



THE CHACE REST HOME LTD

Chase Road, Upper Welland, Malvern, Worcs WR14 4JY

CONTRACT OF TERMS AND CONDITIONS OF RESIDENCE

Agreement between: The Chace Rest Home Ltd

And Resident:

Room Number:

SIGNED ON BEHALF OF THE CHACE REST HOME LTD _____

DATE _____

SIGNED ON BEHALF OF THE RESIDENT _____

NAME _____

RELATIONSHIP TO THE RESIDENT _____

DATE _____



Telephone: 01684 561813 Facsimile 01684 563399

Managing Director: A.Reeley

Company Number: 02624301





1. Introduction.

- 1.1 The Chace is registered as a residential care home with the CQC, which is responsible for ensuring that standards are maintained.
- 1.2 Our aim is to provide a safe, caring and homely environment in which our residents can maintain their individuality and independence. It is important to us that the resident enjoys a life style that is as close as possible to that which they might enjoy in their own home. This includes deciding their own daily routine which is agreed with their family and 'the home'
- 1.3 Residents and families are encouraged to view any reports and can do so on request to the Manager.

2. Fees.

- 2.1 The fee rate is set within the Homes Prospectus and agreed between the home and the client or representative. Prior to admission.
- 2.2 Any increases in fees will not need to be amended to this contract.
- 2.3 Fees for less than a week will be calculated at a daily rate of 1/7th of the weekly fee. Each part of the day which a client spends in the home will be treated as a whole day.
- 2.3 There will be no reduction in fees for periods of temporary absence.
- 2.4 Fees are increased annually on 1st January every year. The home reserves the right to increase the fees at other times. Four weeks notice will be given of changes in fees.
- 2.5 Fees must be paid one month in advance by Standing Order on an agreed date set by the person paying the fee and the manager of the home. Should the individual be away on the due date provision must be made for 'The Chace' to be paid, as agreed. Notice is also drawn to the individuals that fees are due fifty-two weeks per year. Fees that are encompassed to Social Service, must also be paid as above in accordance with Worcester County Council contracts.
- 2.6 Any Private resident who's income falls below the Social Services threshold still remains liable for full payment until Social Service payment is received.
- 2.7 The fees cover full board, twenty-four hour care and a personal laundry service. Fees do not cover dry cleaning, alcohol, newspapers, services such as hairdressing, chiropody, etc. These can be arranged by management, and are charged to the individual.
- 2.8 All clothing must be clearly marked before admission otherwise a fee will be incurred for labeling undertaken by the home or professionally
- 2.9 The home must be able to gain access to residents clothing in order to launder any items that are need of cleaning.



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3. Guarantee/Responsibility for fees

- 3.1 The resident or resident's representative who signs this agreement assumes personal joint and several responsibility and liability to pay all fees, charges, extras, etc as may be claimed under this agreement on demand. If the resident's affairs are to be managed by the Court of Protection, his/her representative undertakes to accept responsibility for any debts accruing to the home before and whilst the resident's affairs are being processed in court.
- 3.2 In the event of non-payment of fees, the client 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.

4. Permanence

- 4.1 Every endeavor will be made to keep residents at the home. However the home reserves the right to ask the resident to leave if it is felt that the home is unable to provide the amount of care needed by the resident to ensure a quality service.

5. Benefits

- 5.1 The home shall co-operate with clients making application for benefits and allowances. The home will not usually handle resident's pension books or manage financial affairs except at the managers' discretion and only on signature of an indemnity. The home offers a petty cash account for each individual resident. Further information can be obtained from the manager.

