Sunbury Nursing Homes Limited
Admission Agreement for <TITLE> <FIRST_NAME> <SURNAME>

Accommodation <DEPT> <ROOM>	Fees **£ 1485 per week (standard room) £1575 to £1653 (larger rooms)**	Start date <D_O_ADMIT>
Resident's Representatives <CONTACT1>, <CONTACT1_A>, <CONTACT1_2>, <CONTACT1_3>, <CONTACT1_4>, <CONTACT1_5>		

1 Provision of Care

1.1 Sunbury Nursing Homes will take all reasonable measures to provide nursing, health and social care appropriate to the individual needs of the resident.

1.2 The resident's needs will be assessed prior to offering a placement at the home and also following admission using information gathered from the resident, his or her relatives and other health care professionals previously involved in the care of that resident.

1.3 The assessment information will be used to devise a personal nursing care plan for the resident which will be appropriately implemented, monitored, evaluated, reviewed and updated on a regular basis.

2 Delivery of Care

2.1 The care service will be delivered in accordance with the homes' Philosophy of Care and Residents' Charter as detailed in the Resident's Handbook that is issued to residents and their personal representative on admission.

3 Services/Items included in fees:

3.1 Full day and night nursing care

3.2 Full board and lodging

3.3 Laundry including personal items

3.4 Any payment made by NHS for Funded Nursing Care should the resident be assessed as being eligible following assessment by NHS Surrey Heartlands ICB.

4 Services/Items not included in fees:

4.1 Medical and other specialist health care services which are not provided under the National Health Service

4.2 Medications and other prescribed items which are not available on National Health Service prescriptions

4.3 Personal professional services such as hairdressing, manicures, chiropody etc.

4.4 Personal television and telephone service in bedroom

4.5 Personal requirements such as tissues, toiletries, dental cleaning items, confectionery, biscuits, fruit cordials, newspapers and magazines.

4.6 Transport to and from the nursing home for any reason including hospital visits when NHS transport is not available.

5 Additional Services/Items

5.1 Any requirement for services/items which are not included in the fees will be provided on request and charged on the basis of cost plus 10% service/handling charge per service/item. Details of current charges are available on request.

5.2 Invoices for these services/items are issued monthly in arrears and are due for payment on receipt of invoice.

6 Payment of Fees

6.1 Invoices for fees are issued monthly in advance for the number of days applicable in the month. One full day's fees are chargeable for any day or part of day that the person is resident within the home

6.2 Invoices for fees to be paid in full on receipt of invoice or by monthly bank standing order on the first of each month.

6.3 The minimum chargeable fee period is seven days

6.4 Financial responsibility for payment of fees and personal expenses lies with the resident and his/her representative(s) who make the admission arrangements.

6.5 In the event of non payment of fees or an unagreed delay in payment of fees Sunbury Nursing Homes Ltd reserves the right to terminate the contract giving one month's notice in writing.

6.6 Should the resident become eligible for Local Authority funding at some stage after admission, fees will continue to remain liable as per this contract until an alternative contract, which will supersede this one, has been agreed and enacted with the relevant local authority. It is the company's policy not to offer reduced rates to local authorities at any stage.

7 Fees Increase

7.1 It is necessary for fees to be reviewed periodically, normally on an annual basis in April to coincide with the general increase in state benefits, and a minimum of twenty eight days notice in writing will be given of any increase in fees. The annual increase will be no higher than 5%. However, should the most recently available Retail Price Index (RPI All Items as provided by Office for National Statistics) rate at the time of the notification of increase be higher than 5%, then the increase will then be at that rate.

8 Temporary Absence

8.1 Full fees are charged in the event of a resident being temporarily absent from the Home (due to admission to hospital for example) for up to 28 consecutive days.

8.2 In the event of absence lasting more than 28 consecutive days, then a 10% reduction in the fees will apply for the period in excess of 28 consecutive days until the resident returns to the Home or the residency is terminated in accordance with the notice provisions of this agreement.

8.3 The accommodation occupied by the resident will be kept available for him/her throughout the period of absence and not used for any other purpose unless agreed otherwise

9 Trial Period and Termination

9.1 The placement is subject to three months trial period during which time the placement may be terminated by either party giving one week's notice in writing.

9.2 One month's notice in writing must be given to terminate the placement once the trial period has been completed. It is expected that the only reasons the company would give notice of termination would be if it has been fully assessed that it is no longer able to meet the needs of the resident or because of payment default as per clause 6.5.

9.3 Fees will be charged in lieu of notice in the event of a resident leaving to take up residence elsewhere before the expiry date of the required notice period.

9.4 In the event of death fees remain payable for seven days after the date of death.

9.5 The minimum charge is one week's fees.

10 Clothing and personal requirements

10.1 The resident must have an adequate supply of day and night clothing and personal toiletries. The company will label any items of clothing as required and arrange suitable laundering of any such items. There is no additional charge for either of these services.

11 Medical attention

11.1 Is provided under the National Health Service unless private arrangements are made.

11.2 Prescribed medication which is not available on NHS prescription will be charged to the account.

11.3 Residents are registered with a local GP unless we are advised that the existing GP wishes to continue caring for the resident whilst in our care.

12 Cash and Valuables

12.1 Sunbury Nursing Homes Ltd cannot accept any responsibility whatsoever for residents' possessions, valuables, and personal effects of any description and should residents bring or have brought into the Nursing Homes any

such items they do so entirely at their own risk and should therefore effect their own comprehensive insurance cover against loss or damage or any other insurable risk.

12.2 For reasons of security we strongly advise against residents retaining cash and valuables.

12.3 Any personal requirements can be obtained through our stores on the account thus alleviating any need for cash transactions.

12.4 Staff are not permitted to undertake shopping errands for residents on a private basis.

13 Visitors

13.1 There are no restrictions whatsoever on visiting but visitors may be asked to leave the resident's room while essential nursing or care tasks are carried out.

13.2 Visitors are welcome to take residents out with the permission of the Registered Manager or the acting Nurse Manager but do so entirely at their own risk.

14 Fixtures and Fittings

14.1 For safety reasons installation of any electrical appliance, fixture or fitting, and repairs of any kind in a resident's room must only be undertaken by our maintenance staff or appointed/approved contractors.

15 Telephones

15.1 Except for a pay phone in the Main Building telephone facilities for residents to make outgoing calls are not provided but residents may have a private line installed in their room at their own expense.

15.2 Facilities are available for residents to receive incoming calls and their relatives and friends are most welcome to telephone to enquire of the resident's progress or to pass a message.

16 Television

16.1 A television aerial point is installed in each bedroom and televisions are available for use. However, Residents are most welcome to have their own television set installed in their room subject to checking as per clause 14.1 above. There is also a communal TV in the Montford Lounge

17 Complaints

17.1 It is recognised that despite the good intentions and hard work of the management and staff, there will be occasions when the resident and/or his/her representative will have cause to make a complaint. A Complaints Procedure exists to ensure that a complaint is dealt with to everyone's satisfaction and no complaint is left unresolved.

17.2 The procedure is detailed in the Resident's Handbook and copies are available in the Front Entrance

18 Variations

18.1 From time to time either party may wish to vary these terms and any agreed variations will be recorded in writing and signed for and on behalf of Sunbury Nursing Homes Limited by a Director of the company.

Signed by .....

Christopher White for and on behalf of Sunbury Nursing Homes Limited

Signed by .....

(Resident/Resident's Representative)