ROYAL BRITISH LEGION

Care Homes for the Armed Forces Community

Key Summary — Lister House

Home details		
Name of Care Home	**Number of rooms**	**Registered Manager**
Lister House	75 furnished rooms, all with en-suite facilities	Steven Kay

Types of care		
Types of care we provide	Residential care	Residential dementia care
	Nursing care	Respite care
	Palliative	End of life
	Day care service	

Funding options			
We accept	Self-funding	Local authority funding	NHS continuing health care funding

Top-up payments

A care home top-up is the difference between the amount local authorities will pay and the shortfall in the full cost of the care home.

A top-up payment may apply if you are eligible for state funding for residential care but the amount the local authority will pay to meet your needs (known as your 'personal budget') is not enough to cover our fees, or if you would like a more expensive room. For example, you would like a double room but this is not set out in your care plan. **All top-ups must be contracted through the local authority.**

Someone else (for example a family member, friend or charitable organisation) can pay a 'top-up payment' to make up the difference. The amount of the top-up will be discussed with the Homes Finance Manager prior to your admission or during the local authority financial assessment.

Trial period

When you move into the home, the first four weeks are treated as a trial period. During this trial period, either of us can give the other written notice to end your care home agreement. If this happens, the care home agreement will end seven days later.

We may end the care agreement during the trial period if it becomes clear that we cannot provide you with the level of care that you need or if we find that by you living in the home it is seriously disruptive to, or is reducing the well-being of, other residents and staff.

We will refund any fees you have paid for any period after the seven-day notice period ends (or the date you move out of the home, if this is later).

Eligibility and requirements on or prior to admission

Our care homes are available for ex-service personnel and their families. We carry out a pre-assessment of your personal care needs prior to admission to document in a care plan your health and welfare needs.

Prior to admission, we require
(a) our residents to be fully vaccinated against Covid-19 ("fully vaccinated" as defined in Government regulations and guidance for England) unless they are exempt and
(b) where applicable, for proof of vaccination to be provided. Ifyou cannot comply with this criteria prior to admission, please contact us to discuss your individual circumstances and your options.

We will also ask you about how you will pay for your care and for a financial assessment, including information about your finances and property. The information you provide about your finances, savings and property will help us to identify whether you are, or may become, eligible for local authority funding. There is no minimum period you must self-fund for. However, if you are currently self-funding we need to be sure that you can continue to pay for your care for at least two years. This is to cover any possible delays associated with any statutory financial assessments you may need in the future.

We request a direct debit mandate to be set in place at the commencement of your residency. Your first fees will be calculated from the date of admission to the end of the current month and must be paid prior or on admission (via direct transfer).

All subsequent payments are due monthly in advance.

Staffing

Each of our homes is run by a registered manager who is supported by a leadership team, comprising of leads in care, maintenance, housekeeping, catering and wellbeing. We regularly review staffing levels based on the assessed dependency needs of individual residents, the layout of the home and the type of care required. Your level of care will depend on an assessment of your individual care needs. You may express a preference for a male or female carer (subject to staffing levels). Our administration office can provide further information about staffing if required.

Weekly fees

From 1st April 2025 - 31st March 2026	Permanent	Respite
Residential Care	£1,558	£1,558
Nursing Care	£1,982	£1,982
Residential Dementia Care	£1,726	£1,726

Fees are subject to a pre-admission assessment. This is required to fully understand the level of care and support required by each individual. Short term respite stays are for a maximum stay of six weeks (over this period we would discuss a permanent residency). Nursing fees include the Funded Nursing Care (FNC) if you are eligible.

What is included

The following services are included as standard as part of your monthly fee. (You do not have to pay extra for these services).

- 24-hour residential care including nursing and personal care
- Furnished room including bed, bedding, wardrobe, chest of drawers, chair, carpet, TV socket and landline phone socket
- Staff at the home helping you to wash, bathe and take medication, and helping with other personal services if this is reasonable necessary in line with your care plan
- A laundry service for your bedding and clothes (not including dry-cleaning)
- Help speaking to your doctor, hospital, social worker, district nurse, dentist, chiropodist and any other health professionals (any of their related fees are not included unless we have agreed to this as part of your care plan)
- Private nursing care and dementia care not covered by the National Health Service (NHS) funded nursing care payments
- Care planning, your accommodation and your meals (including any dietary requirements), snacks and drinks offered to you each day in line with your care plan
- Mixed en-suite facility including wash basin, toilet, shower and towels. (16 rooms include en-suite shower)
- Full use of the shared spaces in the home and the grounds (for example, the shared toilets, lounge and gardens)
- Office services such as photocopying
- Physiotherapy, occupational therapy and speech and language therapy
- Activities organised by the home, which are advertised as being free (for example; visit to a garden centre for afternoon tea, The Kings Garden Party)

What is not included?

Please note the weekly fee does not include hairdressing, chiropody, or other non NHS appointments, toiletries, newspapers, magazines, guest meals, guests staying at the home, double room (if not required for care needs), private transport, extra charges for external activities, chaperone service for privately arranged trips or holidays, installation of cable or satellite charges, telephone calls, trolley shop and bar.

Changes in funding

If your funding changes during your stay, you can continue to stay at the home. We will discuss your funding options with you. Top-up payments may be needed if you are a self-funded resident at the home but then become eligible for local authority funding after you have moved in.

