Moving Residents between Care Homes
Procedure & Guidance

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# Moving Residents between Care Homes: Procedures and Guidance

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## Guidance

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1. Introduction

Routine re-assessment of needs may reveal that a resident has increased or different needs which can no longer be met within the current care placement.

Sometimes a move is proposed for other reasons, for example the resident may wish to move elsewhere or a self funding resident may have depleted their capital. Whatever the reason, no decisions to move a resident should be finalised until their care needs have been assessed and all relevant parties consulted. Consultation should continue throughout all processes.

A move can cause anxiety and distress and may also adversely affect health and wellbeing. If a resident is reluctant to move, we should always explore all other options before reaching a final decision.

If there is no alternative solution and a move is imminent, we should carefully evaluate the impact of a move on the resident, in particular potential risks to the resident’s health, care and wellbeing. The views of the resident’s general practitioner / medical adviser and other interested parties should be considered.

You must be familiar with and follow the Moving Residents between Long Term Care Homes policy. **Always consult policy first.** Guidance supports and expands on some areas of policy. A general procedure is provided on the next page.

If you are uncertain about what to do, need support in decision making or are dealing with something unusual, **always seek advice from your supervisor or manager.**
## 2. General Procedure

Identify the reason for a potential move - then refer to relevant flowcharts

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<th>Reason for potential move</th>
<th>Specific flowchart for additional actions to consider</th>
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At resident’s request

Resident unhappy in current Care Home wishes to move to a different care home within Gloucestershire

Identify reason for resident being unhappy.

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

Can issue be resolved without moving resident?

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

Apply solution

Scheduled review within 6 weeks

Resident wishes to move outside of Gloucestershire to a care home closer to friends/family members

Specialist advice must be sought from the County Council Legal Team if a placement outside of England is planned.

The County Council may continue to be responsible for funding – refer to the national guidance on Ordinary Residence.

Contact Commissioning who will advise if there are any known problems relating to the proposed new care home and enters into the Pre-Placement Contract.

Follow Moving Residents between Care Homes Flowchart
Care home is unable to provide appropriate care

Residents health has deteriorated and requires nursing care

Consultation with resident, legally appointed representative, family, and care home provider to determine requirements

Consider health funded options

- District nursing services may be provided within the care home setting
- Specialist assessment of care needs through Continuing Health Care (CHC) might result in health funding

Can issue be resolved without moving resident?

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

Yes → Apply solution

No → Follow Moving Residents between Care Homes Flowchart

Complete Service User Change Request
Scheduled review within 6 weeks

Update Care Plan and related documentation
Resident’s behaviour is having a persistent and detrimental effect on the well-being of other residents

Obtain detail of behaviour
Identify cause and impact of resident's behaviour

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

Can issue be resolved without moving resident?

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

Yes

Apply solution

No

Follow Moving Residents between Care Homes Flowchart

Scheduled review within 6 weeks

Update Care Plan and related documentation
Fee increases over and above agreed contracted rates.

Set rates have been agreed for various categories of care

Determine reason for increase of fees. Advise Commissioning if appropriate.

Remind the provider of its contractual responsibilities if proposed fee increases are not related to increased needs.

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate.

Costs which exceed the indicative budget must be treated as an exception and approved through the Locality Panel processes.

Advice and assistance is available from Commissioning.

If the service user’s needs have increased and they require specialist care, equipment or hours - secure agreement from the care home that they will accept GCC contract prices.

Explain that if there is a shortfall between care home costs and GCC funding, a ‘top up’ may be required, if negotiation not successful.

Is there a third party who is willing and able to cover the shortfall?

The resident and third party must be made aware of the implications of not being able to continue to pay ‘top up’ fees at a future date.

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate.

Yes

Complete relevant documentation

No

Follow Moving Residents between Care Homes Flowchart
Depletion of Capital

The County Council has a duty to meet the needs of self funding residents assessed as having eligible needs when their capital has been depleted to within the County Council limits for assistance with funding.

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate.

Explain that if there is a shortfall between care home costs and GCC funding, a ‘top up’ may be required, if negotiation not successful.

Is there a third party who is willing and able to cover the shortfall?

The resident and third party must be made aware of the implications of not being able to continue to pay ‘top up’ fees at a future date.

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate.

