

Leeds City Council Care Guarantee

Our Care Guarantee

It is recognised that decisions to close or re-commission any local authority care home is likely to cause anxiety for residents, their families, carers, and staff.

To alleviate these anxieties, Leeds City Council Adult Social Care has developed the following Care Guarantee for people affected by the changes. This guarantee outlines our commitment to provide you with support and help throughout the whole process.

Our commitment to you:

- We have and will continue to consult and engage fully and widely and make sure people's views are considered, with ongoing engagement at every stage of the process.
- Older people and people acting on their behalf can contact Leeds City Council by telephoning one telephone number for information about services and we will get back to you within 1 working day (during the working week). This number is 0113 3783821.
- Information on decisions and timescales will be shared with residents and their families in a timely and accessible manner.
- When a home is closing, people's dignity, choice and rights will be protected.
- People who don't have the capacity to understand what is happening will be provided with an independent advocate arranged by us.

The health and wellbeing of residents is paramount and risk assessments will be carried out to ensure their needs – both social and health related are responded to urgently and with sensitivity.

- The assessment of need, care planning and choice of alternative service will be focused on the individual, their carer/family and developed in partnership with their named social worker.
- Residents will not be asked to move until we are sure we have alternative options available; these may include housing with care schemes, other Council-run homes or residential homes in the private and independent sector – depending on the person's individual needs.
- Support will be given to residents and their carer/family in identifying and moving to an alternative home that meets the person's individually assessed need; a dedicated social worker will work with each resident throughout the whole process.
- Residents of the Council's residential care homes and their carer/family will have visits arranged to alternative home(s) of their choice where they will have the chance to meet other residents and speak with staff before any decision to move is made. This will be done in a Covid-safe way and in line with any Covid restrictions. We will work with you to ensure that you are given as much control over your choices depending on the circumstances at the time).
- Where the Council is currently contributing towards a resident's care home fee there will be no financial detriment to the resident or carer/family in choosing a new care home from the Council's quality framework list. Any proposed transfer to a care home not on the Council's quality framework list will be considered on an individual basis and may incur a top-up fee. The Council will not pay any supplement relating to enhancements that a care home may offer (such as a larger room).

Appendix 1

- Staff in the current home will work closely with any new provider to ensure that they get to know each new resident, their likes, and dislikes. Ongoing support will be available for new residents and their new care provider.
- The move of residents from their existing care home to another will be carried out by a dedicated team of social workers and will include the multi-disciplinary team involved with you including community nurse, GP.
- A resident or anyone acting on their behalf who is concerned about the transition process can speak to their social worker or the team manager.
- When a resident has moved to their new care home their care plan will be reviewed by the social work team after approximately three months or as needed. Once the resident has settled in, the care plan will be reviewed on an annual basis. The resident's social worker will be available for support and to answer any queries throughout this period.

Reviewed May 2021