Moving to a Local Authority Residential Care Home

About this factsheet
This factsheet is for older people who are considering a move to one of the residential care homes operated by the City and County of Swansea, and their families. It explains the admissions process and some of the other formalities associated with a move to residential care.

Residential care
You may be considering residential care either because you feel you can no longer manage to live safely in your own home, even with support, or because of a change in your health situation, perhaps following a stay in hospital. Initial enquiries about a move to residential care may be made by you or a carer or family member. If you already have a social worker they may assist you with the process.

Assessing your needs
Residential care is not suitable for everyone. Some people need more health care than a residential care home can provide, and will need to consider a nursing home. Others will be able to receive more appropriate support in the community. So, before you can be considered for residential care, a care manager from Social Services will arrange to visit you, at home or in hospital, to carry out an initial assessment of your needs. They will also collate information from other people or organisations that have been providing you with support. This might include your GP, your District Nurse, family, friends, day services or CPNs. This will help to determine whether the residential home would be able to meet your needs and requirements. There is more information about the assessment process in our factsheet Getting Help from Social Services: a guide to assessment and eligibility.

The assessment may indicate that a stay at one of our residential Assessment Units could enable you to regain lost abilities or learn new ways of doing things for yourself and become more independent as a result. An ongoing assessment of your needs would take place during your stay, as many people feel able to return home, with support, after a period of specialist reablement.

The admission process
If the assessment process identifies that residential care is the best way to meet your needs, the recommendation has to be approved by a meeting of senior staff to ensure that your needs are most appropriately met via residential care. This meeting might ask for further information, or to have other forms of support considered further.

Assessments which meet the criteria will be sent on to the manager of the home that you are interested in. Arrangements will then be made for you to meet the manager in order to complete the assessment process.

Visiting the home
Once we are able to confirm that a place is available, you will be invited to visit the home you have chosen, have lunch or spend the day. This arrangement gives you the opportunity to meet residents and staff and assess the facilities for yourself. You may wish to make more then one visit. After getting to know the home, you should be in a position to decide whether you wish to accept the placement.

The trial period
Your first six weeks in the home will be regarded as a trial period. This trial period will give you an opportunity to decide whether you would enjoy living at the care home and also ensures the care home can meet your needs and expectations.
Paying for your care

By law, everyone has to pay something towards the cost of residential care. How much this is depends on how much income and capital assets (savings and property) you have. Normally we carry out a Financial Assessment in order to work out how much you would need to pay. There is more information in our factsheet Paying for Residential Care.

You will be notified of your residential charges in writing by Adult Services Income and Finance Unit. Our charges are reviewed annually and you will be notified of any changes as they occur. The charge contributes towards the cost of accommodation, staffing and equipment. There will be trained staff on duty 24 hours a day in order to provide a high quality service. The charge also covers the cost of meals, laundry, heating and lighting, maintenance of the grounds and building and furnishing of the home. Some costs are not included, such as hairdressing, newspapers, magazines and any other personal care services. If you require these, you would have to pay for them yourself.

What if my needs change after moving in?

If your circumstances change and we are unable to meet your needs at the home, your care manager, along with other relevant professional agencies, will assess your changed needs and discuss with you what alternatives are available. This may occur when additional support is required over and above that which a District Nurse would be able to provide within a residential care home setting, as the Council’s residential care homes are not registered to provide nursing care. You would be fully involved in these decisions. If you choose to give up your residency your care manager would, on request, support you to find alternative accommodation. You would be asked to give one month’s notice.

How to contact Social Services

If you do not already have a care manager, please contact:

Common Access Point for Health and Social Care
Tel: 01792 636519
Email: CAP@swansea.gov.uk

Swansea Social Services and personal information

Swansea Council is the data controller for the personal information you provide to us. Your information will be used in the exercise of our official authority and will not be used for any other purpose. We will not share your data with third parties unless we are required or permitted to do so by law. Data protection law describes the legal basis for our processing your data as necessary for the performance of a public task (Social Services and Well-being (Wales) Act 2014). For further information about how Swansea Council uses your personal data, including your rights as a data subject, please see our corporate privacy notice on our website www.swansea.gov.uk/privacy

We can give you more information about how we handle personal information. Phone 01792 636902 for a factsheet.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well. If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet Making a comment, complaint or compliment about Social Services. For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.