Yes

Complete relevant documentation

No

Follow Moving Residents between Care Homes Flowchart
Care home is closing

Care home is no longer able to accommodate residents

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

- When all residents must move because the care home is closing, efforts should be made to co-locate residents who have expressed wishes to remain together if this is possible.
- Small groups of friends who are being co-located may wish to be moved together

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

Follow Moving Residents between Care Homes Flowchart
Moving Residents between Care Homes Flowchart

Identify the reason for a potential move

Refer to terms and conditions of relevant contracts and agreements to determine notice periods required

Assessment

Complete an assessment of needs and care provision

**MUST** include an assessment of potential risks posed to the residents care, health & well-being

Consider social and psychological needs

Consult with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate

Determine the least disruptive option for the resident

Demonstrate that assessed needs can be appropriately met and outcomes achieved at another care home before a decision about moving the resident is taken

Face to Face consultation with the resident, legally appointed representative, family members, supporters, care home provider, advocates, IMCA where appropriate to agree that moving the resident is the preferred option
Decision making

Face to Face Consultation

Provide the Directory of Residential and Nursing Homes to the resident/legally appointed representative/family/supporters to assist with selection of alternative care home – 'preferred accommodation'

Consideration **must** be given to:

- Assessed needs
- Care home costs
- Available accommodation
- Care home agreement to County Council's terms and conditions

Explain that if there is a shortfall between care home costs and GCC funding, a 'top up' may be required, if negotiation not successful.

Is there a third party who is willing and able to cover the shortfall?

The resident and third party must be made aware of the implications of not being able to continue to pay 'top up' fees at a future date.

Consultation to consider preferred accommodation

Specialist advice must be sought from the County Council Legal Team if a placement outside of England is planned.

Face to Face consultation to agree preferred accommodation and to determine who will coordinate the move

Decision making process must be fully documented and approved by a line manager
Care Planning

Complete the Care Plan

Must include

- the needs and risks identified in the assessment
- all requirements to ensure the resident’s safety, health, wellbeing and intended outcomes
- clear information about the resident’s preferences and usual routines
- how information will be transferred
- how the success of the move to the new care home will be monitored and reviewed

Obtain consent from the resident for personal information to be shared with the new care home.

Coordination of the move

Nominated Coordinator to oversee all aspects of transition

- Confirmation of services provided
- Completion of Relevant documentation
  - Pre-Placement Agreements
  - Individual Service Contracts
- Introductory and familiarity visits
- Date & Time
- Preparation of room
- Transportation of resident and belongings
- Transfer of records and detailed care plan

Face to Face Consultation with all interested parties to ensure smooth transition

Re settling into new care home environment

Formal introductions to staff in the new home for the resident and their support/families

Complete Service User Change Request
Scheduled review within 6 weeks

Care Plan updated
3. Guidance

Contractual requirements - the Pre-Placement Contract

We can only pay for a resident’s placement at one care home at any one time. The Pre-Placement Contract for the Provision of Care (Pre-Placement Contract) between care providers and the County Council specifies the general terms and conditions of care for all residents.

Requirements for notice:

1. A resident can terminate their placement on 7 days notice during the trial period. After that, the standard notice period is 28 days although this may be negotiable.

2. Unless a care home is closing, the care provider can only terminate an individual service contract if:
   - The care home cannot provide appropriate care to meet the resident’s needs or
   - the resident’s behaviour is having a persistent and detrimental effect on other residents.

Fee increases over and above agreed contracted rates:

Set rates have been agreed for the various categories of care. Some proposals to move a resident are initiated by fee increases over and above agreed contracted rates.

Social care workers can negotiate and offer a higher fee than originally agreed in some circumstances, for example if the service user is assessed as having increased needs and they require additional specialist care, equipment or hours.

Higher fees cannot be negotiated without management agreement that the case should be considered as an exception. Any costs which exceed the indicative budget must be approved through Locality Panel processes in the usual way. Advice and assistance is available from Commissioning.

The provider should be reminded of its contractual responsibilities if proposed fee increases are not related to increased needs. If the provider persists, Commissioning should be advised. Social care workers may have to negotiate with the provider to try to avoid or reduce the effects of a fee increase.

If an increase cannot be avoided, we may be able to identify a third party who is willing and able to cover the shortfall.

