

THE LAURELS

Residential Care Home

Home Brochure

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General Information for Residents and Families including Terms of Residency

Home Proprietors: **Mr Hari Shanmugarajah
Mr Siva Sripalan**

Care Manager: **Mrs Julie Ward**

The Laurels is Registered with Care Inspectorate Wales under the Regulations and Inspections of Social Care (Wales) Act 2016

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1.0 General Information

- 1.1 For your information the following is a brief introduction to The Laurels Residential Care Home. The Laurels was opened in April 1982 and accommodates 18 Residents. This lovely house is set in spacious grounds in the village of Trecynon and is within walking distance of the beautiful grounds of Aberdare Park. Trecynon offers a variety of small shops which include a chemist, post office, hairdressers, two public houses with a regular bus service to Aberdare town.
- 1.2 We have 18 single rooms and a passenger lift has been installed to ease access to those rooms on the first floor. Every room is tastefully decorated with nurse call system, television point and washing facilities. Residents can have a personal BT line installed on request if they require a telephone in their own rooms. Toilets and bathrooms are within easy reach of all bedrooms. Residents are encouraged to bring some of their favourite ornaments and pictures in and also small items of furniture subject to the hygiene, fire regulations and space constraints.
- 1.3 The Laurels is registered to offer accommodation to both male and female residents over the age of 65. We are also able to care for Residents with mild dementia.
- 1.4 Experienced staff are on duty 24 hours a day and have been carefully selected to provide a very high standard of care for our residents whilst retaining an informal and homely atmosphere. All of our care staff are presently female so male residents will unfortunately not have a choice in the gender of those providing their personal care. Your own choice of General Practitioner and further support of District Nurses, Chiropodist, Dental Surgeon and other professions are also available if needed.
- 1.5 Also available at The Laurels are personal laundry service (inclusive), regular visits by hairdresser and local clergy, library service, social events and unlimited visiting from family and friends.
- 1.6 Social functions are a regular occurrence within the Home. The staff specialize in their own brand of entertainment in the form of concerts, pantomimes and parties for special occasions. Local schools visit and trips are arranged to the town centre, seaside resorts, theatres and places of interest. Activities within the home are arranged on at least 4 afternoons each week and include reminiscence sessions, games, quizzes, music and nail pampering.
- 1.7 Residents' birthdays and special occasions are celebrated with a party in the lounge at tea times. It has been customary for individual families to provide a cake for the celebration and The Laurels will provide a buffet and drinks as appropriate for the occasion.
- 1.8 We have a large, comfortable lounge with conservatory which leads on to a patio and beautifully kept lawns at the rear of the building. Meals are taken separately in the dining room which adjoins the lounge.
- 1.9 The Laurels offers an excellent standard of home cooking prepared in our modern kitchen and special diets are available for vegetarians, diabetics, coeliacs etc. The menu is displayed on the notice board daily in the hallway.
- 1.10 Our fees are in line with the fee level set by the Local Authority. Private and Local Authority funded Residents are welcome and advice regarding funding would normally be given by a social worker but we could arrange for Residents to speak to an independent advocate if advice is needed on any specific matters.

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- 1.11 Our aim is to provide a high standard of accommodation combined with a warm, homely atmosphere to ensure a complete and restful retirement. We endeavour to provide everything necessary to fulfil the Residents' every-day requirements. We believe in the personal touch with the emphasis placed on their comfort and well being. We constantly review the quality of our service on an informal basis by regularly speaking to Residents, their families, staff and visiting professionals. A more formal system is in place in the form of an annual quality review, where residents and their families will be asked to complete and return a questionnaire. A copy of the Quality Assurance report is on display in the reception area and is available on request.
- 1.12 The Home is inspected by the Care Inspectorate Wales and their latest inspection report is available in full on request from ourselves or it can be downloaded from the CIW website.
- 1.13 A quarterly inspection is also carried out by RCT and this report is also available on request.

2.0 Home Philosophy and Residents' Rights

The primary concern of the Home and the staff is the Residents' quality of life.

Our philosophy is to look after the Residents in a caring and sympathetic way so that their privacy and dignity are respected and active independence encouraged where possible.