6 Personal Possessions

- 6.1 Residents are encouraged to bring personal possessions and they will remain the property of the resident. Items of significant or sentimental value should be handed to the manager for safekeeping. The management can accept no responsibility for loss or damage to such items should this advice be disregarded.
- 6.2 The home and its contents are insured and a limited cover up to £500 is provided for resident's own possessions. The resident must insure their own valuable items.
- 6.3 Electrical items brought into the Home should be inspected by a professional electrician before use. Any yearly testing of personal appliances will be charged on an individual basis by the electrician.
- 6.4 Furnishings and furniture brought into the home must comply with fire resistance requirements as laid down by the **Furniture and Furnishings (Fire Safety) Regulations 1988**. Furniture made before 1950 is exempt from these regulations. The home retains the right to refuse to allow furniture to be brought into the home if it is suspected to be a fire risk.
- 6.5 It is the responsibility of the resident or family to document personal items upon admission to the Chace. This form must attached to this contract must be completed and countersigned by a representative from the home. If documented items are to be moved from the home then the



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management must be notified . The home does not accept any liability for items that are on the list that have been removed from the home.

6.6 There will be a charge for stowage if any items left at the home upon departure of the resident.

7 Smoking and Fire Regulations

7.1 Smoking is not permitted within the home. Residents and visitors should familiarise themselves with fire exits and procedures. Drills will be held as required by law. Lifts should never be used in the event of a fire or emergency

8. Visiting

8.1 There are no set visiting hours although we would expect visitors to leave by 11pm unless otherwise agreed by the management.

9. Outings

9.1 Visitors are encouraged to take residents out although they must advise a member of staff that they intend to do so. The management accepts not responsibility for the resident during such outings.

10. Medication

10.1 The resident holds the right to self administer drugs. Where this is not taken the home will manage the resident's medication in accordance with the policies laid down by the home and approved by the regulating authorities.

11. Rooms

11.1 Rooms offered exceed nation minimum standards set by CQC. Residents rooms will be monitored for repairs, renewals, decorating, heat & light. If any work is required to the room, the resident must co-operate with the management to ensure the work can be carried out. Any long term interruption may lead to the resident having to temporarily move out of that room. Alternative accommodation will be offered.

11.2 Any damage caused by the resident to the home, its fittings and fixtures or possessions belonging to any other person in the home or related to, will be chargeable at replacement cost.

11.3 Rooms are provided at the home unfurnished. In the case of the resident being unable to furnish their room the home will endeavor to furnish the room. If the home has to purchase items the home reserves the right to charge a rental for the items.

12. Food

12.1 All food is produced on site. Residents must inform the home of any special dietary requirements.



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12.2 The main meal of the day will be provided at midday and this is a set menu. Alternative meals will be provided to those with dislikes or special dietary requirements. All other meal times are offered with a choice of menu.

12.3 Any perishable food brought into the home for consumption by a resident must be passed by a member of staff from the kitchen

13. Care

Care is offered 24 hours per day. The home will monitor individual care needs and liaise with the residents and family as required. The Chace reserve the right to move a resident to an alternative room if it is felt this would be in the best interest for that resident.

14. Termination of Agreement

14.1 One month's notice or payment in lieu will be required should a resident decide to leave the home. In the circumstances described in Para 4.1 above when it is necessary to ask a resident to leave, the management will endeavor to give as much notice as possible but reserve the right to require immediate departure. In such circumstances, every assistance will be given by the management in finding appropriate alternative accommodation.

14.2 In the case of a resident's death two weeks fees will be due. In other circumstances the payment in lieu may be reduced or waived at the discretion of the manager.

15. Death

15.1 In the event of the death of a resident, the next of kin and/or the legal representative will be informed. The home is not responsible for making any funeral arrangements.



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Date.....

Advice On Death

Please fill in the following questionnaire, which would help us with our records

Do you have a preference of Undertakers, if so who?	
Are your wishes to be buried or cremated?	
Are any funeral arrangements already in place? If so do you have a contact?	
Any other comments?	



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Service supplied	Name and telephone number	Address	Start date if known	Date of last visit if known and please indicate if it was external or internal visit
Chiropodist				
Dentist				
Hairdresser				
Optician				
Other				



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