

# Admissions & Fees

Seeking care can be a daunting and emotional process.

Finance is a particularly complex area - we recommend searching the web for the Other Sources of Information (listed opposite) for a more detailed explanation.

You can also speak to our Accounts Team if you have a question relating to your specific application with us.

Our Care Management Team will also be happy to answer any questions you may have during your tour of Corton House.

## OUR FEES

As a not-for-profit organisation, we undertake regular 'benchmarking' to compare our own fees with those of other providers in the local area. This helps us to find the crucial balance between offering fair, extremely competitive rates; investing in our service; and ensuring above-average pay for our staff.

Our fees include all care, meals, laundry, activities and entertainment. An additional charge is made for hairdressing, chiropody, dentists, opticians, magazines and newspapers, and items from our shop trolley.

All payments are taken from residents' accounts with us, so there is no need for residents to carry cash.

## FUNDING CARE

Some residents will be able to pay entirely for their own care; this is known as 'self-funding'. If you will not be able to meet any or all of your care costs, you will need obtain help from the Local Authority.

The Council will carry out a Care Needs Assessment and if this establishes that you require care, you will then need a Financial Assessment to check your eligibility for funding support. This is a means test that will take into account any income and capital you have.

## CHANGING NEEDS

We recognise that residents' care needs and financial circumstances are not fixed.

Our care staff have regular, in-depth dementia and end of life training, enabling them to continue to support residents throughout their time with us.

While we review our fees annually, they are not based on your care needs, so the amount you pay will not change if the level of care you require increases.

If your financial status moves from self-funding to meeting Local Authority thresholds for assistance with fees, our team can support you through this transition.



## OTHER SOURCES OF INFORMATION

Age UK's ["How to Get Care & Support" Fact Sheet](#)

Norfolk County Council's [How Adult Social Care Works](#)

[NHS Social Care & Support Guide](#)