

A2900 The Glenmarie Care Home Service Users' Handbook



THE GLENMARIE CARE HOME & Care Centre

The Glenmarie Care Home
Service Users' Handbook

A2900 The Glenmarie Care Home Service Users' Handbook
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Part 4 – Contract of Admission (2 copies – Service User and Provider)

If you require a copy of this handbook in large print, or in a language other than English, please ask any member of staff.

This copy issued to:

Room number

Important: Part 2 of this handbook must be sent to your regional CSCI office when it is first brought into use. The CSCI must also be sent a copy within 28 days if the content of any of the documents in Part 2 are changed in any way.

THE GLENMARIE

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**THE GLENMARIE
CARE HOME & Care Centre**

The Glenmarie Care Home

Service User's Handbook

Section 1

Welcome to The Glenmarie Care Home

The Glenmarie Care Home

2/4 Harrow Place

New South Promenade

Blackpool

Lancashire

FY4 1RP

01253 406869

A2900 The Glenmarie Care Home Service Users' Handbook**PART 1 Welcome to The Glenmarie Care Home**

On behalf of Mrs Cynthia Winifred Gallagher, the owners of The Glenmarie Care Home and all of our staff, we welcome you, your family and your friends. We hope that you will be happy with us at The Glenmarie Care Home and will continue to enjoy your current recreational and social pastimes and contacts in addition to those which we can offer you after joining us.

We want you to continue to enjoy your day-to-day life in the same way you do at present.

The contract of admission (attached) states that the first month of your stay will be on a trial basis, to ensure that you are satisfied that you have made the right decision. At the end of the month, we will consult with you, and if appropriate and with your permission, your family, and seek your views as to whether you wish to stay with us or move elsewhere. If you decide to stay with us, your admission will be confirmed. If you decide to leave, we will support you fully in that decision, and help you to find alternative accommodation.

The Background of The Glenmarie Care Home

The present owners, the Gallagher family, established The Glenmarie Care Home in 1989 in a four-storey building which was formerly a hotel. The Home is very unusual in having a hotel, owned by the same family, attached to the Care Home. The families of Service Users occasionally stay in the Hotel, and The Glen Marie specialises in offering unique holidays for families which require both hotel and care home accommodation, on the same premises.

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Section 2

The Glenmarie Care Home's Statement of Purpose

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PART 2 The Glenmarie Care Home's Statements of Purpose

AIMS & OBJECTIVES OF The Glenmarie Care Home

Welcome:

The Glenmarie Care Home admits up to 39 male and female residents (33 in the Old Age registration category and 6 in the Physical Disability registration category) over the age of retirement age, who require personal care only, and a small number of residents with early stage dementias.

The Glenmarie Care Home is a non-smoking Home, and smoking is therefore not permitted on the premises.

A pre-admission assessment will be carried out to assess the suitability of the match between your needs and the Services and facilities of the Home. The suitability of your admission will be discussed with you, and if appropriate, your representative(s). Emergency admissions will be accepted only in exceptional circumstances, where the health or safety of the Service User is under threat, and normally only through a professional referrer such as Social Services. In this event, the suitability of the proposed Service User will be discussed with the professional referrer to ensure that the needs match the services offered, and the normal pre-admission assessment will be carried out within 48 hours of admission.

Care objectives

The Glenmarie Care Home aims to:

- Offer skilled care to enable people who live here to achieve their optimum state of health and well-being.
 - Treat all people who live and work at The Glen Marie Care Home and all people who visit with respect at all times.
 - Uphold the human and citizenship rights of all who live, work and visit here.
 - Support individual choice and personal decision-making as the right of all Service Users.
 - Respect and encourage the right of independence of all Service Users.
 - Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times.
 - Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
 - Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.
-

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Details of Registered Provider, Responsible Individual and
Registered Manager
Registered Provider:

Name: Mrs Cynthia Winifred Gallagher

Address: 2/4 Harrow Place

New South Promenade

Blackpool

Lancashire

FY4 1RP

Experience: Worked in the bare home since 1989, and has been managing the home since 1998.

Responsible Individual:

Name: John Gallagher

Address: The Glenmarie Care Home, 2/4 Harrow Place

New South Promenade

Blackpool

Lancashire

FY4 1RP

Experience: Worked in the bare home since 1989, and has been managing the home since 1998.

Registered Manager:

Name: Mr John Gallagher

Address: The Glenmarie Care Home, 2/4 Harrow Place

New South Promenade

Blackpool

Lancashire

FY4 1RP

Qualifications: Qualified as a chef (City and Guilds 706 1 and 2), Health and Hygiene and Health and Safety. NVQ 4 in Care Management.

Experience: Worked in the bare home since 1989, and has been managing the home since 1998.

