

Cornelius House Limited
114 Fishbourne Road West
Chichester, West Sussex
PO19 3JR
Tel: 012343 779372

CONTRACT FOR RESIDENTIAL CARE SERVICES

This Agreement between Cornelius House Limited (“The Provider”) and (“The Resident”) relates to the provision of residential care services provided by The Provider and the acceptance of the terms laid out in this agreement by The Resident

RESIDENCE AND PAYMENT OF FEES

1. Upon payment of the weekly charge (see 2) The Provider undertakes to provide food, light, heat, linen, laundry service and all reasonable personal care of the type typically provided by a Residential Care Home for the Elderly.
2. The weekly charge shall be paid monthly in advance to cover the services in 1. At the commencement of this agreement the relevant fee is £xxx per week (£x,xxx per calendar month).
Fees are normally reviewed annually on April 1st. But where, due to government legislation, costs to the Provider are increased beyond his control, The Provider retains the right to increase fees at any time with 2 months’ notice.
3. The Provider undertakes to maintain a standard of care as required by the CQC (Care Quality Commission - www.cqc.org.uk).
4. This Agreement shall continue in force until terminated by death of the Resident, or either party giving to the other four weeks written notice of termination.
Should the Resident leave the Home without giving the required notice in writing, payment in lieu at the normal weekly rate will be payable. (see 6)
5. Should The Resident at any time require hospital treatment, the Provider will retain the accommodation at the full rate for as long as is required.
6. In the event of the death of The Resident, any outstanding fees due shall be chargeable to The Resident’s Estate or recoverable from the next of Kin or other representative.
A charge will continue to be made until all personal effects of the Resident have been cleared, or two weeks after the date of death whichever is the later.
Conversely, any advance fees shall be refunded from the date after all the personal effects have been cleared or two weeks after the date of death whichever is the later.
7. For the avoidance of doubt, The Provider will give notice under 4 above requiring the Resident to leave the Home under the following circumstances:
 - a. Non-payment of fees
 - b. If, in the opinion of the Provider, they are unable to provide the degree of care and attention required by the Resident
 - c. Any circumstance or behaviour which The Provider feel may be seriously detrimental to the Home or the welfare of the other residents and staff.
8. The first four weeks of any admission shall be regarded as a trial period for the benefit of The Resident and The Proprietor. During this time the contract can be terminated without notice.

MEDICAL AND PERSONAL REQUIREMENTS

- 9. The Resident shall from his/her own resources provide medical requisites (other than medication by prescription), hairdressing, clothing, and other items of luxury or of a personal nature.
- 10. The Provider undertakes to order, take charge of and dispense all PRESCRIBED medication. The Resident undertakes to allow the Provider to do so and also undertake not to use any un-prescribed medication without the prior knowledge and approval of the Provider.
- 11. Where The Resident prefers to “self-medicate”, it is essential that the proper authorisation and liability waivers are completed and duly signed.

PERSONAL EFFECTS AND PERSONAL MOBILITY

- 12. The Resident is free to journey out alone. However, the Provider will not be responsible for the safety of the Resident outside of the Home.
- 13. All electrical items brought by The Resident on admission or during residency shall first be inspected as to their safety by The Provider before any use.
At the discretion of the Provider items of furniture may be brought in by The Resident subject to inspection as to condition and defects liable to render the article unsafe and unfit. Transportation, insurance and eventual removal of such items shall be The Resident’s responsibility or that of their Executors.

MISCELLANEOUS

- 14. The Provider’s insurance policy covers personal effects to a maximum of £500 for each resident. If property of greater value is retained, and in particular jewellery, furniture and paintings etc. these must be covered by The Resident’s own insurance.
Although The Proprietor will ensure every care is taken to prevent losses, Residents are asked not to keep excessive sums of cash or valuable items in their rooms.
- 15. By signing this contract the Resident agrees to the use of any pictures taken of them for the purposes of promotional activity and display around the home.