Change in fees

On the 1 April each year, our standard fee will increase by an amount equal to the increase shown in the 'Consumer Prices Index including owner occupiers' housing costs' (CPIH) for the 12 months to December of the previous year, plus a percentage increase of up to 5%.

The precise percentage increase will be approved each year at meetings of both the Care Services Committee and the Finance Committee (subcommittees of the board of trustees). When approving the increase, the members of the committees will consider the actual care costs over the last 12 months and our residents' best interests. We will give you and your representative at least 28 days' notice in writing showing the amount of any increase. The increase will take effect on the 1 April unless, before that date, you give us 28 days' notice to end your care agreement (in which case we will not charge you the increased fees). We also give this information in the section of our website that relates to care home fees. Your fee schedule includes an example of how your fees could change.

Example: An example of how our fees may increase from the 1 April is as follows;

Until the 1 April, the standard fee is £1,200 per week for residential care. On the 1 April each year, we will increase the standard fee by the total percentage fee increase (being the increase in CPIH + a percentage increase of up to 5%)

For example:

Increase in CPIH	Percentage increase (up to 5%)	Total percentage fee increase	Example fee
3.5%	5%	8.5%	£1,200 x 8.5% = £1,302
3.5%	4%	7.5%	£1,200 x 7.5% = £1,290
3.5%	3%	6.5%	£1,200 x 6.5% = £1,278
3.5%	0%	3.5%	£1,200 x 3.5% = £1,242

We may also increase or reduce your fees at other times if an assessment shows a significant change in your care needs. We will consult you or your power of attorney or representative about this change. If we decide to change your fees, we will give you 28 days' notice in writing, unless your care needs increase significantly and unexpectedly and we need to provide you with extra care or facilities at short notice. In this case, we will consult you or your power of attorney or representative, and give you at least seven days' notice in writing of any increase in your fees. If your care needs have reduced, we will reduce your fees accordingly. We may sometimes need to increase our fees in exceptional circumstances that are outside our control. If this applies, we will consult you or your power of attorney or representative, and give you notice in writing of any increase in your fees. Your fees may also increase or reduce if you ask to move to a different room for which different fees are charged.

Guarantors

You can arrange for someone to act as a guarantor for you. This is someone who has agreed to pay your fees and expenses for the home, using their own money, if you become unable to pay these. You do not have to have a guarantor. Your guarantor would also need to sign your care agreement. (Please be aware that agreeing to pay your fees and expenses could put the guarantor's own finances at risk, so it may be appropriate for them to get independent legal advice.)

Contents insurance

Your room comes fully furnished, although you are welcome to bring small items of furniture (please advise us before admission). We provide insurance for items up to £500 with a £50 excess, however we would recommend you should arrange suitable contents insurance for any items over this value. (Please note we require notification of any item of value you bring into the home on admission or during your stay). We do not provide insurance for mobility scooters.

Pet policy

Are residents able to have pets in the home?	Please discuss with the home manager

Ratings

We are registered and regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England. Our care ratings and inspection reports for each home can be found on our website: www.britishlegion.org.uk/get-support/care-and-independent-living/our-care-homes and the CQC website: **www.cqc.org.uk/provider/1-102642589**

Care Quality Commission

GOOD

6th July 2023

Food Hygiene rating

Lister House was awarded a Food Hygiene Rating of 5 (Very Good) by Harrogate Borough Council on **16th** April 2025.

Day care services

We also provide a day care services at three of our care homes; Galanos House, Halsey House and Lister House. This service is provided by a designated team of staff. Although we do not have to be registered with the Care Quality Commission for day care services we provide, the local authority in each area will assess and monitor the quality and safety of these services.

Name of care home	Number of day care places	Open	Name of local authority
Lister House	10	5 days	North Yorkshire County Council

Day Care fees

Full day session	£72
Informed absence	£57
Un-informed absence	£72

Contact details

Name of Care Home	Phone details	Contact email
Lister House	01765 694740	Lister.Admin@britishlegion.org.uk

Ending your care home agreement and giving notice

After the four-week trial period ends, you can give us 28 days' written notice to end your care agreement and leave the home for any reason. You can leave the home before the end of your notice period, but you will continue to be responsible for paying your full fees (if you are a self-funded resident) and expenses for this period.

After the four-week trial period ends, we may end the care agreement for the reasons set out in your care home agreement, including if you persistently behave in a way that seriously affects the well-being or safety of other residents and staff in the home, if it is necessary for you to move to other accommodation that can better meet your care needs despite us having made reasonable adjustments to try to meet those needs, or you have repeatedly failed to pay your fees and expenses and you owe us significant amounts of money despite us giving you the opportunity to catch up on missed payments. Please see the full terms and conditions in our care home agreement.

Before asking you to leave the home, we will make all reasonable efforts to deal with the problems which are causing us to consider ending your care agreement. If we ask you to leave, we will give you, your representative and, if relevant, the local authority 28 days' written notice, and we will work with you to help you find suitable alternative accommodation.

Terms and conditions

Our full terms and conditions are available in our care home agreement which is published on our website.
www.britishlegion.org.uk/get-support/care-and-independent-living/our-care-homes

ROYAL BRITISH LEGION

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