

Moving to a care home in Amsterdam

WARNING:

Due to the corona crisis, the moving process and visitation regulations in care homes can be different and/or change regularly. Parts of the content of this brochure may (temporarily) be incorrect. Ask the care home in question for the current information.



Moving to a care home is a big step for everyone. Most people feel insecure and emotional about it. But the change can be positive too. This brochure is made to inform people who plan to move to a care home, and their caregivers and loved ones. In this brochure, we will explain step by step how the move takes place: from the first time when you think about moving - up to the moment when you are settling in to your new home.

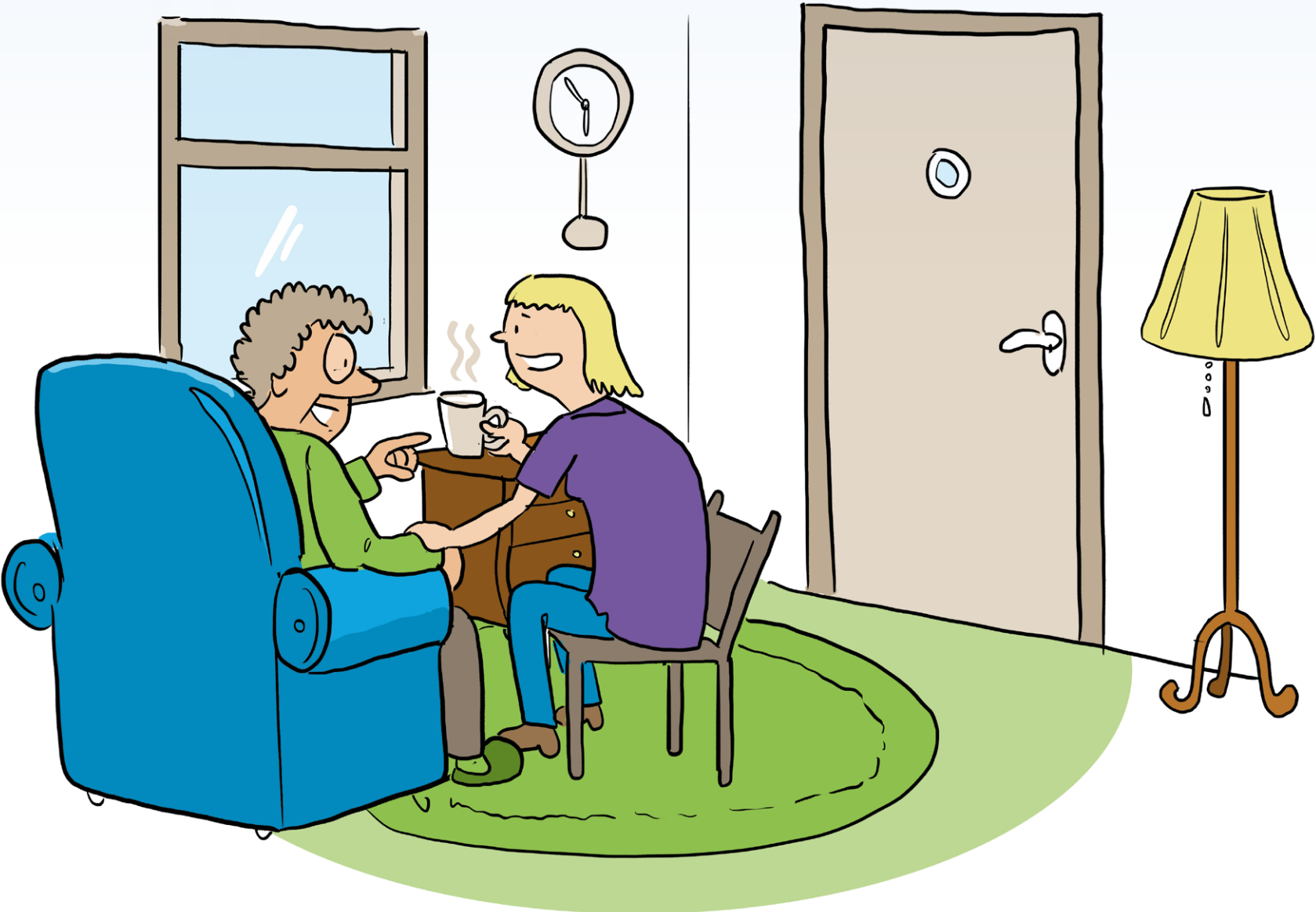
We have divided the moving process into **seven steps**. In each step, the different actions are spelled out. We will explain what you can do and where to find more information.

