

CLIFF HOUSE NURSING & RESIDENTIAL HOME

RESIDENT'S STATEMENT OF TERMS AND CONDITIONS

Contract Statement

This document sets out the respective rights and responsibilities of the staff and management of Cliff House Nursing and Residential Home and **(name of resident)** relating to residence in the home. The home aims at all times to reach, the National Minimum Standards for Care Homes for Older People. A copy is kept in the home and may be seen on request.

We try to provide a comfortable and happy home and hope that residents will enjoy living here. We will do everything possible to respect the rights of older people in this home, particularly by observing the values of privacy, dignity, independence, choice, civil rights and fulfilment which can be threatened by living in a communal environment and having to cope with disabilities.

We recognise that providing good care is a co-operative process and we will attempt to consult residents and, where appropriate, their relatives, friends and representatives at all times and as fully as possible. This document should be read and interpreted in the light of these principles.

Residence

Trial Period

Residence in the home for the first four weeks will be on a trial basis. If during or at the end of the period either the service user or the home's management regards the arrangement as unlikely to be satisfactory for the long term, residence can be terminated with reasonable notice from either side and the service user will vacate the home at a time agreed.

Permanent Residence

The staff and management of the home will make every effort to provide the service user with a permanent place of residence including wherever possible through periods of sickness. Advice will be taken from the appropriate health professionals in situations where it is considered that the home is temporarily or permanently unable to provide for the service user's medical or nursing needs.

Termination

In the event that either the management of the home finds that the home is no longer able to accommodate the service user appropriately or the service user wishes to leave the home for any reason, either side will normally give four weeks' notice of termination of residence. A shorter period of notice will be applicable only in situations involving emergencies.

Absences

If the service user vacates his or her room temporarily, for a holiday, hospital admission or any other reason, the full fee will still be payable. The home will keep a service user's room empty and secure during a resident's absence.

Fees

The fees payable will be (amount) per week, payable 2 weeks in advance and 2 weeks in arrears by cheque, standing order or cash. Fees for periods of less than a week are calculated at a daily rate of 1/7 of the weekly fee. The fees will be paid by (enter name of person/social service department)

the premises, and any other staff services. Fees do not cover the costs of newspapers and periodicals, hairdressing, dry cleaning, chiropody, treatment by dentists or opticians, or the purchase of clothing and personal effects.

Fees are reviewed annually. If a service user requires additional care, however, it may be necessary to increase the fee at the appropriate time.

The Service User's Room No (This may change according to circumstances)

The service user will have exclusive (except in shared room circumstances) use of the allocated room which will be treated as far as possible as his or her private space. Service users are welcome to bring to their rooms personal items and any furniture they wish to use which can be safely accommodated in the space. Furnishing of the service user's room will include at least the following.

1. A clean comfortable bed suitable for the service user's needs.
2. Bed linen.
3. Curtains or blinds.
4. A mirror.
5. Overhead and bedside lighting.
6. Comfortable seating.
7. Drawers and enclosed hanging space for clothes.
8. Two accessible double electric sockets.
9. A bedside table.
10. A wash hand basin.
11. Carpet.
12. Lockable storage can be provided if not in situ.
13. Keys to the room and storage space (unless a risk assessment in the care plan indicates otherwise).
14. In double rooms, screens to ensure privacy for personal care.

Personal Possessions

Service users are encouraged to have personal possessions, subject to health and safety and fire risk assessments, which remain their property. Items of significant value should be passed to the management for safekeeping. The staff will attempt to provide security for service users' possessions but no responsibility can be accepted for items retained in service users' own rooms. All clothing should be marked with the service user's name. The home will make every effort to prevent damage to clothing.

Health

The home will promote and maintain the service user's health and ensure access to health care services. In particular it will do the following:

1. Support self-care wherever possible.
 2. Maintain personal and oral hygiene.
 3. Identify pressure sores or the risk of developing pressure sores and undertake appropriate action.
 4. Seek and act on advice on continence and ensure that the necessary aids and equipment are provided and used.
 5. Monitor psychological health and ensure that preventative and restorative care are provided.
 6. Provide appropriate opportunities for exercise and physical activities.
 7. Identify and act on any risk of falling.
 8. Regularly assess and act on the service user's nutritional needs and monitor weight gain or loss.
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9. Enable service users to register with a GP of their choice, subject to the GP's agreement.
 10. Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community health care, as required.

11. Ensure access to hearing tests and sight tests and to appropriate aids.
12. Provide information and advice about entitlements to health care.
13. Inform the service user's next of kin or representative of serious illness or death.

Medication

The home maintains a clear policy and stringent procedures in accordance with Department of Health guidelines for all aspects of the handling of service user's medication. Records are kept of whether each service user wishes to deal with their own medication or pass that responsibility to staff, and of any medication in use whether or not it is self-administered.

Care

The management undertakes to make available sufficient staff to meet the service user's care needs. A full assessment of care needs will be carried out before admission and needs will be reviewed regularly. A service user plan of care will be drawn up with the full involvement of the service user and reviewed as required. The plan of care will set out in detail the action needed to be taken by care staff to ensure that all aspects of the health, personal and social care needs of the service user are met.

Insurance

The home is properly insured and policy details are displayed in the foyer.

Health and Safety

The management will ensure as far as practical the health, safety and welfare of service users, including compliance with relevant legislation and the Department of Health guidance. To comply with fire regulations and for the safety and comfort of service users and staff, smoking is permitted only in designated areas.

Visitors

Visitors are welcome at any time. Drinks are available free of charge. Visitors are asked to inform staff if a service user is leaving the premises with them.

Complaints

The home has a complaint procedure which can be seen on request. Any complaint made by or on behalf of a service user will be investigated and dealt with under the procedure.

Registration

The home is registered with the Health Authority, details of which are displayed in the foyer.

Signed

Date