

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.

Any item of significant value (eg. jewellery) must be insured separately by the Service User. Some insurance companies place restrictions on cover for people with dementia in a care home. You should check carefully the conditions of cover before keeping valuable items in the Home. The Home operates a safe keeping facility, free of charge and valuables can be deposited there.

Complaints

1. Any complaint regarding the Home should be addressed in the first instance to the Manager. The Manager will investigate the complaint and respond in writing within 28 days.
2. If the matter remains unresolved, the complaint can then be referred to the Director, Mr Harj Nanuwa BSc(HONS), Hicare Limited, 13b High View Close, Hamilton Office Park, Leicester, LE4 9LJ Telephone: 0845 273 5333, email: enquires@hicare.co.uk. We would hope that in most cases any complaints would be resolved very quickly. In the event that we need to gather more information, or speak to other people we would anticipate to respond within a maximum of 28 days.
3. If the matter still remains unresolved then the complaint can be referred to: The Care Quality Commission Correspondence (CQC), East Midlands, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA Tel: 03000 616 161. If a complaint relates to the CQC, this should be sent to the CQC following their corporate complaints procedure.

General

- **Property** - Although all rooms are provided fully furnished, Service Users are, subject to agreement, encouraged to bring items that will personalise their room. Such items must be compliant with the Fire Regulations. These and other personal items, including clothing, will need to be labelled and be recorded in a "Property List". Service Users' possessions remain their property at all times. Any electrical items brought into the Home by the Service User must be subject to a Portable Appliance Test before putting into use. If this is required to be done by the home's electrician, a charge will be made at cost.
- **Medication** - Service Users able to keep and administer their own medication upon completion of a risk assessment will be assisted to do so. Service Users lacking the capacity to keep and administer their own medication safely will receive appropriate supervision.
- **Security** - Notwithstanding the provision of a lockable item of furniture in each room, Service Users are advised not to keep amounts of cash or valuables in the room. The Home operates a safe keeping facility, free of charge.
- **Pets** - It is regrettable that no pets are allowed without prior consultation with the proprietors. If a Service User wishes to bring a pet with them, each case will be considered sympathetically.
- **Visitors** - The Home is happy to allow Service Users to receive guests and visitors at all reasonable times.
- **Smoking Policy** - The Home has a NO SMOKING policy throughout the premises, however the Home has set aside an area for Service Users to smoke.
- **Photographs** - During the stay, Service User's photographs may be taken taking part in activities etc... We may use these images in our marketing materials. If you would not like the Service User's photographs to be used, please request to opt out in writing to the manager.
- **Alcohol, Sweets and "Homely Remedies"** - The Home requests that any alcohol or "Homely Remedies" purchased and provided to the Service User is made known to a senior staff member. By Homely Remedies we mean over-the-counter medicines such as cough mixture, vitamins, tonics, paracetamol etc... where the GP should be consulted prior to use. The Home must impress upon visitors the dangers in giving sweets, chocolate and other foods to Service Users who are diabetic or whose diet is restricted due to other medical conditions.
- Funeral arrangements - the homes and staff will respect any expressed wishes wherever possible.
- Residents own GP's are retained where possible – All nursing tasks are undertaken by community services.
- For one of the following reasons, it may be necessary to ask a resident to move to more appropriate accommodation:
 - Specialised care not deliverable at the home.
 - Disturbing the wellbeing of others and/or the running of the home.
 - Fees running in arrears.

Please note these are the general terms of acceptance, our full terms are available upon request.