

Avante Care & Support

Key Fact Sheet

Avante Care & Support is a registered charity established in 1990, providing personalised residential care, home care and wellbeing support services on a not-for-profit basis. We understand searching for a care home or home care service is not something any of us do every day and often, it can be quite daunting and stressful for all involved.

We are here to provide information and guidance to help in the decision as to whether one of our care homes or home care service is right for you.

We hope this key fact sheet is helpful and we have written this in response to the frequently asked questions from individuals, family and friends of people who may need care and support, now or in the future.

The following answers are supplied based on the service provided before the current Covid-19 pandemic. Currently we have a range of temporary restrictions put in place for the safety of residents and staff, details of which are regularly updated and can be obtained from our Family Liaison Manager

You can also visit our website to view information on all of our care homes, home care services and other care services and support we provide.

To contact Avante Care & Support Head office you can either write to **De Gelsey House, 1 Jubilee way, Faversham, Kent, ME13 8GD**, call us on **01795 597400** or email to enquiries@avantecare.org.uk



Helpful and useful information about our care homes and home care services

1. Avante Care & Support's Philosophy of Care is the Eden Alternative. The philosophy provides a framework for all staff to understand and practice person centred care. The Eden Alternative is a philosophy of care based on the core belief that ageing should be a continued stage of development and growth, rather than a period of decline. Studies show that implementation of The Eden Alternative is a powerful tool for improving quality of life and quality of care for those living in care homes.
 - a. In 2019 Avante Care & Support became the first health and social care provider to have all its care homes accredited as Eden Alternative homes.
2. Avante Care & Support has an open-door policy at each care home and whilst we would ask you to avoid mealtimes, you are welcome to come and visit us at any time and see what we have to offer. Our staff are able to assist with any questions or worries you may have. Alternatively, you can book an appointment with one of our managers to discuss individual queries and needs.
3. Every care home provides care, primarily to older people and/or to those living with dementia. Care services include long term residential care, respite care, and day services. We also provide nursing care in two homes; Chaucer House in Canterbury and in the London Borough of Greenwich, Puddingstone Grange; this service also provides support to people with mental health needs.
4. All of Avante Care & Support's care services are regulated and inspected by the Care Quality Commission (CQC). Current inspection ratings are displayed in the reception area of every Care Home or Home Care branch, and on our website.
5. Avante Care & Support care for self-funded and Local Authority-funded residents.
6. All care homes are inspected by the local authorities Environmental Health inspectors and food hygiene ratings are displayed clearly in every care service reception area.
7. Staffing is provided over a 24-hour period and the care homes have staff teams who are provided with extensive and ongoing training. In addition to the core, care-related subjects, staff are provided with specialist training such as dementia training. Each care home is led by a qualified Home Manager who is approved and registered by the Care Quality Commission.



8. In addition, we have a 24-hour “nurse-call system” installed in all residents’ rooms. We also make use of automated monitoring technology to check residents’ movements at night, which alerts staff at a central monitoring location, to possible issues or concerns which could require staff to assist.
9. The care homes’ catering teams pride themselves on providing good, nutritional, home cooked food. When viewing the home please chat with the Home Manager who will be happy to show you around the kitchens and introduce you to the catering staff to discuss any dietary requirements you may have.
10. Refreshments are available to all visitors. Relatives are welcomed and encouraged to join loved ones for a meal when visiting; this can be arranged with the Home Manager and catering team.
 - a. Every care home provides several lounges and quiet areas for relatives use when visiting. There are also facilities at every home for relatives to stay overnight if a resident is receiving end of life care.
 - b. All of our homes now also have additional log cabins set within our grounds for private (and Covid-secure) visits to relatives.
11. We welcome and encourage residents to bring in personal items to furnish their rooms. All items have to meet current fire regulations, and the Home Manager can advise you of this when you view the home or before moving in.
12. In some circumstances, residents are able to bring their pets when they move into the care homes; please speak directly to the Home Manager for more information on allowing pets into the home. A copy of our Policy and Procedure can be provided on request
13. Every care home has a varied and busy activity schedule in and outside the care home. In addition to the many organised trips out to places of interest, residents are supported to enjoy long held, individual interests and hobbies. We make use of technology to enable residents to keep in touch with loved ones, embark on a new interest or make links with the local community. These include making video calls, music lessons and exercise classes.
14. A number of Avante Care & Support’s care homes have cafés for relatives, friends and the local community to use. The cafes are popular areas amongst family members to enjoy ‘lunch out’ with loved ones without having to leave the home.
15. Every care home has a dedicated hair and nail salon or have a hairdresser visit the home to cut and style residents’ hair. The Home Manager will be able to provide a list of extra services, such as personal newspaper/magazines deliveries, dry cleaning and chiropody, all of which incur additional charges unless, in the case of chiropody, this is supplied by the NHS.



Funding and FAQs

It's important to understand the costs of care. Prior to admission, we carry out a full assessment of the care needs for your loved one and provide a personalised quote based on this assessment. Basic guideline prices for each home can be found at www.avantecare.org.uk/find-a-care-home/

What's included in your care fee?

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services staff provide. Residents at our care homes are expected to pay from their personal allowance or private income for personal items such as newspapers, CD's, books, magazines, hairdressing, personal telephones and private chiropody (other than that provided by the NHS). Fees will be reviewed every year, or more often if necessary to make any changes to the care services provided.

All accounts are to be paid by monthly Direct Debit and will be invoiced in advance and due for payment within 14 days.

Will I need to pay a deposit?

On signing the agreement of residence for one of our care home, you are required to put down a deposit equivalent to four weeks of fees, three weeks of which are refundable at the termination of the contract, subject to any required deductions.

What happens if i need to transfer to Local Authority funding?

If you fund your fees yourself but subsequently become eligible for Local Authority funding, it is important to contact the LA as soon as possible about how to fund your care. In some circumstances, a top-up may be required.

Termination of a contract

The first four weeks of your loved one's entry to our home shall is considered to be a 'trial period', during which termination can be given with just one weeks' notice from either side. Following expiry of the trial period, the notice period for either side to terminate the contract is 28 days.



Tell us what you think

We welcome your feedback on the care services we provide. You can let us know through a number of ways - either by filling out and returning our 'Tell us what you think' cards which can be found in the Pre-Admission pack or on the reception desk at every care home, email your feedback to enquiries@avantecare.org.uk or contact Head office on **01795 597400**.

We also encourage families to fill out and return the Carehome.co.uk review cards that can be found in the reception area at every care home or Home Care and Wellbeing Support branch.

Complaints

Should you wish to make a complaint please contact the Head of Care at our Head Office, **De Gelsey House, 1 Jubilee way, Faversham, Kent, ME13 8GD. 01795 597 400** or alternatively you can visit our website and make a complaint here: www.avantecare.org.uk/contact-us/complaints/

