

Hillcroft Nursing Homes

Hillcroft Nursing Homes Ltd

North Rd,
Carnforth,
LA5 9LX
Tel 01524 734433

Westbourne Rd,
Lancaster,
LA1 5DX
Tel 01524 63107

Caton Green Rd,
Brookhouse,
LA2 9JH
Tel 01524 770334

Woodlands Drive,
Morecambe,
LA3 1LZ
Tel 01524 858599

Throstle Grove,
Slyne-with-Hest,
LA2 6AX
Tel 01524 825328

Chapel Lane,
Galgate,
LA2 OPR
Tel 01524 751691

TERMS AND CONDITIONS OF RESIDENCE

In respect of:

The acceptance of a person to stay in a nursing home involves a special relationship of intimate care. You are assured that we do our uppermost to nurse and care for our residents in all circumstances. However, to do so we have to maintain an extensive establishment at a substantial financial cost, and therefore, we have to define the relationship in business terms. Below are listed our basic terms and conditions of residence for our mutual benefit:

Planned Date Of Admission:

Trial Period

The decision to become a resident should not be taken lightly, and for this reason the first four weeks of the stay should be considered a trial period. If at, or before the expiry of the trial period, the resident or the home should decide that permanent residence would not be suitable, for whatever reason, residence shall terminate on written notice from either side, and the resident shall vacate the home at the time agreed.

Registration

Hillcroft Nursing Homes are registered and regulated by the Care Quality Commission.

Finance Agreement – Self Funded

Management cannot accept responsibility for resident's personal finance but we are always willing to discuss and advise when requested.

Fees

Fees, unless otherwise stated, include accommodation, full board, nursing and social care and in-house laundering of personal items.

Total weekly fee:

Fees for less than a week will be calculated at a daily rate of 1/7th of the weekly fee. Each part day that a room is occupied will be calculated as a whole day.

Payment arrangements

Fees are payable every four weeks **in advance**, by standing order, cheque, or online payment to:-

Sort Code: 015490 Account No: 22076123 Account Name: Hillcroft Nursing Homes (quoting Account Code from invoice)

Late Payments

We reserve the right to charge interest at a rate of 2% above the minimum lending rate of the National Westminster PLC for the time being in force, on any sums outstanding 30 days after the date of invoicing.

Guarantee/Responsibility for Fees

The Resident or their representative who signs this agreement confirms that there are sufficient funds available to make payment for fees, charges, extras, etc. as may be claimed under this agreement on demand. Should the Resident's assets fall below the threshold for state funding, the Resident or their representative undertakes to end this agreement, by giving four weeks written notice, and to claim funding from Social Services. If no such claim is made the representative assumes personal joint responsibility and liability for all fees and charges.

If the Residents affairs are to be managed by the Court of Protection or under an Enduring Power of Attorney, the representative undertakes to accept responsibility for any debts accruing to the home before and whilst the Residents affairs are being processed in court.

In the event of non-payment of fees, the Resident may, upon written notice, be asked to vacate the home unless full payment is received within 7 days. Any outstanding fees will then be recovered through the courts.

Review

Fees are generally reviewed annually. However changing legislation can have a considerable impact on costs which must invariably be reflected in fees. In such circumstances there may be a need for interim reviews. The home reserves the right to increase fees if running costs justify it, or if a resident's condition deteriorates to a stage where additional care to that normally provided is required, subject to agreement. Four weeks' notice in writing will be given of any change in fees.

General Terms

Medication

All drugs, medication and treatment creams should be handed in on admission. Relatives and visitors are asked not to bring in medications without consulting the Nurse in Charge.

Any resident wishing to self-administer all or part of their medication should discuss this with the Nurse in Charge.

Smoking/Alcohol

Residents are asked to discuss smoking arrangements and alcoholic drink requirements, on admission.

NHS treatment

Residents treated under the NHS will receive medical attention, drugs and medications as available under the NHS. Private treatment can be arranged on request and the appropriate charge will be made.

Visitors

Visiting times are kept as flexible as possible, and visitors, including children and well-behaved pets are welcome at any reasonable time.

Meals for visitors can be provided for a small charge, by prior arrangement. Beverages are provided free of charge.

Outings

Visitors are welcome to take residents out, although they must inform the Nurse in Charge that they intend to do so. No responsibility can be taken for residents during such outings.

Telephones

Arrangements can be made for residents to make and receive telephone calls and messages will be taken at any time.

A personal direct telephone line can be connected in each bedroom. Arrangements for private telephones should be made with British Telecom.

Personal Belongings and Valuables

A detailed list of all personal belongings and valuables must be given on admission and up-dated as appropriate thereafter. Residents are asked not to keep excessive sums of cash or valuables in their rooms. Valuables can, upon request, be locked away for safekeeping. No responsibility for loss or damage to such items can be accepted should this advice be disregarded. No responsibility can be taken for items not clearly permanently named. For clothing items, the home provides a complimentary labelling service (using heat-seal labels) for all unnamed items handed to the Nurse in Charge.

Whilst every effort will be made to care for items of personal clothing, our laundering system is of an industrial type, and it is recommended that only clothing which is fully machine washable is brought into the home.

In order to comply with control of infection guidelines, any clothing which has come into contact with foul or infected substances must be "sluice" washed at temperatures exceeding 70°C. We are unable to accept responsibility for any items damaged during this process.

The Nurse in Charge must be informed if any items of clothing or personal belongings are removed from the home so that a signature for removal can be obtained.

Insurance

The home insurance policies cover personal effects to a maximum of £1000 per resident. If property of greater value is retained, in particular, furs, jewellery, etc. these should be covered by the resident's own insurance.

Furniture and Electrical Appliances

Residents may bring their own furniture and electrical equipment into the home to personalise their rooms, though please note all such items must comply with fire and safety regulations.

Residents who use their own beds are advised that if their nursing care recommends the need for mattress evacuation in the event of a fire, we reserve the right to replace the bed with those approved by the fire officer. Divan beds are not approved by the fire officer for mattress evacuation.

All items of electrical equipment will be subject to testing to ensure safety and unsafe items will not be permitted to be used within the home.

We reserve the right to have dangerous furniture and furnishings or equipment removed from the home. Any questions or doubts should be addressed to the Manager/Matron prior to bringing furniture and equipment into the home.

Gratuities

Individual staff are forbidden to accept gratuities. However, donations may be made to the staff or residents funds via the home which holds accounts on their behalf.

Complaints

Any minor complaints should be made firstly to the Nurse-in-Charge. If the complaint is not resolved to your satisfaction, or the complaint is of a serious nature you should write to the Matron / Manager. In the case of an unresolved complaint, you should write directly to the Company Directors. You also have the right to complain directly to Lancashire County Council. If you continue to be unhappy with the outcome of your complaint you can contact The Local Government Ombudsman.

A fully documented complaints procedure is displayed in reception and a copy is available on request.

Termination of Agreement

Four weeks' notice in writing, or payment in lieu will be required should a resident decide to leave the home, unless the stay is for a predetermined period.

When departure from the home results from the death or sudden serious illness of the resident, no such notice will be required, and the agreement will terminate when the room is cleared of all belongings.

Although it is the aim of the home to care for residents until death, in special circumstances, such as the need for specialist or constant care, we reserve the right to ask the resident to leave the home, in which case four weeks' notice will be given in writing. In such circumstances, every assistance will be given in finding appropriate alternative accommodation.

I have read the Conditions of Residence and agree to be bound by them.

Signature: Date:

Name (in block capitals):.....