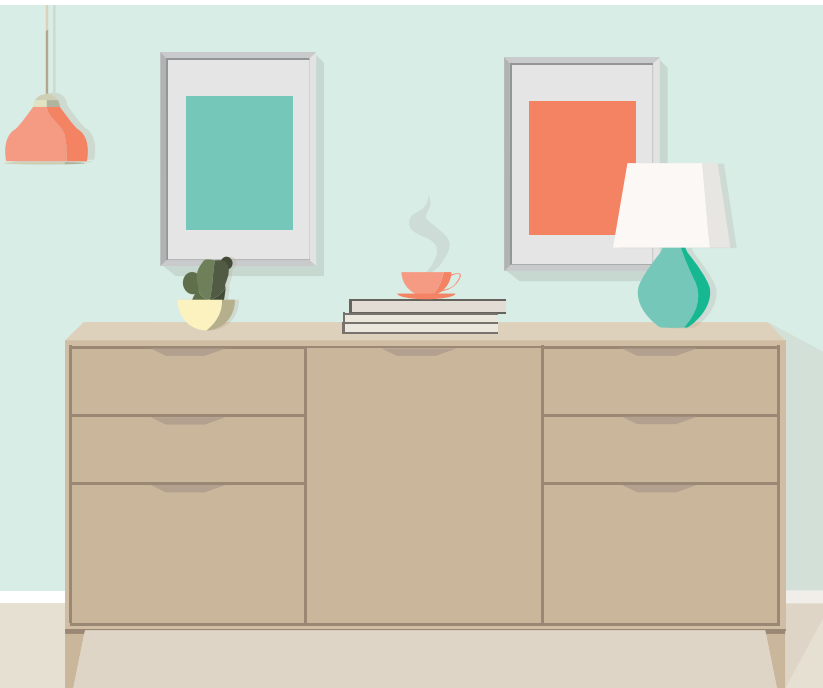
Each floor has its own living area, which residents use to chat and develop friendships with others. Residents also enjoy using the garden throughout the year.

Making you feel at home

We know it is important to have your own personal space where you can relax and enjoy some alone time if you wish to. All our bedrooms are single rooms, meaning we will never ask you to share your room with another resident (so you can maintain your privacy).

Your bedroom comes **fully furnished** so you do not need to worry about moving or buying furniture when you move.

Your bedroom also has an **en-suite room** with a toilet, sink and shower.



Television

You are welcome to bring a television for your room, where there is a plug socket and aerial already in place. If you are a short stay resident, we will provide a television in your room for you.



Telephone

You can also bring a landline telephone to connect in your room. Your room has an allocated phone number, In the future you may be billed for outgoing calls and landline.

Internet

You can use the free communal Wi-Fi available throughout the building.



Things to do in the care home

We want to help you continue to take part in your favourite hobbies as well as help you to discover new ones. In our care home there is a large variety of activities and entertainment that you can enjoy.

We have an amazing Living Well Team who organise an exciting and varied activities programme for you to choose from. There is something for everyone and we encourage you to take part in as many activities as you wish. We also encourage you to suggest new activities you would like to do, so we can make sure that living in the care home is as stimulating and enjoyable as it can be.

Sample activities timetable

Here is an idea of some of the activities and entertainment taking place over the course of a week.

Monday: Music, bingo, hairdressing

Tuesday: Word games, relaxation

Wednesday: Reminiscence, one to one activities

Thursday: Classical and Jewish music, talk

Friday: Exercise, hand massage, painting, crafts

Saturday: Shul service

Sunday: Entertainment

The actual activities on offer may change over time and will vary from week to week. There are also many more activities in the programme, which you will be able to choose from each week.

Our staff

Our professional staff are dedicated to giving you support and care, so you can continue to live a full and meaningful life. They work hard to make sure your needs and choices are met, and they take great pride in their work. Our team are also on hand to help you settle in, making sure you have an easy and smooth move. We are proud of the diversity of our staff and our good staff-to-resident ratio.

Staffing levels

There are always care staff in the care home, both day and night.

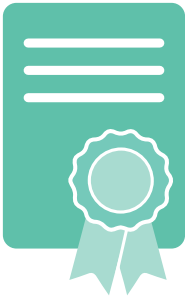
During the day there are usually 10 residential care workers, managed by three team leaders. **During the night** there are usually five residential care workers, managed by one team leader.

These staffing levels apply during the week and on weekends, when the care home is fully occupied. The staffing levels may be lower when the care home is not at full occupancy.

The care staff are overseen by a Manager and Care Manager who works during the day with occasional night visits. The manager is on call when they are not in the care home.

Staff training and qualifications

Our staff receive ongoing in-house training to reflect current research and guidelines on good practice, as well as training in the Jewish way of life.



All our care staff are working towards or have completed a Care Certificate. This is a nationally recognised set of standards that outline the knowledge, skills and behaviours expected in their caring role.

Technology that supports our staff

Our staff are assisted by technology to help them deliver a comprehensive and effective service.

Managing your care

All our care homes at Jewish Care use electronic care planning. This is a modern system that provides many benefits to you and the quality of care you receive. You will see the care staff using handheld devices to access and update your care plan and your records in real time.

Your care plan is a record of your medication, preferences, needs and the care provided to you. This includes any information that helps us to provide you with high quality care and support, such as your food preferences, your hobbies and your daily routine.



Having electronic care planning means that your records are updated straight away. This means staff spend less time doing paperwork, providing them more time to give you care and support. It also means the management team have a quicker and clearer overview of your day-to-day care and that handovers between shift staff happen more quickly and accurately. This ensures the continuity of your care when shift changes occur and that the quality of your care can be easily monitored without delay.