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Abbreviations:

- Wlz** Wet langdurige zorg
= Chronic Care Act
- Wmo** Wet maatschappelijke ondersteuning
= Social Support Act
- Zwv** Zorgverzekeringswet
= Healthcare Insurance Act
- CIZ** Centrum Indicatiestelling Zorg
= Care Needs Assessment Centre
- CAK** Centraal Administratie Kantoor
= Central Administration Office



Main people involved



Future resident



Caregiver(s) and loved ones



General Practitioner (GP) and assistant



Residential care



Case manager (dementia)



Contact person in the care home



Counsellors or client advocates



Useful websites

- ➔ www.government.nl/topics/nursing-homes-and-residential-care
- ➔ www.regelhulp.nl/english
- ➔ www.svb.nl/en
- ➔ www.who.int/news-room/fact-sheets/detail/dementia

Amsterdam:

- ➔ www.amsterdam.nl/en/health-care



1. Moving to a care home becomes a possibility

Your situation

You live in your own home and receive domestic help. For instance, from your family, the council, or residential care. Maybe you already attend daytime activities in care homes. However, you increasingly forget things, or need help in your day-to-day activities. Moving to a care home becomes a possibility.



What can you do?

- ➔ Talk to your GP or GP's assistant. Maybe you can receive more help at home, so you can keep living there.
- ➔ There are people, like counsellors or client advocates, who can give advice. They know their way in the healthcare system and can help you to work out your needs.
- ➔ Have you been diagnosed with dementia? Ask your GP if you can get help from a case manager for dementia.
- ➔ Do you receive professional help at home? Your professional caregivers can help to work out with you whether you can keep living by yourself or if you should prepare to move to a care home.
- ➔ Perhaps you know people, friends or relatives who have had experience of moving to a care home before. You can ask them how they handled it.

Good to know:

- ➔ Independent client advocates are available for free. The City of Amsterdam knows which organisations offer this kind of support. Call the city council for instructions: 14 020.
- ➔ Nowadays, elderly care is focused at making sure you can keep living in your own home as long as possible. You will only move to a care home when you need round-the-clock care and/or supervision.

2. The move is getting closer

Your situation

You need more and more help in your daily life. You and your caregivers are thinking about your need for care and supervision 24 hours a day. This means you cannot be home alone anymore. The move is getting closer.

What can you do?

- ➔ Have a look at the care homes in your neighbourhood. They often offer different living arrangements and/or activities. Which will suit your needs and lifestyle the best?
- ➔ Ask several care homes if you can visit for a tour. Perhaps you can join in with an activity, have a meal or a cup of coffee. This will help you make your choice.
- ➔ Ask different care homes how long their waiting list is. Most care homes have a waiting list.
- ➔ It's good to find out more about the "Wet langdurige zorg (Wlz)" (the Chronic Care Act). If you want to move to a care home, you need an official statement proving

you need round-the-clock care and supervision. The Care Needs Assessment Centre (in Dutch: CIZ) will check whether you meet the conditions set in the legislation. For more information see: www.ciz.nl (the site is in Dutch but you can use Google translate for other languages) or call the CIZ: 088 789 1000.

- ➔ Decide who will be assigned to arrange things for you (like your finances or the Wlz official statement) if you are not able to anymore. You can authorize someone to do these things, in case you haven't done this yet.



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Good to know:

➔ Reliable information about the Wlz care needs assessment:

- The CIZ: see their website www.ciz.nl (in Dutch only but you can use Google translate for other languages) or call 088 789 1000.
 - The website of the government www.government.nl/topics/nursing-homes-and-residential-care
 - www.svb.nl/en/the-wlz-scheme
- ➔ Your caregiver(s), client advocate, or city council can give you more information about the Wlz and the care you can receive:
- **City of Amsterdam:** 14 020
 - **Clëntenbelang Amsterdam** (client advocates): 020 75 25 100
- ➔ In a care home, you pay a contribution for the care and support you receive. The amount of the contribution depends on your income and capital (savings, house, etc.). You pay this contribution to the Central Administration Office (CAK).
- ➔ The CAK will also check whether you have health insurance with a Dutch health insurer. Health insurance is compulsory for all people who work in the Netherlands or are regarded as living in the Netherlands. If you receive a letter from the CAK, saying you are uninsured, you need to take out a Dutch health insurance within three months. If you fail to do this, the CAK will make you pay a fine.