If no alternative solution can be found, all risks must be carefully considered before a decision is taken to move a resident. The views of the resident's
general practitioner / medical adviser and other interested parties should be considered.

**Need for nursing interventions**

If a proposed move is related to the need for nursing interventions, health funded options should be explored. For example, district nursing services may be able to be provided within a care home setting; or a specialist assessment of care needs through Continuing Health Care (CHC) might result in health funding.

**Residents moving out of Gloucestershire**

Proposals to move a resident out of the County usually come from a resident or their family, for example when a resident wants to move to a care home closer to family.

The County Council may continue to be responsible for funding the resident's placement - refer to the national guidance on Ordinary Residence.

Where this is the case, the social care worker will negotiate costs with the new care home within our agreed price range.

Commissioning will be able to advise if there are any known problems about the proposed new care home(s) and ensure that the selected care home enters into the Pre-Placement Contract.

**Depletion of capital**

If a self funding resident's capital has been depleted to within our limits for assistance, we must make arrangements for their care. If the rate they have been paying exceeds what we would usually expect to pay, we must make it clear to the care provider that we cannot exceed the contracted rate for the category of care required.

We may be able to negotiate a reduction of costs with the provider to avoid a move - although the resident may have to move within the care home.

If negotiations fail and no third party top up is available to meet the shortfall, we may have to consider moving the resident to another care provider.

**Home closures**

If a care home is closing and all residents must move, expressed wishes from people who want to stay together should be considered and acted on wherever possible.
Individual Service Contracts

The Pre-Placement Contract is supported by an Individual Service Contract (ISC) between the resident, the care provider and the County Council.

Any additional funding provided by the County Council should be recorded on the ISC as Local Authority top ups.

Where a third party top up has been agreed, the ISC is also signed by the third party responsible for contributing to the cost of care.

Service user change request

When changes to care arrangements have been agreed and the ISC signed, a service user change request must be completed. The service user change request should include the new details / new service type / new rate / new provider as relevant.

No payment can be made until changes have been entered onto ERIC.

Family representatives

Wherever possible, we should get the resident’s view about who they would like to support them. Due to family dynamics, the person(s) who offer to act as the resident’s representative(s) may not be those who visit most often or are closest to the resident.

Planning

Where a move must proceed, we should provide the resident and / or their representative, family or supporters with the Directory of Residential and Nursing Homes so that they can make an informed choice about the options available to them. They may require other information or advice from us.

All arrangements should be included in a clear plan agreed by all relevant parties. The move should take place within an agreed time frame that works for all parties.

In addition to meeting assessed needs, planning should include arrangements specific to the move itself. For example:

- advocacy / translation / interpretation services to ensure the person understands what is happening and is supported, where family members are unavailable to do this.
- the timely transfer of the resident’s records and a detailed plan to the new care home.
- discussions with the new care home about transferring, supporting and settling the resident into a prepared and welcoming environment. It is expected that the resident and their family / supporters will be introduced to staff who will be caring for the resident in the new care home.
• creating opportunities for the resident to maintain friendships in the current care home
• making sure that the resident’s clothing, personal possessions and furniture go with them to the new home. Unless the resident has expressed a desire for change, attempts should be made to set up their room so that it is as similar as possible to the old one.
• visits from family members, carers, friends, the resident’s general practitioner or others during the first 3 months ‘resettlement period’. This will ensure that observations from people who know the resident best can be communicated to staff at the new care home.
• a scheduled review within 6 weeks of the move to ensure that the resident is settling in and to resolve any concerns or issues raised by any of the parties. The plan should be updated following the review.

Coordination of the move

It may be useful for the parties to agree on one person to coordinate the move. Ideally this should be someone who knows and is trusted by the resident and has some knowledge of the situation.

Where agreement cannot be reached

Every effort should be made to try to reach agreement that a move is necessary and / or how it will occur. Wherever possible we should try to resolve disagreement through further discussion.

If agreement cannot be reached, we should provide the resident and / or their family / supporters with information about our complaints procedure.

Decisions about whether or not to proceed with the move pending the outcome of a complaint investigation should be made on a case by case basis at senior management level. Sometimes, it may not be possible to delay a move, for example if a care home is about to close or if there are safeguarding concerns. In such circumstances, a move should be planned and the resident and / or their family / supporters notified.