

F.A.Q's

Q: How do I know my care needs will be met?

A: Before your admission to The Lodge a member of our Assessment Team will visit you in your own home, hospital, or in another home, and undertake a comprehensive assessment of your care needs. The nurse will assess your personal and social needs as well as your nursing needs and will encourage your involvement in the procedure if possible. Your relatives can be involved if you wish and the nurse will seek input from your social worker or hospital staff if relevant. Our nurse will only arrange your admission if she is certain that The Lodge can meet your care needs.

Q: Who will pay for my care?

A: If you have capital which totals less than £21,000 you are eligible for Local Authority financial support. This means that, if you meet the Local Authority's criteria for residential or nursing care, their finance department will pay a contribution towards the cost of your care at The Lodge. The rest of the fee will be paid by you from the benefits you receive from the Department for Work and Pensions (DWP), formerly known as the Department of Social Security (DSS). You will still receive a personal allowance from the DWP to spend how you wish.

If your capital totals in excess of £21,000 you are not eligible to receive financial support from the Local Authority and your care will be 'self funded'. This means that, until your capital level drops to £21,000, you will pay for your own care from your own funds.

Q: How Can I Act on Behalf of my Parents? A: We do not like to consider the possibility of being incapable of managing our affairs; still less actually making plans for such an eventuality. Yet putting an Enduring Power of Attorney in place before an emergency arises will save heartache, money and assure peace of mind for all. It is important that an Enduring Power of Attorney specific to your needs be arranged, again with an eye on long term care.

An Enduring Power of Attorney will enable a relative or close friend to act on your behalf in the event that you lose the ability to carry out essential functions, whether through mental or extreme physical disability. This can range from writing cheques to selling properties. You can have more than one Attorney, either acting together or independently. An Enduring Power of Attorney should not be confused with a Power of Attorney, which will cease at the onset of mental disability.

Q: Can my Parents Give Away Assets to Avoid Care Fees? A: When considering long term care, individuals and their families often ask us if it is possible to gift or transfer assets before care is needed, in order to avoid having to use these assets in meeting care costs. The legal position is that Social Services Departments have the right to make detailed enquiries into the background of any individual applying to them for financial support. If they discover that assets have been gifted or transferred for the purpose of claiming benefits this may have serious implications.

You should be aware that the right of Local Authorities to investigate your gifting of assets is not restricted by time; they can investigate as far back as they deem necessary to ensure that you have not deprived yourself of assets.

Consequently individuals who effect such transfers can have absolutely NO GUARANTEE that they will avoid care costs in this way. " Think carefully before giving away your assets"

Indeed as the financial constraints on Local Authorities become greater in the face of an ever-increasing demand, it is likely that their investigations into this practice will become more rigorous.

Q: Is there enough staff to look after me?

A: An ample staffing establishment provides the highest quality of nursing and residential care for the elderly. At least one qualified member of staff is on duty 24 hours a day.

Q: When can my friends and family visit me?

A: There is no restriction on visiting times at The Lodge, your friends and family are welcome at any time. However, for your own convenience we politely request that visits are arranged to avoid mealtimes. If you would like to go out with your family for the day, this is easily accommodated; our chef will keep your meal warm for your return or alternatively, our staff can prepare a cold meal if you prefer.

Q: How can I contact my friends once I move into The Lodge?

A: A public telephone is located in the foyer which also receives incoming calls, the telephone number is 01254 681675. Alternatively, the telephone in the downstairs office may be used for private calls. If you have any difficulty using the telephone the staff will be happy to assist you.

Q: I don't smoke and don't wish to sit in a smokey lounge, is this a problem?

A: All residents enjoy the benefit of a clean and smoke free environment at The Lodge, but for those who wish to smoke, the conservatory has been designated for this purpose due to its ample ventilation. Smoking is not permitted in any other room and staff are not allowed to smoke anywhere in the building.