3. Apply for a Wlz official statement (Dutch: indicatie)

Your situation

You and your family, friends, and other caregivers have decided together that moving to a care home is the best choice for you. You know what this means. You need an official statement for Wlz care. You must apply for this statement yourself, or you have chosen someone to do this for you.

What can you do?

- ➡ How you apply for the official statement is explained on the website of the CIZ (in Dutch or use Google translate). You can also call them for more information.
- ➡ The CIZ will need your medical records. Ask your GP or your GP's assistant for this information.
- ➡ The CIZ also needs your current care and treatment plan. Ask your GP for this.



Good to know:

- ➔ For assistance with your application for chronic care (Wlz) at the CIZ, you can ask your case manager for dementia (if you have one), a counsellor, or client advocate to help you. In some cases, the contact person at your preferred care home can also help.
- ➔ In the application, you will be asked which care home you prefer. If you don't know this yet, you need not answer right away.
- ➔ A few care homes offer the possibility of your partner moving with you. In that case, your partner does not need his/her own official statement for chronic care (Wlz). Partner residences in care homes are rare. Ask your preferred care home if it is possible.
- ➔ Assistance from the city council and/or residential care are part of (and funded by) the Social Support Act (Wmo) and Healthcare Insurance Act (Zwv). If you receive a Wlz official statement from the CIZ, your care will be covered by the Chronic Care Act (Wlz). Inform you care-givers before you apply for an official statement for Wlz care.

4. The CIZ has come to a decision

Your situation

After you apply for an official statement for Wlz care at the CIZ, they will perform their care needs assessment and decide whether you can receive the official statement. Maybe they will first plan an appointment to visit you at home and discuss your needs. They will send you a letter when they have decided. Has your application been turned down? In that case you remain in your current home/place of residence and receive health-care and support there. Have you received the official statement for Wlz care? Then you can choose a care home, if you had not decided on one yet.

What can you do?

- ➔ Your (professional) caregivers and other supporters can help you choose the care home that suits you and the Wlz indication you received.
- ➔ You can ask one or more care homes if you can visit, join in an activity or for a meal. Take someone with you if you like.



Due to the corona crisis, the situation may have changed. Ask the care home in question for the current information.

Good to know:

➔ Possible questions you might want to consider while choosing a care home:

- **Your daily routine:** how do you spend your days? In what kind of environment are you most comfortable?
- **Your care demands:** what is important for your personal hygiene and care? What kind of medical care is provided in the care home?
- **The way you like to live:** in what kind of place do you want to live? Big or small? Shared or private?
- **Practical issues:** do you have any dietary requirements? Will you have a personal supervisor? Who will take care of the laundry and clean your room?
- **Financial issues:** what do you need to pay for yourself and what is paid for by the care home? Who takes care of the administration and different insurances?
- **Your wellbeing:** what is important for you? Which activities would you like to join in with? Is there a hairdresser in the care home?