Residents' Rights

- 2.1 To personal independence. To come and go as they wish to the extent that they are able, for example to go shopping and visit or stay with friends and relatives.
- 2.2 To care for themselves as far as they are able and willing.
- 2.3 To personal choice that is reasonable within a shared care environment. When to get up, frequency of bathing, choice of menu, whether to pursue a hobby, join in activities etc.
- 2.4 To have their dignity respected by others in every way possible and to be treated, whatever their faculties or disabilities as individuals in their own right.
- 2.5 To be consulted about daily living arrangements.
- 2.6 To privacy for themselves, their belongings and their affairs.
- 2.7 To have their cultural, religious, sexual, emotional and other needs accepted and respected.
- 2.8 To facilities and services in the surrounding community as private citizens including registration with the GP, dentist, optician and chiropodist of their choice.
- 2.9 To mix with other people in the community, whether by going out or by inviting visitors for light refreshments etc. if they wish.
- 2.10 To complain to the Management, Home Proprietor, The local authority – Social Services or Care Inspectorate Wales, if they have a grievance.
- 2.11 To regular reviews to assess whether all their needs are being met with the Resident and carers points of view being discussed.
- 2.12 To full access to their records and care plans.
- 2.13 To some risk being accepted as a normal aspect of the life of the Home.

3.0 Residents' Charter

3.1 Quality of Life

The Home is expected to be a happy place where the Residents will be encouraged to have as high a quality of life as possible and where the Homes management and staff will assist in achieving this aim.

This means that the Resident will be allowed and encouraged to make decisions regarding themselves. Assistance will be given to carry out any decisions made if required. This may entail the acceptance by the Resident of a degree of risk.

Residents will be encouraged to continue with their interests within the Home or outside the Home if they wish.

3.2 Independence

Residents who prefer to be independent in certain self-care situations in order to retain self respect and dignity will be offered every encouragement.

3.3 Privacy

Privacy is important to all and will not be less important to those in Residential care.

Residents are entitled to privacy and unnecessary invasion of privacy is considered an intrusion. The level of privacy would depend on the situation, be it dressing or undressing, washing or bathing or a private conversation with a visitor or doctor.

3.4 Dignity

The Home and staff will uphold the dignity of Residents even though assistance and support may be needed in many ways. Management and staff are aware that each person is an individual with their own thoughts and beliefs which should be respected.

Residents will not be treated as numbers which is institutional and an affront to dignity. They will be cared for as important individuals.

3.5 Human, Emotional and Social Needs

Everyone, including Residents appreciates an understanding of their points of view, consideration of themselves and their needs and compassion when they feel low.

The qualities needed to provide such understanding will emanate from the management and staff of the Home and the training and examples given. Managers and staff should have these skills as part of their caring professionalism.

3.6 Religion

It is entirely for the Residents to decide whether or not to follow a particular religion. Those wishing to attend church and are able to do so will be given every encouragement. Arrangement will be made for clergy to visit if preferred.

3.7 Form of Address

Residents should choose how they wish to be addressed. Although first names are often used between Residents and staff this should not be automatic even though this practice may be consistent within a family atmosphere.

3.8 Discrimination

Residents should have no fear of discrimination on any grounds and all should have the rights described in this Charter.

3.9 Health Care

Care within the concept of a Home is given as appropriate to the Resident. In this respect the Home will liaise with doctors and other health care professionals to ensure that correct medical care is given.

3.10 Medicines

The Home has a system for the control, supply and administration of prescribed medication.

3.11 Choice of Doctor

Residents will not be required to change doctors for the convenience of the Home. However, it must be recognised that doctors work within a geographical area and a move into residential care may necessitate a change of doctor. Advice by the Care Manager will be given on this aspect.

3.12 Privacy in Medical and Nursing Care

Treatment from a doctor or nurse will be given in private. All Residents should be able to talk to their own doctor in private if they choose.

3.13 Community Facilities

Residents should be entitled to the same community facilities as anyone else in the locality

Services including doctors, community nurses, chiropodists, dentists and opticians are available and those practitioners would visit Residents in privacy in the Home or transport to the practitioners' surgeries can be arranged.

Other services – hairdressers, podiatry and library etc may be arranged by the Home.

3.14 Discussion of Care and Needs

Residents should have the right to discuss their care plan and needs in private with the Matron or Care Manager and to request any changes to it if appropriate.

3.15 Staff

Staffing will be sufficient to meet the needs and dependency of the Residents and will possess the qualities and undergo all necessary training to cope with the wide variety of demands placed upon them.

