

Fact Sheet No 8

Negotiating the Terms of your Care Contract



Why is there any need to negotiate your care contract?

- Most care contracts are drafted for you by the Care provider so they place more emphasis on the obligations of the person receiving the care than the obligations of the Care provider to the person receiving the care: greater emphasis on your obligation to make payment by the due date and what happens if you don't and less emphasis on the details of the specification of the care (and hotel services in a care home) which the care provider must provide you with. Your relationship with your Care Provider will be improved by a contract which is more balanced.
- The fees set by most care homes are usually open to negotiation and an informed purchaser may sometimes secure a 10% - 15% reduction on the weekly headline fee first quoted by the Care Provider. On weekly fees that are often in the region of £800 - £900 per week this can represent a saving of between £5000 and £7000 on a year's care home fees.



If you engage My Care My Home to negotiate your care contract, we will aim to ensure that:

- Any Care Home contract includes:
 - Detailed specification of the elements which your care plan will identify.
 - Detailed specification of the meals: variety; presentation; nutritional content.
 - Detailed specification of the notifications which the Care Provider will give you of any changes in your condition.
- Any Domiciliary Care Contract includes:
 - A comprehensive pro forma care plan which identifies all the elements of your care which will be recorded, put in place and monitored.
 - The punctuality with which care visits will be made.
 - The specific training and competence of the carers.
- If you wish My Care My Home to monitor your care, then your contract with your Care Provider will also need to include a requirement that the Care Provider provides My Care My Home's designated Care Advisor with the same information and access to your care plan and notification of any change in your condition that they provide to your immediate family.



Negotiating a lower price for your care if this is reasonable

- My Care My Home does not guarantee to negotiate a lower price; it does undertake to negotiate what it considers a fair price for your care considering your care needs and local conditions.
- My Care My Home will be in a better position to negotiate a lower price for your care if it has carried out a measured assessment of your exact care needs. For more details on this see Chargeable Service No 2 on Page 3 of the Order Form "Measured assessment in your own home of the number of care hours you need".