THIS AGREEMENT SUPERSEDES ALL PREVIOUS AGREEMENTS

SIGNED: **Date:**

For and on behalf of The Provider

SIGNED: **Date:**

For and on behalf of The Resident

RESIDENTS GUIDE

ACCOMMODATION

The accommodation at Cornelius House comprises of twenty single rooms with en-suite facilities. All rooms are fully furnished, with colour television, call bell system, telephone point, door locks, and a lockable storage facility for private correspondence, etc. The majority of rooms are situated on the ground floor, with doors to the garden. Those on the upper two floors are serviced by a passenger lift. The Home has a lounge and lounge/dining room with access to a large patio and south facing gardens. Residents may bring small items of furniture, pictures, ornaments, etc as can be accommodated in their own room.

SERVICES INCLUDED IN THE FEES

24 hr care is provided and help is given with mobility, washing, dressing and assistance with personal care. Terminal Care is provided with the consent and support of the General Practitioner. Residents may choose their own General Practitioner and any medication prescribed will be held centrally and administered in accordance with Pharmacy regulations.

Catering

A choice of breakfast from 8am, including a cooked dish if wished is generally served in residents` rooms at a time they desire. Cooked lunches and evening meals are served in the dining room at 12.30pm and 17.30pm or in the residents` rooms, as preferred. Mid morning coffee is brought to the residents at around 10.30am and afternoon teas are served at 3pm to residents and their guests in their rooms, the lounge or garden.

Laundry

A personal laundry service is provided on the premises. All items of personal clothing should therefore be named.

Newspapers

A selection of daily newspapers and periodicals are available in the lounge. Personal accounts for additional newspapers and magazines can be arranged.

Toiletries

Tissues, soap, toothpaste / denture cleanser and talcum powder are provided. Other Toiletries should be purchased privately.

Transport

Wherever possible reasonable requests for transport using our company vehicle are provided for any appointments associated with occasional medical care at the Manager's discretion. Taxis can be booked at residents' cost.

Smoking

In the interests of health and safety, smoking is prohibited anywhere in the Home. This applies to residents, visitors and staff.

Insurance

The Homes general insurance policy covers each resident`s private effects to a limit of five hundred pounds. Residents are, therefore, advised to insure items of special value.

Telephone

A cordless telephone receiver is available for residents' use. Or you may wish to have a telephone line installed in your own room.

Visitors

Visitors are welcome at any time, and are asked to notify staff of their arrival and departure and sign Visitors Book.

Clergy

Local representatives from most religious denominations visit the Home on a regular basis. A non- denominational church service is held regularly at the Home.

Library Books

Library books, including large print books and story cassettes are available to residents. Our local library will offer a housebound service to our residents.

Linen

All items of linen, towels, face cloths etc are provided.

Electrical Equipment

All replacement batteries, bulbs etc of residents' personal radios, reading lights and other aids are provided.

SERVICES NOT INCLUDED IN FEES

Chiropody

A chiropodist visits every four weeks, but residents' personal chiropodists may visit them if preferred.

Hairdressing

A weekly hairdressing service is available, but residents may prefer their own hairdresser to continue to visit them in the Home.

CARE STAFF

Staff employed at Cornelius House are selected for their genuine empathy with the elderly. They receive training in all aspects of care and emergency procedures including fire drill. Approximately thirty staff are normally employed, and many of the current staff have served in the Home for more than ten years.

INSPECTION REPORTS

A copy of the most recent inspection report by CQC is available on request. They are also available on line at: www.cqc.org.uk and is also displayed in the Home.

COMPLAINTS PROCEDURE

The Proprietors undertake to maintain a standard of care as required by CQC. If an occasion should occur where a complaint or query arises the Care Home Manager will be pleased to help in any way possible. If the complaint is not resolved the resident may wish to refer to CQC, CQC South East, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA, Telephone: 03000 616161. In the event that it is felt that the complaint has still been unfairly dealt with by the Registration Authority, or if the resident has suffered an injustice caused by their maladministration, the matter may be referred to the local Ombudsman to investigate.

RESIDENTS VIEWS ON THE HOME

Since 1981 the Home has received many written and verbal compliments about the high standards of care enjoyed by residents in a non institutional atmosphere where they are supported by long serving and loyal staff. The most recent comments are recorded at: www.carehome.co.uk

REGISTRATION

Cornelius House is registered with Care Quality Commission.

The address is:

CQC South East
Citygate, Gallowgate
Newcastle Upon Tyne
NE1 4PA
Telephone: 03000 616161

E-mail: enquiries@cqc.org.uk