3.16 Visitors

Visitors are welcome at all reasonable times.

3.17 Legal Advice

If Residents require legal advice they should be able to visit their own solicitor or receive a visit from them. Such meetings should be private and not involve the Home. A private room will always be made available for such visits.

3.18 Accommodation

Bedrooms are single, well equipped, fully furnished, warm and comfortable. Services in each room include central heating, sufficient lighting, washing facilities, nurse call system and fire detection system.

The lounge, conservatory, dining room bathrooms and toilets are available for use by all Residents.

3.19 Personal Belongings

Residents are able to bring a reasonable amount of personal belongings into the Home including photographs and pictures to be hung, ornaments and such furniture as may be agreed with the Management.

The executors should make arrangements for the disposal of such property in the event of a Residents death.

The Home will provide a place of safety for the storage of such property as may be agreed with the Management. Insurance cover to a certain level is provided.

3.20 Telephone

A telephone in the hallway is available for Residents' use. The office telephone can be made available on request for private calls.

3.21 Nutrition

Residents will be provided with nourishing, adequate and appetizing meals. Variety is important and likes and dislikes will be taken into account. Special dietary requirements will be catered for.

3.22 Complaints

The Home has a written complaints procedure which can be invoked whenever there is a complaint however trivial it may appear to be.

This procedure details the steps to be taken if the complaint is not dealt with to the Residents satisfaction.

3.23 Smoking

By law smoking is not permitted within the Home.

Residents who wish to smoke can smoke outside, under the covered porch way at the rear of the building. They must be supervised by a member of staff at all times.

Visitors who smoke within the grounds of The Laurels have a duty to ensure that cigarettes are properly extinguished and disposed of correctly in the interest of safety.

4.0 *Catering and Food Safety*

- 4.1 At The Laurels we pride ourselves in providing good, wholesome meals from basic home cooked food to something a little different. Our menus are provided on a four weekly rota showing the meals and mealtimes and are reviewed seasonally.
- 4.2 The weekly menu sheet is placed on the notice board in the hallway and the daily menu board is amended each morning to advise Residents of their meals for that particular day.
- 4.3 On admission to The Laurels we find out the likes and dislikes of Residents and do our utmost to cater for their individual requirements whilst providing a balanced and nutritious diet. Residents who require a special diet such as diabetics, vegetarians or coeliacs will be catered for by our experienced catering staff.
- 4.4 Food safety and hygiene is of equal importance to the taste and presentation of meals. All our catering and care staff have certificates in food hygiene with the cook attending intermediate courses in food safety and food nutrition.
- 4.5 The kitchen, food preparation and food storage areas are open for inspection at any time on request.
- 4.6 The Environmental Health Department of RCT County Borough Council inspect the Home on a regular basis and Food Hygiene Inspection Reports are available on request. Our current Food Hygiene rating (May 2017) is the Maximum score of 5.

5.0 *Management of Staff*

- 5.1 Proprietors: Mr Hari Shanmugarah
Mr Siva Sripalan
- Care Manager: Mrs Julie Ward
- Deputy Manager/Matron: Mrs Karen Drenthe RGN
- Administrator: Miss Emma Baylis
- Senior Carers: Mrs Helen Sedgemore, Mrs Judith Griffiths,
Mrs Alison Perry and Miss Claire Joseph
- 5.2 All employees, care, catering, domestic and administrative staff are experienced and attend regular training courses to ensure they are kept updated in their respective areas or work.
- 5.3 The following is an example of guidance notes for care staff:-
- a) All staff must have a common purpose in maintaining and improving the self respect, health, independence and motivation of Residents to the greatest possible extent.
 - b) Staff must care for the ‘whole’ resident, not just their physical needs but also their intellectual, emotional and social needs to provide freedom from discomfort, boredom, anxiety, insecurity and isolation and also in ways which maintain dignity and individual.
 - c) Respect must be shown to Residents by speaking and behaving courteously, avoiding unnecessary shouting or unearned familiarity by using the name a person wishes to be called by. Bedroom and bathroom doors to be knocked before entering then closed for privacy and above all the temptation of treating the Residents as if they were children is completely and utterly unacceptable.
 - d) The necessary routines for the efficient running of the Home must not become so rigid that the well-being of the Residents suffers nor must standards be allowed to drop by being negligent in these routines.
 - c) Relevant information for giving good care to Residents should be readily available in such a way that confidentiality is kept within the staff group.
 - f) All staff receive 3 monthly supervisions, which involve discussions regarding resident’s care and relevant topics such as health and safety at work, fire regulations, good health and hygiene practises, training needs, running of the home etc.
 - g) The most senior member of staff must be consulted if a Resident refuses to comply with an action which is required for their own wellbeing and the wellbeing of others or for safety reasons. Physical restraint or compulsion is not permissible except in extreme situations involving physical danger to the individual or others when our Home Policy on restraint must be adhered to.
 - h) All staff must attend relevant training courses as and when required and in relation to their respective areas of work.

