



bollington care

Summer 2007

Insurance for the Care and Charity Sectors

Bollington launches exclusive insurance product for the home care market

Bollington Care has produced its own insurance policy for providers of home care and nursing services to people in their own homes.

Exclusively for Bollington clients, the product is flexible enough to cater for most client needs and budgets. Certain essential covers are provided as standard but there are also options which can be chosen or not, allowing the cover to be tailored to individual needs.

The essential covers include public liability to £5M, (including abuse and treatment risks cover), employers liability, unlimited trade contents cover and loss of income automatically to £250,000.

Options include own money insurance and theft of clients' money and property by staff.

The product is flexible enough to consider insuring most categories of people being cared for and most levels of care ranging from shopping, laundry, cooking and the like through to bathing, dressing, administering medicines and nursing care.

Premiums are rated simply on turnover, saving time at the quotation stage, and can be spread by instalments over the year.

Carl Shaw, head of Bollington Care said. *"This policy offers a flexible, competitive solution to the needs of the growing home care sector. Customers are protected against some essential risks but can then choose*



whether to buy extra cover from a range of options. They are therefore only paying for what they want and not wasting money on areas that are not priorities to them."

This product follows hot on the heels of Bollington's foster agency product where in just over 6 months almost 20% of private foster agencies in the country have taken up the cover.

To find out more go to bollington.com/domcare or call 0800 195 4911

Policy highlights

The essentials

- Unlimited trade contents on an all risks basis, with generous inner limits for items such as medicines and the like. Includes glass breakage
- Loss of income to £250,000 automatically on a 12 months indemnity period
- Employers liability cover to £10M
- Public liability cover to £5M including abuse and treatment risks
- Professional indemnity cover to £1m

The options

- Buildings
- Deterioration of stock, drugs and medicines in freezers and the like
- Loss of own money
- Theft of customers' property and money by staff and replacement cost of locks if customers' keys are lost
- Cover for trade items anywhere in the UK
- Higher limits of indemnity for public and professional indemnity and increased loss of income cover
- Personal accident
- Legal expenses

IN THIS EDITION...

Managing long term care costs

Immediate payment for your care work

It couldn't happen to us... could it?

Don't be sunk by the floods

If you wish to talk about any of the issues raised in this newsletter, please contact us on **0800 195 4911**

Managing long term care costs

Immediate Lifetime Care Plans can help take away the worries of funding long term care costs

The provision and management of long term care can sometimes be a daunting prospect for both the individual and the family.

As well as the concerns about finding the right care home and the health issues, there may be financial worries. Will there be sufficient finances to maintain a high quality of care for as long as needed without having to fall back on state provision? Will all the capital be exhausted leaving nothing to the estate?

There are however, financial solutions available which the care home can promote. Immediate Lifetime Care Plans involve the payment of a lump sum by the individual in return for which a guaranteed



income is provided for the remainder of the policyholder's lifetime, irrespective of how long that may be.

Provided payments under the plan are made directly to a care provider registered

with CSCI, they are tax free. Plans are also flexible enough to meet all or part of the care costs.

Immediate Lifetime Care Plans provide the comfort and peace of mind of a guaranteed tax free income at a fixed, known cost. These plans help people maintain their independence and a high quality of care regardless of life expectancy, and protects any remaining capital for the benefit of the estate.

For further information please contact Gary Newton at Bollington Financial Planning Ltd on 0161 929 3530 or email at gary@bollingtonfp.com

Immediate payment for your care work

If you have ever thought that running your care organisation would be a lot easier if you received immediate payment for the care you provide, then you are likely to be interested in the services of Resource Partners.

The care industry is tough, with constant demands on your cash. It can be a juggling act to make sure there are the cash resources available to provide care. And what if you are looking to grow your business?

Resource Partners' unique service enables independent care providers to receive immediate payment for the care they provide on behalf of the government – without the constraints associated with more traditional forms of funding such as overdrafts, factoring and invoice discounting.

The service they provide is straightforward and yet is having a huge, beneficial impact on hundreds of care organisations across the country.

One of their many clients is Stan Decker of Foster Care agency Kindercare, who says: *"Being paid immediately for the care we provide has helped us to manage our growth and given us tremendous peace of mind. In addition the service has really added to the administrative controls and efficiency of our organisation."*

To find out more about Resource Partners call 0808 144 5524, e-mail : info@resourcepartners.com or visit www.resourcepartners.com



It couldn't happen to us... could it?

Use Bollington's award winning care audits to help prevent the worst happening



No one wants to think that major incidents could occur, resulting in injuries to or even death of employees or members of the public and then having to defend legal actions brought for negligence. Unfortunately such incidents do occur.

A major insurer in the care and not for profit sector has in the last 18 months received over 160 liability claims where they have placed an estimate of £25,000 or more against such claims.

A snapshot reveals that over half of these claims involved trips, slips or lifting (people or heavy objects). The next most common types of claims were for stress and assault (of staff by patients or pupils). Tragically, five of the claims followed a fatality.

It's the job of insurers to deal with these claims and they will most likely incur legal costs even where the claim for negligence is

The following brief notes give an idea about some of the claims:

- Care home resident lost an eye following assault by another resident
- Employee slipped on ice and snow whilst crossing the company car park, sustaining a back injury
- Volunteer helper travelling in the back of a van on a "soup run". Van braked suddenly causing unsecured urns to tip over resulting in scalding
- Care worker working alone gave incorrect medication to a patient, who unfortunately died

found to be unjustified. However, insurers can't take away the distress, hassle and occasional bad publicity that these incidents can generate.

How much better if the likelihood of them happening in the first place was reduced.

This is where Bollington Care's award winning care audits come in. Experienced auditors from the care industry with detailed health and safety knowledge review existing procedures, practices, attitudes, and training. They will add value to the CSCI inspections, help to keep premiums down and the cost will sometimes be met by the insurer. The entire process is led by the client who chooses to have the audit and to act on any recommendations.

The sad truth is that incidents can occur to anybody but Bollington Care's audits will minimise the chances of this.

*For further information
call on 0800 195 4905*



Don't be sunk by the floods

Make sure you're properly insured – not all insurance covers are the same.

Floods and the devastation they cause have been a constant news feature this summer.

The media have understandably concentrated on the traumatic effects the damage has had on private homes. But many businesses have been badly disrupted as well.

It's at times like these when the quality of the insurance cover and service a firm receives come to the fore. The speed at which an insurer can attend the scene and agree on action to be taken makes all the difference.

Bollington Care has been faced with one particular claim which shows the importance of having the right cover arranged by professionals.

At the end of June the Ulley Dam near Rotherham in Yorkshire was in danger of collapse. As a precaution several villages had to be hurriedly evacuated for up to a week to prevent a disaster.

One of Bollington Care's clients, a residential care home was affected. Residents had to be moved and accommodated in other homes, at a cost, and whilst the home was shut money was being lost.

As no actual damage had occurred to the home, there could well have been a problem with the insurance claim. The client was out of pocket by several thousand pounds.

Fortunately, the cover taken out with Bollington Care extended to include loss of income following prevention of access to the premises. Bollington's account manager

and the insurer's loss adjuster attended the scene as soon as the residents were allowed back, and were able to make on the spot decisions, easing the worries of the client.

Bollington Care takes pride in the professional service it offers and it's when major incidents occur that this is put to the test. Interestingly, before this client moved to Bollington Care, who undertook a thorough review of insurance needs, the loss would not have been covered.

Floods are unfortunately predicted to increase – speak to Bollington Care if you are in any way worried that your insurance may not cover potential losses.

*For more information
call 0800 195 4911*