

..... Name of Home

TERMS AND CONDITIONS/CONTRACT OF RESIDENCE

Financial Arrangements and Fees

Financial arrangements and fees are dealt with in a separate letter.

Fees - What is included

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- GP visits
- Call System
- Full Central Heating

Fees - What is not included

- Dry cleaning
- Weekly visits from the hairdresser to the home
- Monthly visits for a private chiropodist the home
- Private phone installation and calls
- News Papers
- Taxis to and from appointments when hospital transport cannot be arranged

Terms and Conditions ~ Contract of Residence

THIS AGREEMENT Is made between NUMADA HEALTHCARE Limited t/as
.....Care Home

And

The “Resident”-

Room number to be occupied

1.Care Home undertake to maintain a standard of care as required by the Registration Authority. If a resident or their representative has a query or wish to make a complaint they should contact the Home Manager.

Verbal complaints will be responded to immediately. Written complaints will be responded to by an acknowledgement letter within 2 days. The home will then investigate the complaint and a letter will be sent to the complainant within 28 days. If the complaint cannot be resolved within this time frame the complainant will be informed.

If the complainant is not satisfied with the outcome of the investigation they can contact the Managing Director Tel No: 023 9251 0344.

You may complain directly to the Care Quality Commission at any stage by contacting:

Care Quality Commission
CQC South East
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone: 03000 616161
Email: southeast@cqc.org.uk
Web: www.cqc.org.uk/contactus.cfm

2. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Resident leave the home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required.

3. The first four weeks of admission shall be regarded as a trial period for the benefit of the Resident andCare Home.

4..... will be the abode of the resident. Should a resident at any time require hospital treatment or be otherwise temporarily absent from the Home, the resident may retain the accommodation for eight weeks. After a waiting period of two weeks they may pay a weekly charge of 80% of the current fees for a period of weeks 6

weeks after which full fees may be charged, unless four weeks termination of contract is given by either party.

5. In extreme circumstances it may be required for a resident to move to an alternative room. This will only happen following prior agreement with the resident or if appropriate their representative.

6. In the event of death of the resident, to allow the room to be cleared fees are payable for a minimum of two days from the date of death and for any further days thereafter until the room is cleared. Any fees outstanding for residents will be charged to their estate. Third parties who agree to meet resident's fees in whole or part must sign below to this effect before the said person becomes a resident.

7.Home may give notice to the Resident of termination of this agreement requiring the resident to leave the Home under the following circumstances:

- a. Non-payment of fees
- b. If, having consulted the resident and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the resident,Care Home are no longer able to meet the resident's needs.
- c. Any circumstances or behaviour whichCare Home feel may be seriously detrimental to the Home or welfare of other resident's.

8. Fees will be reviewed annually as determined byCare Home. Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs whichCare Home experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof. On some occasions if a resident's care needs change fees may have to be reviewed in between the annual review.

9. No gratuities shall be paid or gifts made to individual members of staff without the written consent of the management.

10. Visitors are welcome at all reasonable times, but in the case of seriously or terminally ill residents we are happy to receive visitors at any time of day or night.

Medical and Personal Requirements:

11. The resident shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items of luxury or personal nature. Telephone calls will be charged at the current domestic rate.

12. Resident's will be required, before taking up residence, to provide information toCare Home on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect thereof including access to Medical Records.

13. The resident or, where appropriate, his or her representative may request Care Home take charge of and dispense all the resident's prescribed medications. If a resident elects to retain and administer his or her own medication it must be kept in a secure place. This will also be subject to a satisfactory risk assessment being completed. The Home cannot accept responsibility for the misuse of medications, which are kept by any resident.

Personal Effects and Personal Mobility:

14. Resident's are free to journey out alone; however,Care Home cannot accept responsibility for a resident's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.

15. All electrical items brought by residents on admission or during occupation of the Home shall be first inspected as to their safety byCare Home before their use.

16. At the discretion ofCare Home, items of furniture may be brought in by the resident subject to inspection as to the condition and defects liable to render the article unsafe or unfit. Transportation, insurance and eventual removal of such items shall be the resident's responsibility or that of the executors.

Insurance:

17.Care Home accepts liability for loss or damage up to £1000 per person with a single item limit of £500 and £75 per person for money left in a resident's room.

18. All valuables assets must be declared upon admission for insurance purposes. Lockable storage space is provided in bedrooms for valuables or personal possessions. If preferred a request can be made to the Matron or Registered Nurse in Charge for valuables such as pocket money, or pension books to be locked away for safe keeping. No responsibility can be taken for personal possessions not clearly or permanently named, for clothing items woven name tapes should be stitched on.

Status of the Home:

19.Care Home is registered as a Care Home with the Care Quality Commission.

Terms and Conditions ~ Contract of Residence

AGREEMENT

I _____ agree to the above terms and conditions and I acknowledge that I am entering into a legally binding contract with Numada Healthcare Limited

SIGNED: _____ RESIDENT/RELATIVE

DATE: _____

SIGNED: _____

For and on behalf of **Numada Healthcare Limited**

DATE: _____

In the case of a Resident whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.

SIGNED: _____

CAPACITY: _____

ADDRESS: _____

DATE: _____

Conditions of Admission and Terms of Business

Shared Bedroom Agreement

I hereby confirm that I am in full agreement to occupy a shared room. The room number is ____ and it is a twin bedded room.

Signed Date

Next of Kin Date