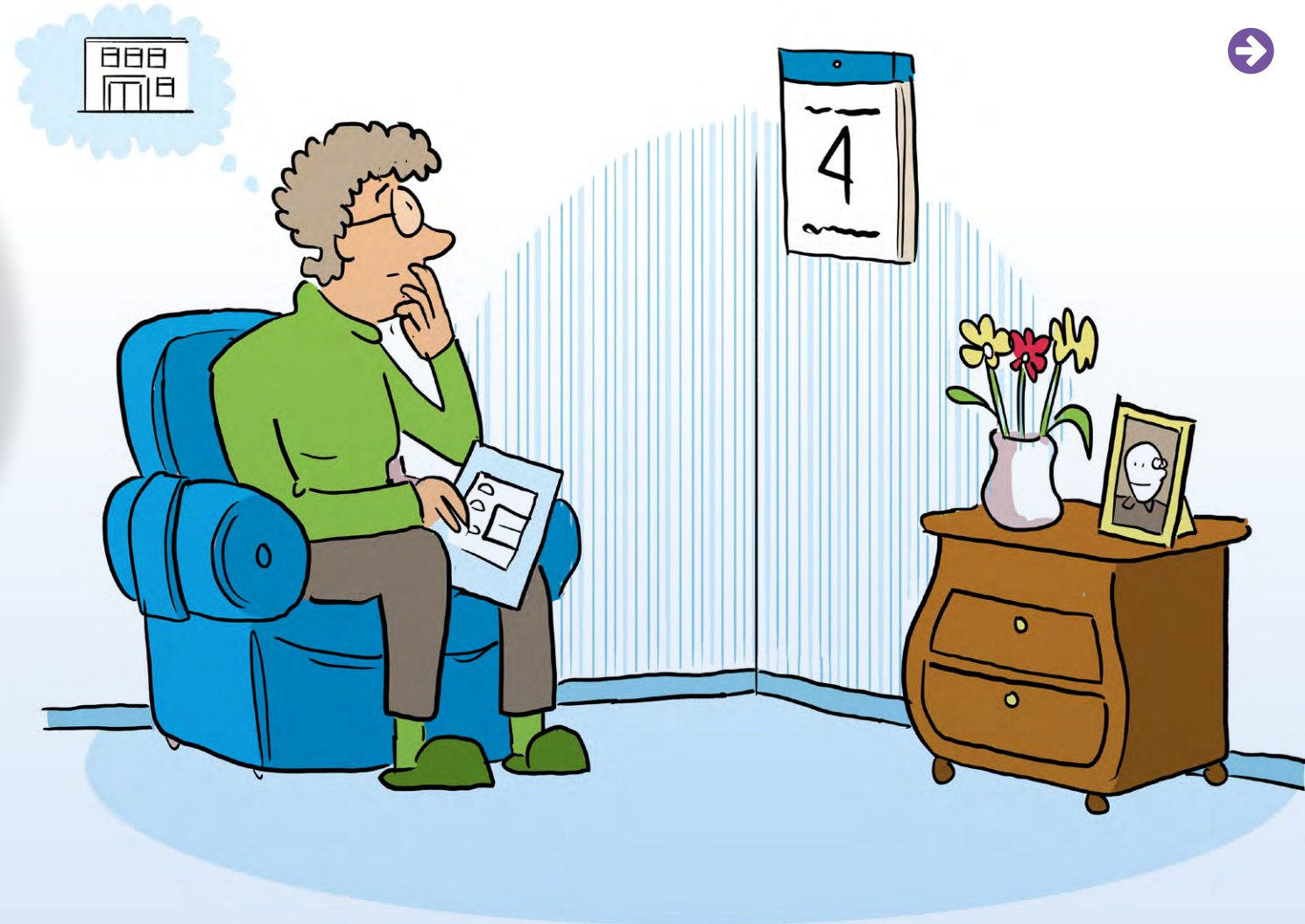
- ➔ Most care homes have a waiting list. Until there is a vacant room in the care home, you will receive health-care at home. Is living at home no longer safe for you? Ask your contact person at the care home you have chosen for a temporary place. This could be in a different location. Later on, when a room is available in your preferred care home, you can move again.

5. On the waiting list

Your situation

De keuze is gemaakt. U staat op de wachtlijst. Nu is het afwachten wanneer er een plekje voor u vrijkomt. Uw contactpersoon bij het verpleeghuis van uw keuze vertelt hoe lang het minimaal gaat duren. Tot die tijd woont u thuis en krijgt u overbruggingszorg.

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What can you do?

- ➔ You can start the practical preparations for the move. What do you want to take with you? What will you leave behind? What do you want to do with the things you leave behind? Things you do not use regularly can already be packed.
- ➔ The emotional preparation for the move is important as well. Realize that you will be moving to another environment. Discuss this with your loved ones and/or caregivers.
- ➔ It is important to receive help with the move. Think about who will be able to help you. Can you not think of someone? Ask a client advocate, a counsellor, or your contact person at the care home what you can do.

