



ENGLEBURN
Care Home

Terms and conditions of permanent residence

Client Name.....

Room No.....

1.FEE AND CONDITIONS

(a) The fee shall be £ per week and £ per calendar month, payable in advance on the first of each month by bankers' standing order.

(b) The scale of fees is normally reviewed annually on the 1st April and any increases will be notified to the resident four weeks in advance of any such increase taking effect.

Engleburn reserves the right, at its discretion, to review the fees at other times and in particular if an assessment of the residents needs shows a permanent change, for example long term deterioration of the residents health or severe short term acute illness. The resident will be permitted to stay at Engleburn and will receive adequate care during long-term illness unless his/ her GP recommends alternative arrangements.

In an instance where the GP has recommended alternative care needs, and no available placement can be found, Engleburn will continue to care for the resident until a suitable placement can be found, there will however need to be a re-assessment of fees to cover the increased care hours needed.

Any payment not paid to the company on its due date will bear interest from the due date to the date of the actual payment at a rate equal to 4% above the base rate of Englebourns principal bankers. Interest due must be paid with the amount of arrears in question

(c) The first four weeks of admission shall be regarded as a trial period for the benefit of the resident and the proprietor.

The fees for short-term residents are at a daily rate. The total fees payable for the duration of the short stay must be paid in advance. This payment is not refundable in the event of the resident staying at the home for less than the agreed period.

The resident will be entitled to reside in the home for the whole duration of the short stay and must vacate the home at the end of this period. All amounts due to Engleburn that have not been paid must be paid on or before that date.

In addition if in our opinion the behaviour of the resident or any other circumstances relating to the resident may be detrimental to the home, we will be entitled to terminate the residents agreement by giving 24hours written notice. In such circumstances, any fees prepaid for the period after the home is vacated will be refunded after deducting any amounts due to Engleburn.

The residents' agreement can be terminated by 28 days written notice by us or by the resident to us. If a resident fails to give the full period of notice the home reserves the right to charge the nominal daily rate for the period of notice not given.

Engleburn reserves the right to terminate the agreement by giving written notice of seven (7) days if:

- 1) Any amount due to us is not paid within 28 days of the due date
 - 2) In our opinion, we are unable to provide the degree of care required by the resident
 - 3) Any other term of the residents' agreement is breached
- (e) Engleburn reserves the right to charge for any extensive deterioration or damage in the home which is the responsibility of the resident or invitees of the resident beyond fair wear and tear. Each room is fitted with picture hooks; any additional damage caused by extra picture will incur a charge for redecoration when the room is vacated.
- (f) In the event of a temporary absence from Engleburn, the room may be retained by agreement with the Manager, for a period of six weeks; the full fee will be reduced by 20% for each complete seven-day period thereafter. The proprietor must be informed in writing, of the residents' intentions. In the event of non-payment of retaining fees, termination will be assumed.
- (g) This agreement shall continue in force until death or by written notice given by either party two weeks before the date of termination. Provided always that the proprietor reserves the right to charge for fees notwithstanding the death of the resident for a period of two weeks after the date of death.

2.SERVICES PROVIDED

- (a) A resident shall have free access to all facilities of Engleburn and shall have the private use of sleeping in the single/double room no

The resident shall have the free use of communal rooms at all times, all meals will be provided and may be taken in the residents own room or in the dining room as required.

Personal laundry services are provided. The resident will be offered help with bathing and any other routine personal care necessary for their comfort and well being.

All communal and private areas are kept clean and tidy.

- (b) Hampshire area office is the local authority responsible for inspecting the home under the provisions of the Registered Homes Act 1984, and Care Standards Act 2000.

If you have complained to the registered person about your treatment here, or about any aspect of the running of the home, which is causing you concern, and are dissatisfied with the response from the registered proprietor, you are then open to complain to :

Commission for Social care Inspection.
4th floor, Overline House
Blenchynden Terrace
Southampton
SO15 1GW
Tel: 02380 821300

3. RESIDENTS RESPONSIBILITIES

- (a) The resident will be required, before taking up residence, to provide information to the proprietor on the state of their health, any treatment required, the name of their medical practitioner, their next of kin or person to be contacted in the event of an emergency.
- (b) The resident shall, from his/her own resources and/or personal allowance provide medical requisites (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items required of a luxury or personal nature.
- (c) All electrical items bought by the resident on admission, or during occupation of Engleburn, shall first be inspected as to their safety by an approved electrical contractor, at the expense of the resident.
- (d) Items of furniture may be brought in by the resident at the discretion of the manager, subject of inspection as to condition and defects liable to render the articles unsafe or unfit.
- (e) Pets are not permitted at Engleburn unless otherwise agreed by the Proprietor.
- (f) The resident may not smoke in any part of Engleburn, except the rooms specified by the proprietor from time to time.
- (g) The resident or significant others will be responsible for transport to medical appointments etc. staff from the home are on duty and are therefore unable to leave the home. Arrangements can be made for a member of staff to escort a resident to appointments but must be arranged at least one week prior to the appointment with and at the discretion of the manager. Transport and escorts will be charged at the appropriate rate.
- (h) The resident will not be permitted to put excessive pictures up in their rooms. Each room has specified picture hooks in place. Any further hooks required must be at the discretion of the manager. All damage caused in excess of general wear and tear will be charged for.

4. PROPRIETORS RESPONSIBILITIES

- (a) The proprietor undertakes to maintain a standard of care as required by national care standards commission and any statutory enactment for the time being in force. Engleburn is not registered with the district health authority as a Nursing home.
- (b) The proprietors home insurance policy covers loss or damage to residents property through fire, lightening, storm, flood, theft etc. to the sum of Two hundred and fifty pounds, except on valuables, cash held, jewellery or furs etc. which cannot be insured against theft. It is recommended that the resident insure his/her personal valuables and effects (including cash securities and monies), as the proprietor does not accept responsibility for their loss or damage. Specific details of the home insurance policy may be obtained from the proprietor.

- (c) The proprietor undertakes to respect the individuals cultural and/or religious beliefs of the resident and to provide reasonable facilities for them
- (d) Residents prescribed medication, except in cases of the resident wishing and being able to look after their own medication. Where the resident is to self administer their medication a separate signed agreement is required.
- (e) The proprietor will keep a record of the residents' relevant medical information and care given, including doctor's visits, visits made by other health professionals, admission to hospital, visits to clinics, dentists etc. Every effort will be made by the proprietor, and staff to keep confidential any medical information entrusted to them.
- (f) The proprietor undertakes to enlist the support of the NHS as necessary to enable the resident to remain at Engleburn in the event of illness, unless the residents GP recommends alternative arrangements.
- (i) On the death of a resident, the proprietor undertakes to use his best endeavours to contact the next of kin or the person nominated by the resident.

Declaration

I confirm that I should have fully read and understood the conditions of residence of Engleburn Care Home prior to signature.

Signed _____ (Service User)

Print Name _____ Date ____/____/____

Nominated representative

I acknowledge that by signing this acceptance form as nominated representative I will be personally liable to ensure any monies due under Engleburns short term conditions are paid, unless I am acting for the resident with legal authority in which case I agree to pay promptly all monies due to Engleburn Care Home from the residents funds.

Signed _____

Print Name _____ Date ____/____/____

Signed _____ (Service Provider)

Print Name _____ Date ____/____/____

The manager will assume full responsibility and sign this agreement with the authority of the proprietor.

Engleburn Care Home Milford Road Hampshire BH25 5PN

