

General *Terms Of Acceptance*

Registration

Our homes are registered as private residential care homes by the Care Quality Commission (CQC) and are not Nursing Homes. Each home caters for 60 service users (male or female). We are registered with the CQC for the following regulated activities:

- Accommodation for persons who require nursing or personal care (we do not provide nursing care, but it is provided in the homes from NHS district nurses where possible).
- Treatment of disease, disorder or injury.

Services & Fees

Fees are calculated at a rate per week per Service User based on individual needs and are invoiced monthly in advance on a calendar month basis. Invoices are payable in advance and any invoice not settled by the due date, will attract late payment interest. Fees may be paid by cheque, on-line payment or by standing order. We are happy to accept residents through Social Services Contracts. All service users are required to acknowledge and abide by our full terms of acceptance. All residents are accepted on the basis of a trial period.

Accommodation may be vacated temporarily, subject to payment of full fees being maintained for the first 6 weeks of absence. Thereafter, any continuous period of absence in excess of 6 weeks will have a discount of 10% applied, for the remainder of the vacated period. 1 month notice is required in the event of termination of occupancy.

The fee covers:

- 24 hour Personal Care and Support as detailed in the care plan
- Accommodation (including utilities, communal facilities and equipment, furniture, linen and maintenance).
- Support (including towels, assistance with personal hygiene, toileting, washing of hair by staff).
- Meals, snacks and beverages.
- The provision of leisure opportunities and social facilities.
- In house laundry

Exclusions - Fees received by the Home do not cover the following costs:

- Personal items and the maintenance of these items.
- Private health services.
- Haircuts, trims and shampoos & perms provided by a visiting hairdresser.
- Dry cleaning.
- Any item purchased which should otherwise be provided free or subsidised by the NHS, including but not limited to incontinence pads, spectacles, hearing aids, prostheses etc...
- Luxury items.
- Escort duty (including outpatients).
- TV, radio or private telephone in the Service User's room.
- Holidays and outings involving transport and special social events (eg. garden parties, pantomimes etc...)

Fees are regularly reviewed, but at least once annually. One month's notice in writing will be given of a change in fees. However, fees could change immediately (upwards or downwards) if there is an unforeseen change in the cost of delivery of the service for example as a result of a change in legislation or a change in needs of the service user.

Insurance

The Home maintains insurance cover, currently in respect of Public Liability of £5 million and Employer Liability of £10 million. The Home shall not be responsible in any way for cash, credit cards, cheques, certificates, bonds, deeds, documents or personal items of the Service User. Service Users' effects are covered by the Home's insurance policy to a limited amount. The Home cannot offer cover exceeding that provided by the insurance policy. In the event of a claim by the Service User, the Service User will be liable for the excess.