6.0 *Advocacy*

This care home believes that service users should be enabled to express their views as clearly and candidly as they wish. Recognising that some residents may not be able to communicate easily, we encourage representatives to speak on their behalf where this is appropriate.

We believe that representation of this sort may be required:

- in the course of the initial needs assessment
- during any subsequent assessment of needs
- in the drawing up or review of the service user plan of care
- in the process of assisting a resident to participate in the day-to-day running of the home
- in making risk assessments relating to a residents activities
- when helping a resident to represent their views to an outside organisation
- when a resident wishes to express a concern or complaint
- in instances where a resident may have been subject to abuse
- when a resident wishes to submit their views on the services of the home as part of our quality assurance programme
- in helping a resident to make an input to the drawing up or review of the homes policies and procedures.

We therefore make available information about advocacy, are prepared to deal with an advocate who is representing a resident in communication with the home, and aim to facilitate the use of advocates who are representing our residents to other organisations.

Defining Advocacy

We accept the following definition of advocacy adopted by the organisation Action For Advocacy, following consultation with a wide range of advocacy bodies in the social care field:

"Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain service they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice."

We subscribe to the Advocacy Charter promoted by Action on Advocacy, which lists ten essential qualities as follows.

1. Independence. Advocates should be independent from statutory and other service providing agencies.
2. Empowerment. People using advocacy should be able to participate in the running of the scheme.
3. Accountability. Every advocacy scheme should monitor and evaluate its work effectively.
4. Support for advocates. Advocates must be appropriately prepared, trained and supported.
5. Complaints. Advocacy schemes must have policies for dealing with complaints.
6. Clarity of purpose. Advocacy schemes must have clear objectives and must make these known.

7. Putting people first. Advocates must be non-judgmental and respectful of service users needs, views and experiences.
8. Equal opportunities. Advocacy schemes must have and observe a written equal opportunities policy.
9. Accessibility. Advocacy must be provided free of charge and in ways which make it widely accessible.
10. Confidentiality. Advocacy schemes must have a policy on confidentiality, which includes the circumstances under which confidentiality might be breached.

Our Service Users Access to Advocacy

- We will seek to make advocacy available to any service user who needs help in presenting their views by: Contacting Age Connects Morgannwg – Tel 01443 490875, Email advocacy@acmorgannwg.org.uk, or for more information you can look on their website which is www.acmorgannwg.org.uk.
- publicising information on local advocacy schemes
- involving advocates where appropriate in the preparation and review of individual care plans
- using advocates to promote service user participation in the running of the home
- helping service users to find and participate in advocacy schemes
- seeking peer support for individual service users from people who share their disability, heritage or aspirations
- promoting a culture which enables service users to call on advocates to express their concerns and provide feedback on the way the home is run
- respect the role of advocates in situations where residents wish to complain about services
- co-operate with any Independent Mental Capacity Advocate appointed to assist a resident.

7.0 Complaints Procedure

The following procedure applies to all Residents and Visitors

If, for any reason you feel you have cause to complain about any aspect of Resident care, home policies or a member of staff at The Laurels you are asked to follow the procedure :-

Speak to Mrs J Ward, Home Manager or Mrs Karen Drenthe, Matron in the first instance. If they are unavailable, speak to the senior member of staff on duty at that time or if you prefer you can speak to Mr Siva Sripalan, Home Proprietor.

If you would prefer to put your complaint in writing please forward it to any of the above named at the following address:-

The Laurels
Residential Care Home
23 Meirion Street
Trecynon
Aberdare
CF44 8NH

We will formally acknowledge your concern within 5 days and let you know how we will deal with it. If your complaint has still not been resolved after following the above procedure you can telephone or write to the Care and Social Services Inspectorate Wales, Complaints can also be submitted to the RCT Representation + Complaints Unit.