Good to know:

- ➔ Your current caregivers will provide the care home with information about your health and lifestyle.
- ➔ Your contact person at the care home must be informed when there is a significant change in your health or wellbeing.
- ➔ When the care home has a free place, you need to decide quickly whether you will take it. The care home wants you to move as soon as possible, often within one week. From that moment, you start paying the contribution to the CAK. It is important you and your caregivers are prepared for this. If you cannot move quickly, you might lose your place and have to wait until another one opens up.

MOVING BECOMES
A POSSIBILITY

THE MOVE IS
GETTING CLOSER

APPLY FOR A WLZ
OFFICIAL STATEMENT

THE CIZ HAS COME
TO A DECISION

WACHTEN
OP EEN PLEK

TIME FOR
THE MOVE

GETTING USED TO
YOUR NEW HOME

6. Time for the move

Your situation

The time has come. Your contact at the care home has called to inform you about a vacant room. In most cases, you have to move within one week. Your family, friends, and other caregivers will make sure your belongings will be moved to the care home.

What can you do?

- ➔ Do not forget to inform the city council and other organisations about your new address. Do you live alone? Make sure you cancel your lease or put your home up for sale.
- ➔ Make sure you are properly insured in the care home. Most times, the care home has a general liability and contents insurance for all residents, but that is not always the case. Also ask if all your medical expenses are covered or not.

- ➔ Ask if you will remain a patient at your own GP, or whether all healthcare will be provided by the staff in the care home.
- ➔ Care homes should be able to provide bed linen and towels. Ask whether this is the case.

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Tips for caregivers:

- ➔ Provide the care staff in the care home with pictures of their future resident's favourite outfits.
 - ➔ Mark all the clothing, for instance with initials. This will stop the clothes being mixed up in the laundry at the care home.
 - ➔ If you can, use familiar furniture and decorations in the room. Buy as few new things as possible. Also try to decorate the room in a similar way to the resident's old home. For example, by making sure he/she will get out of bed on the same side as they are used to. This way, it will be easier for the new resident to get used to the new environment.
 - ➔ Give the person who is moving a special box to put their dearest possessions in. This may help him/her to realize that he/she is moving.
 - ➔ In most cases, rugs are not allowed in care homes, because of the danger of tripping.
 - ➔ Think about where the person who is moving will be on the day of the move. It is often better for him/her not to be present. However, make sure he/she says goodbye to the old home. The day of the move will be an emotional and stressful day for everyone involved, prepare yourself for that.
- ➔ If your partner is the one who is moving, make sure someone brings you home after the move. After living together for a long time, it may be hard to come back home by yourself.