Your call system and sensors

To help us ensure your safety, your bedroom is fitted with a 24-hour call system with the option of sensors if needed. These are programmed to alert staff if you were to need urgent help whilst in your room.

Funding, fees and other costs

Funding your care

We understand that the process of paying for residential care can be complicated.

We are here to help if you have any questions about how your care can be funded. We can explain the funding, guide you through the process of making a funding application, and offer you support.

Please note that we do not offer financial advice.

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

What funding do we accept?

There are three main ways a place can be funded at our care home; self-funding, local authority funding and NHS Continuing Care funding.

Self-funding

This means you pay the full amount without any funding from your local authority or NHS. You are considered to be a self-funding resident if you have assets above £23,250.

Local authority funding

Your local authority can be approached to fund your placement. Anyone who has under £23,250 in savings or assets e.g. in banks, building societies,

property or shares is eligible for local authority funding. If your assets exceed that sum then you will be a self-funder. However, during the first 12 weeks of a placement the value of your home will not be taken into account (whilst it remains unsold). This is known as 'The 12 Week Property Disregard'. This provides that the local authority will pay the fees for 12 weeks of care in a residential home, when a person is in care and owns a property in which no dependant is living.

The 12 Week Property Disregard is designed to give you breathing space to prepare your property for sale or decide whether you want to sell. Your local authority will pay your care home fees for these 12 weeks, or until your property sells (if sooner).

Family contribution

Often, your local authority will not cover the full cost of your care, so there will be a shortfall between the amount they pay and the full cost of care. Your family will be asked to contribute towards this shortfall, and this is known as a 'family contribution'. Please note, we will never approach a resident's spouse for a 'family contribution'.

For further information, please contact the Living with Jewish Care Team on **020 8922 2321** or email **lwjc@jcare.org**

NHS Continuing Care funding

NHS Continuing Care funding is the name given to a package of care that is arranged and funded solely by the NHS. This is for people who do not need to be in hospital but have complex and ongoing healthcare needs.

Fees

Here are the weekly fees associated with living in the care home:

Personal care is £1,368 per week

Dementia with personal care is £1,592 per week

If there is short stay care available:

Short stay personal care is £1,518 per week

Short stay dementia with personal care is £1,742 per week

Care home fees are for guidance only and are determined by the type of care provided, the home and the level of facilities within each home.

The services included in the fees

- Care according to your personalised care plan. If you have additional care needs there may be additional fees to meet these. We will assess your needs and discuss with you any additional fees involved
- Kosher food, drink and snacks, including special diets
- Bedroom accommodation with housekeeping
- Full use of communal areas
- Joining in with the activities programme. You may be asked to make a financial contribution to the cost of some special activities or excursions
- Assistance with washing, bathing, medication and other personal daily activities
- Laundry service by machine washing. Excludes dry cleaning
- Regular on-site GP surgeries and consultations
- Assistance with booking special escort services, such as for medical appointments outside of the care home. You are responsible for paying charges made by escort services
- Liaison with your health professionals. However, you are responsible for paying any charges made by these professionals

Services available for an additional fee

The following items and services are not included in the fees, but we can still arrange for them to be provided. We will always tell you how much they cost before you agree to pay for them.

You can find our price guide for optional extra items and services on our website, in your user guide when you move into the care home, or at the care home's reception.

- Personal items (e.g. clothes, toiletries and newspapers)
- Hairdressing
- Chiropody
- Medication, equipment and prescription charges
- Private car hire and taxi service
- Telephone line installation and service charges
- Television and subscriptions (unless you are a short stay resident)

- Staff assistance and escorts for medical appointments and your private outings outside of the care home
- Special equipment not available in the home, such as bespoke recliner chairs, wheelchairs and medical aids
- Staff employed directly by you or your family
- Additional staffing costs to provide one to one care, or other additional care over and above the standard level of care
- Meals and refreshments for visiting family and friends
- You may be asked to make a financial contribution to the cost of some special activities or excursions

Deposit

We ask all permanent self-funding residents to pay a security deposit of four week's fees. Residents who are not self-funding are not required to pay a deposit.

How much is the deposit?

For **personal care** the deposit is **£5,946**

For **dementia with personal care** the deposit is **£6,919**

Why do we charge a deposit?

The deposit helps us to cover any damages and excessive wear and tear to the room. It also covers any unpaid fees or other instances where our terms and conditions have not been met. Jewish Care holds the deposit in its main bank account and is secured by our reserves policy.

When is the deposit refunded?

The deposit is refunded without interest when you leave the care home. It is also refunded if you are a self-funder and your funding changes to local authority or NHS funding.

Jewish Care aims to refund the deposit within six to eight weeks of your room being vacated or your funding changing. We will tell you in advance if it is going to take longer. Jewish Care may deduct any amount that is outstanding to be paid.

Deposit for short stay residents

If you are a self-funding short stay resident, we do not ask you to pay a security deposit. Instead, you will be asked to pay a £100 holding deposit to secure your booking.

When you move into the care home, we will deduct the deposit amount from your fees.

If you choose to cancel your booking, we will refund the deposit if you cancel at least 28 days before your admission date.

What are the next steps?

You should now have a good overview about living at Rosetrees.

Important additional information about Rosetrees will be provided before you make your decision and may be found on our website.

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.



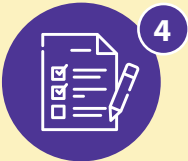
1 Call us on 020 8922 2222 or email lwjc@jcare.org



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

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Charity Registration Number 802559 | Registered in England Number 2447900

Registered address: as above