The Local Office for CIW is:

CIW
Government Buildings
Rhydycar
Merthyr Tydfil
CF48 1UZ
Tel: 03000 628888

The Local Office for RCT Complaints Unit is:

The Complaints Officer
Ty Elai
Dinas Isaf East
Williamstown
Tonypandy
RCT
CF40 1NY

Alternately, if your complaint is of a sufficiently serious nature you can contact CIW direct without following the above procedure.

The Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales.

The Ombudsman is independent of all care providers and government bodies, and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on the part of the organisation providing it.
- Have been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

- Phone: 0300 790 0203
- E-mail: ask@ombudsman-wales.org.uk
- The website: www.ombudsman-wales.org.uk
- Twitter: @OmbudsmanWales
- Writing to: Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed, Cf35 5LJ

You can also ask us for a copy of the Ombudsman's booklet, which will give you more information about his role and how you can complain to him.

If, for any reason a Resident or visitor has cause to complain about any aspect of care, home policies or a member of staff a complaints procedure is in place.

The complaints procedure is prominently displayed in the hallway and a copy will be given to the Residents or representative on admission.

8.0 Procedure for Residents and Visitors In the Event of Fire or Hearing the Alarms

- 8.1 On discovering a fire, alert a member of staff immediately by calling out and if you are able by breaking the glass on a 'Smash Glass Unit.
- 8.2 On hearing the alarm, at any time, all Residents / Visitors should remain calm and stay where they are in the building. This would apply by day or by night. You should not wander through the building as you may endanger yourself or others.
- 8.3 Await instructions from staff on duty. They are trained to deal with the situation. They will inform you if there is a false alarm. If there is a fire they will escort you to a place of safety or instruct you what to do or how you can assist.
- 8.4 Always remain calm - do not rush, especially near stairways. Try not to obstruct corridors, doorways or exit routes. Do not use the lift or the stair lifts.

9.0 Information on Pets

Management and staff have a very positive attitude towards pets at The Laurels. Indeed over many years we have had resident cats, dogs, budgerigars, fish and rabbits.

This is a general guide to staff, Residents and visitors to The Laurels regarding the bringing of pets into the Home.

- Visitors are most welcome to bring pets to visit a Resident at the Home as we are aware that there are therapeutic advantages.
- The person in charge at the time is to be informed if a visitor arrives with a pet and that person will decide if it is appropriate to allow the pet into the Home.
- Reptiles will not be permitted into the Home.
- To ensure the safety of the Residents, pets must be strictly supervised at all times.
- In the event that any Resident has a fear of any particular pet, their feelings will be taken into consideration and the appropriate action will be taken to ensure that they do not have to come into contact with the pet.
- All pets brought into the Home will be treated with the utmost respect.
- Should a Resident wish to bring a pet into the Home on a permanent basis, this must be discussed in detail with the Care Manager prior to admission. Following a detailed procedure as to the type of pet, its care and its likely effect on other Residents within the Home, a decision will be taken as to whether it would be feasible and appropriate.

10.0 *Terms of Residency, Scale of Charges and Agreement*

10.1 The fees payable at The Laurels includes your room, personal care, all meals and drinks, general and personal laundry, supply of furnishings and equipment, general toiletries – shampoo, soap, flannels, towels etc, daily and weekly communal newspapers, TV licences, entertainment within the Home and social trips to outside venues.

Items not included in the fees are:

- Provision of a personal television or telephone
- Name tagging or repairs to clothing
- Hairdressing
- Personal toiletries – tissues, body spray, perfume etc.
- Personal newspapers and magazines
- Certain continence products (see 10.2 below)
- Carer Support costs for outpatient appointments (see 10.3 below)

10.2 Normally, residents who are assessed as requiring incontinence products by the Community Nurses will be provided with products free of charge. However, this assessment can take a few months, products may need to be purchased during this period. Also the resident may need more products than they have been assessed. In this case we will advise families of the cost and availability before arranging to order them.

However, any of the above can be provided and charged at cost on request.

