

## KATIE – SUBMISSION 4

Katie organised a care home for an elderly relative in late 2017.

### **How important were the terms and conditions in the contract of care in choosing a long-term residential care home?**

Katie responded: *'not important as the hospital was putting us under pressure to accept the first available home in order to free a hospital bed'*.

### ***Prior to choosing a long-term residential care home, could you easily find information about the terms and conditions, for example, online or by phone? Please provide detail.***

Katie responded: *'As we were looking at several homes and under time pressure we didn't look into comparing terms and conditions of the care homes'*. Katie said she received several verbal conditions summaries when visiting a prospective home – *'it varied from good conditions, no charges for entertainment etc. to higher charges for entertainment, prescription handling etc.'*

### **Were the terms and conditions within the contract of care easy to read?**

Katie responded: *'Reasonable clear. What is not clear is how any price increase are dealt with or handled'* [sic].

### **Are there any other matters relating to contracts of care that you wish to express a view on?**

Katie responded: *'The consumer should have more control of additional care home expenses outside of Fair Deal. e.g. ability to opt out of entertainment (which some residents can't appreciate due to mental issues), ability to deal directly with hairdresser, chiropodist, pharmacist etc. and choose our own in each case'*.

Katie stated *'None of the homes we encountered could advise on the fair deal process or refer use to someone who could advise us. We didn't get any Fair Deal and it's not clear to us how to proceed & re-apply'*.