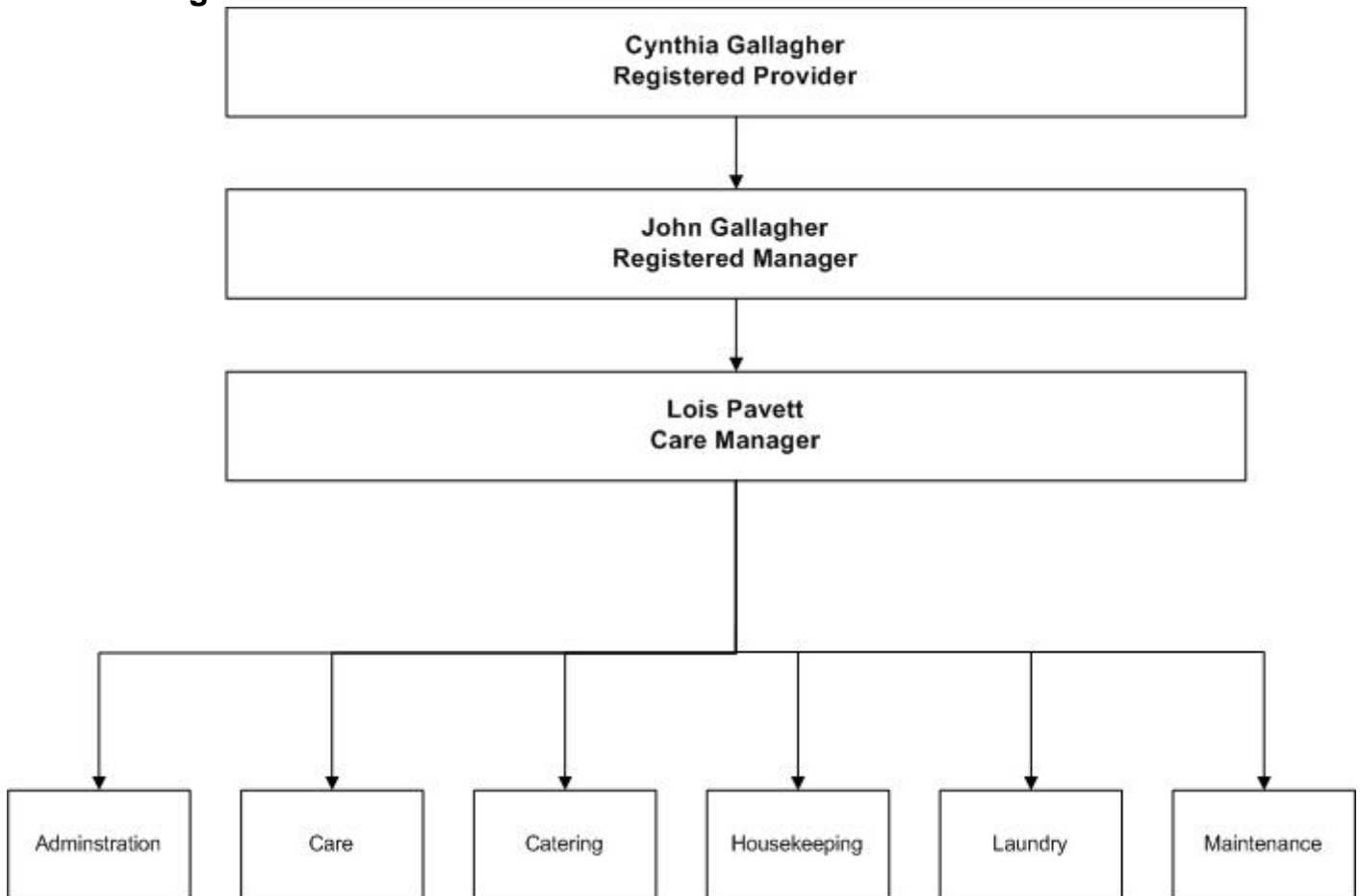
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Staff Profile

The table below indicates the target staffing profile for the Home. A list of current staff and their qualifications is available on request and on display in the Home.

Grade	Number	Qualifications	Experience
Senior carer	4	RMA,NVQ 4	27years
NVQ 3 qualified carer	4	NVQ 3	mixed
NVQ 2 qualified carer	6	NVQ 2	mixed
Carer – over 1 year Service	8		
Carer – under 1 year Service	2		
Chef	1	Qualified Chef	40years
Housekeeper/cleaner	1	NVQ2	10years
Maintenance	1		
Administration	1	NVQ 4	10years

Care staff work on a rota system, which ensures that the Home is staffed by the appropriate number and skill mix of staff throughout the day and night, including weekends and public holidays. The staffing levels conform to the standards set out in the publication "Care Staffing in Care Homes for Older People", published by the Residential Forum, and recognised as the benchmark for staffing levels by the CSCI. New employees are inducted within six weeks of employment, and complete a foundation level training course during their first six months. We manage and train our employees with the aim that half of care staff, excluding Registered Nurses, will achieve NVQ Level 2 by 2005. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff.