10.3 The transport arrangements to hospital or for outpatient appointments are as follows:

- For all hospital admissions, whether emergency or pre-arranged, the home will arrange transport, normally by NHS ambulance, but we are unable to provide a carer to accompany the resident. In all cases, the family will be contacted to advise them of the admission and to confirm a family member will accompany them or meet the ambulance at the hospital.
- For all outpatient appointments, whether to hospital or local surgeries (GP, dentist, podiatrist etc), the family will be contacted to arrange to take and accompany the resident.
- If the family are unable to take the resident, then the following options are available:

The appointment will be postponed and rearranged to a more convenient date/time or the Home will provide transport for the resident, but the driver and the carer to accompany them will be chargeable.

The following charges will therefore apply:

Provision of a vehicle to transport the resident:	No charge
Provision of a driver to and from the appointment:	£12.00 per hour (min charge 15 mins each way).
Provision of a carer to accompany the resident:	£12.00 per hour From the time they leave the home to the time they return (min charge of 30 minutes).

- The above charges will apply from 1st January 2018 and will be reviewed annually.

Any services such as ophthalmic, dental, podiatry etc will be arranged at the Home if possible otherwise the above charges will apply.

10.4 We encourage Residents who are able, to retain a small amount of cash to pay for any additional personal items such as hairdressing, tissues etc.

We discourage Residents from keeping an excess of cash on their person or in their rooms. £20.00 is normally more than sufficient for their needs. Should a Resident choose to retain a larger amount of cash we would prefer it to be kept locked in our office safe and the amount recorded on their cash sheet.

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- 10.5 Individual cash sheets are maintained at The Laurels for those Residents who are unable, or who would prefer us to arrange for payments of small items of expenditure.
- Each resident has their own individual cash sheet showing cash spends for each month, (this may be toiletries, hairdressing, clothes, newspapers, sweets, incidentals or cash given).
 - Expenditures for the month are shown on the cash sheet and copies of receipts attached.
 - A monthly invoice and copy cash sheet will be forwarded to yourself or to your advocate.
 - Payments can be by cheque or cash and a receipt will be issued.
- 10.6 Fees are reviewed annually, normally in April and are usually in line with the increase agreed with Rhondda Cynon Taf County Council.
- 10.7 For those Residents who are privately funded an invoice will be prepared and forwarded with the appropriate fee payable, monthly in arrears.
- 10.8 Those Residents who receive assistance with funding from the Local Authority will receive an invoice from them for their contribution towards the fees, as the Local Authority will pay the full fee directly to us. Please discuss arrangements with the Social Worker if you have any queries.
- 10.9 Financial advice regarding fees, claiming benefits etc. can be discussed in private with the Home Manager. Legal advice can be provided via local solicitors offices or home visits can be arranged if required.
- 10.10 Should a privately funded Resident vacate their room for any period of time, e.g. a stay in hospital, a visit to family or friends and the room is to be retained the following terms apply:-
- | | |
|------------------|--------------------|
| First four weeks | Full fees |
| After four weeks | Full fees less 20% |
- Four weeks notice is required by privately funded Residents who wish to vacate their room. The exception is when a Resident passes away and the room is cancelled as soon as the room is cleared of personal belongings, normally within 4 days.
- Residents under contract with Social Services will be bound by their contractual agreement if their rooms are temporarily vacated and retained or permanently vacated.
- 10.11 Insurance for Residents' personal items is provided for items up to a maximum value of £1000.00 per person. A property list is completed on admission and items of value retained by the Resident must be listed. Should a family member take an item of value from the Home which may be on the property list a member of staff must be informed and they will remove it from the list. Similarly any item of value brought into the Home must be added to the property list. It is the responsibility of the Resident to insure these items separately as the Home cannot be held responsible for any items which are mislaid, lost or stolen.

Should any aspect of this policy be unclear or if further clarification is required please ask to speak to the Care Manager or the Office Administrator who will be pleased to advise you.

Scale of Charges and Agreement

Residents Name:

Room Number:

Date of Birth:

Date of Admittance:

Weekly Fee £

I would confirm that I have read and understood the terms of residency and information contained in this booklet and agree in principal to abide by them.

Resident's Signature Date

(or representative)

Relationship to Resident

Home Manager's Signature Date

Should it be necessary to amend any of the terms contained within, then one months notice in writing will be given.

If funding from Social Services is appropriate you will be required to enter into a separate contract with them.