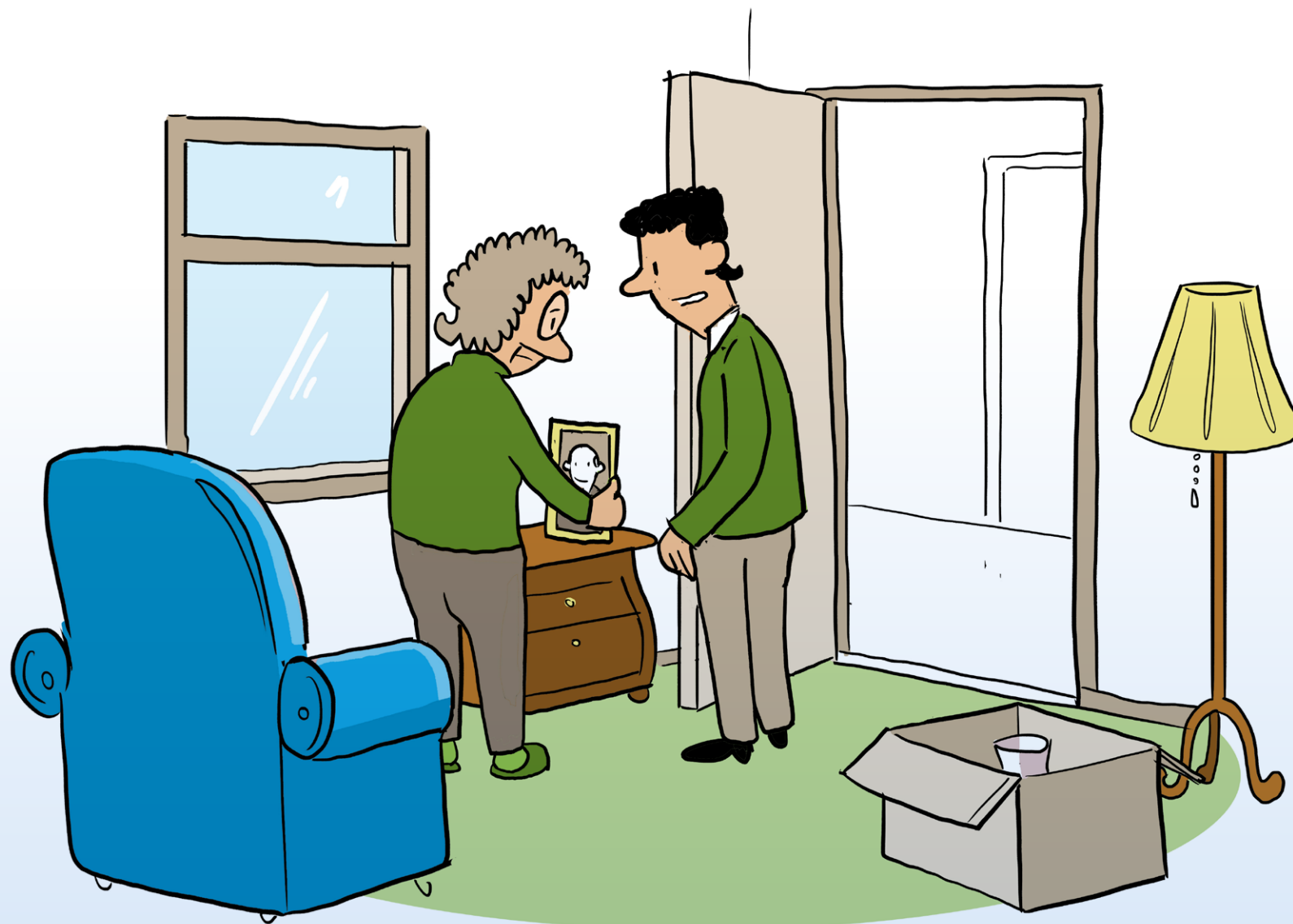
7. Getting used to your new home

Your situation

You have moved. Your room in the care home is furnished and decorated with your belongings. It will take some time to get used to your new home. Who can answer your questions? Which activities can you do and where do you sign up?

What can you do?

- ➔ Let the care home know who they can contact in case of emergencies. Often this is a family member or another caregiver.
- ➔ Ask who can answer any questions you may have. Are there regular appointments with a personal supervisor?
- ➔ Explore what activities are organised by the care home and ask where you can sign up.
- ➔ Get to know your fellow residents, if you can.



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Good to know:

- ➔ Generally, there are no specific visiting hours in care homes. Your family and friends can come to visit at any time. It may be good for them to consider the regular times when you receive personal care or meals.
- ➔ Try to maintain your own daily schedule, like you used to do at home. The care staff in the care home will respect this as much as they can.
- ➔ Most of the times, meals are all prepared for you in the care home, often at fixed times. Consult the care home if you would like to eat at different times or if you have any dietary requirements.

Tips for caregivers:

- ➔ In general, it takes about six weeks to settle down in a care home. This is true not only for the new resident, but also for family, friends, and the care staff.
- ➔ For you as a caregiver, this can be a stressful and emotional time. Especially when it is your partner who has moved. If you experience feelings of mourning or grief, it may be good to share this with your own family and friends, or other caregivers.
- ➔ Perhaps it is hard for you to fully hand over the care for the person who has moved, to the care staff in the care home. It is in the new resident's best interest for you to work together with the care home.
- ➔ Are you visiting the care home by car? You might be able to apply for a parking permit for caregivers from the City of Amsterdam. Check the conditions on their website or call: 14 020.
- ➔ Are you not able to travel with regular public transport to visit the care home? Through the City of Amsterdam, you could be qualified to use "Additional public transport".

Colophon

This brochure will be kept up to date, and can be retrieved from the website of SIGRA. SIGRA is the partnership of organisations and formal networks in healthcare and wellbeing in Amsterdam, Diemen, Amstelveen, Zaanstreek-Waterland and Noord-Holland Noord. No rights can be derived from the contents of this brochure.

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