

amicuslaw

SPECIALIST PRIVATE LAWYERS

SERVICES FOR CARE HOMES AND RESIDENTS

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How can we help your residents?

We all know that happy people are best to work with. Like you we strive to exceed rather than just meet clients' expectations and we recognise that elderly care provision goes beyond the physical.

In our experience clients who know their affairs are in order are more happy and content in later years than those whose aren't. That's why we work with homes like yours to ensure residents' affairs are up to date by offering all existing and new incoming residents a free paperwork health check to ensure they have:

1. an up to date Will (and its whereabouts);
2. considered funeral wishes and/or have a funeral plan;
3. Lasting Powers of Attorney (and whether they are already registered or not);
4. their finances and care fees taken care of;

and all in the comfort of your home. If any work is required then fixed quotes can be provided for most work before commencement.

If you have residents who are unable to instruct us directly due to mental capacity issues we are happy to speak to family about applications to the Court of Protection for the appointment of a Deputy. We can also act as Attorney, Deputy or Executor if required.

How can we help you?

Once these worries are taken care of residents can enjoy getting on with their lives but what's in it for you? By ensuring their affairs are in order you can help reduce worry and give you and your staff happier

and more content people to work with. If an attorney is appointed then in the event of a resident's incapacity someone has responsibility for continued payment of your fees. Similarly, if there is an up to date Will there are Executors who can act immediately on death to ensure swifter administration of the estate including quicker room clearance and payment of your final account.

Happy residents are less likely to complain, directly or via family, reducing time spent on disputes and the negativity this generates, increasing satisfaction and the likelihood of recommendation to friends. This in turn helps maintain the reputation of your home, increasing bed occupancy.

Organised and happy residents pay on time and regularly, improving cash flow and profitability, but if you do have residents or their representatives who are problematic with payment we can help with debt recovery.

It may only be when there is a dispute that someone takes a magnifying glass to your contract and its terms and conditions. When was the last time yours was reviewed? Would it bear up to scrutiny? Let us review it for you and suggest any amendments that may be necessary or useful, such as a right to charge interest in the event of late payment of your invoices. You can always choose not to pursue interest, but its a useful tool to encourage earlier payment – especially for relatives who may see 'deferment' of your charges as a cheap credit option.

We can also help with you employment contracts and staff

handbooks. Employment legislation changes regularly – we have only just seen the implementation of the new Equality Act and the latest increases in the National Minimum Wage. Are you up to date?

If disputes do arise we can deal with them for you, be they arising out of employment matters or as a result of regulatory issues and problems with local authorities or NHS trusts.

If its time to expand we can advise on property and business acquisition and when its time to retire let us help deal with sale of your business and advise in relation to your own tax and estate planning.

Amicus can help you help you and your residents make their stay a positive experience for all involved. If you would like to discuss in greater detail what we can do, please do not hesitate to get in touch. In the first instance contact David Satchell on 01278 664060 or david.satchell@amicuslaw.co.uk who would be happy to discuss your requirements further and provide an estimate of costs for dealing with any matters on your behalf.

In addition to appointments during office hours, we can also attend at other times in the event of emergency (subject to availability) and our North Petherton office is open on Saturday mornings.

**IF YOU WOULD LIKE THIS LEAFLET IN LARGER PRINT
PLEASE ASK**