



Terms and Conditions of Residence

1. Abbey Lea is a Residential Home and not a Nursing Home. As a Residential Home we provide the level of care approximating to that provided for a frail, elderly member of a household, but not nursing care. Bearing the above in mind, we hope to care for residents for as long as they wish, working closely with the District Nursing Service.
2. All fees for residents are normally paid four weekly in advance. Residents supported by Social Services will have their fees paid in accordance with their Local Authority payment policy. Any third party payment should be made weekly/four weekly as applicable.
3. The current fee is £650.00 per week for a **single** room
4. This fee covers the cost of personal care, food, laundry, accommodation, heat, light etc. With the exception of specialist services such as hairdressing, chiropody, dry cleaning and name tapes which can be arranged for residents at their own expense. The fees do not cover the cost of providing staff to be hospital escorts or travel expenses to and from hospital.
5. This agreement is in respect of room which is a Heather bedroom **single** room on the **first floor**. No tenancy agreement of any kind is intended to be created in respect of the Room and control of the Room occupied by the resident shall remain with the Home. The resident shall be consulted by the home and given four weeks notice of proposed change of room and the reason for the proposed change by the Home.
6. The Management reserves the right to transfer any resident to a room of a similar standard although this would never be done without the consent of the resident and/or his/her family except in cases of emergency.
7. Fees are reviewed annually in April.
8. The Proprietor undertakes to maintain a standard of care as required by the Care Standards Act 2000. Please note that in the event of an emergency admission to hospital we will endeavour to provide a staff escort but cannot promise this in every situation.
9. Residents may bring with them any small personal items of furniture at the discretion of the manager but the proprietors do not accept any responsibility for loss or damage to any property belonging to the resident unless damage has been caused by ourselves or our staff.
10. **Abbey Lea Care home** holds a current insurance policy for the home and its contents. Residents' personal effects are insured up to the value of £500 per person. If a resident wishes to bring any items of significant value into the home, they can and should be insured separately.

11. All residents will in the first instance be admitted on the basis of a six-week trial period. This requirement is for the mutual benefit of both the new resident and the home. Should either the resident or the home seek to terminate the residency within this period, one weeks notice is required. We reserve the right to terminate this contract if the resident's behaviour became unacceptable or his/her health has deteriorated to such an extent that we are unable to meet their needs.

After this trial period, four weeks written notice is required. In the event of the demise of a resident, two weeks fees are payable.

12. If the resident has any complaints, they should be taken up with the proprietor, preferably in writing. If the matter cannot be dealt with internally, then the resident or his/her representative can lodge complaints with the Care Quality Commission. A complaint procedure is given to every resident.

In Respect of _____

I confirm that I have read and understand the terms set out in this agreement and agree to abide by them.

SIGNED..... Resident or representative

Name.....Date.....

Date of admission.....

SIGNED.....Date.....

For and on behalf of Abbey Lea Care Home