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Organisation of home



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Description of Our Services and Facilities
Services offered:

- Personal care, all food, laundry, room cleaning, social activities, hairdressing.
- Hairdressing, chiropody, physiotherapy, optician and dental Services are also available from independent contractors at reasonable cost. The Glenmarie Care Home will arrange for the Service User to have access to these Services; the contractors will state their costs and terms of business directly to the Service User.
- Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

The physical environment

- Clients at The Glenmarie Care Home Care Home enjoy the following facilities:
 - A full automatic Fire Alarm system, and an emergency lighting system
 - A room call system covering each room
 - A distinct dining area, where the menu choice for several days in advance is displayed
 - An attractive building converted from a hotel
 - A full automatic Fire Alarm system, and an emergency lighting system
 - A room call system covering each room
 - A passenger lift
 - Assisted baths
 - A separate dining room, where the menu choice for several days in advance is displayed
 - Subject to risk assessment, Service Users may use the convenient kitchen to prepare their own snacks and drinks
 - An on-site laundry
 - Single rooms, ensuite - 34
 - Double rooms, non ensuite - 4
 - Dayrooms - 3
 - Dining rooms - 1
 - Bathrooms - 3
-

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Communications

Service User/Principal carers committee

The committee provides a recognised forum for the airing of the views of Service Users and principal family carers. Participation in decision-making is encouraged and valued. A member of staff acts as secretary to the committee.

Any funds raised by events are held in a separate account, the signatories of which are one staff member and one Service User representative, and are available only for use in ways approved by and controlled by the committee.

Keeping in touch

Visitors are very welcome at the Home at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your well-being. We will always try to enable you to speak directly to the person telephoning, and if that is not possible we will pass on messages for you. Visitors are asked to sign in and out in the visitor's book to comply with health and safety requirements. We also request that all visitors comply with health and safety notices, and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge.

Special news, details of staff changes, changes in the organisation of the Home, minutes of the Service User's committee and advance notice of events will be posted on the notice board in the entrance hall.

A telephone for your use is available, at wheelchair users' height, and with a comfortable seat adjacent. Any member of staff will help you to access the telephone if you need help. It is possible to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills. You are also very welcome to use the telephone in the office for privacy – please ask any member of staff.

Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly.

Links with the community are encouraged. Your Key Worker will help you to maintain your network of friends and family, and also help you to visit places of interest and shops. Should you wish to go shopping, your key worker or our activities organiser will take you. We also have a shop trolley in the home with toiletries etc for sale at cost.

Call bell system

A call bell system is located in your room and throughout home, enabling you to summon assistance from staff at all times. You should always feel comfortable calling for help at any time of the day or night, whenever you require it.

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Therapeutic Activities

home has a policy of promoting the maintenance of Service Users' normal social networks and social activities. The Service User's care plan includes a facility for recording the life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired. The policy of home is that activities and networking support are a part of normal daily living and support for access will be available at all times.

The Glenmarie Care Home possesses some specialised equipment for the use of Service Users with sensory loss such as loss of sight and hearing..

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Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of quality of Service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, and we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when quite minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being treated disrespectfully. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days.
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish

Service Users and their representatives may take their complaints to persons in authority outside home. For Service Users funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be pleased to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CSCI.

Addresses:

Director of Social Services

Unit 1

Tustin Court

Port Way

Preston

PR2 2YQ

Tel: 01772 730100:

Local Primary Care Trust

Blackpool Primary Care Trust

Seasiders Way

Blackpool

Lancashire

FY1 6JX

Telephone: 01253 651200:

CSCI:

Unit 1

Tustin Court

Port Way

Preston

PR2 2YQ

Tel: 01772 730100

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The Ombudsman:

The Ombudsman
Beverley House
17 Shipton Road
York
YO3 6FZ
Tel: 01904 663200

Advocates

Service Users will be given access to external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Myriad House
6A Sky Ways
Amy Johnson Way
Blackpool
Lancashire
FY4 2RP
Wyre and Fylde Advocacy
21 The Square
St.Annes Road West
St.Annes on Sea
FY8 1SB

Arrangements for your voting rights can be made through the:

Fylde County Council
Town Hall
Lytham St Annes
Lancashire
FY8 1LW .

Other documents

You are invited to review the latest CSCI inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on admission and subsequently published on the notice board in home, and copies are available from the manager at any time.

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Complaints Form

Date:	
Details of complaint	
The outcome which you expect	
Your name	
Signed	
Received: date	
Received by (sign):	

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Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy

- All Service Users have the right to be alone or undisturbed and be free from public attention or intrusion into their private affairs.
- Service User's personal rooms will have a lock fitted appropriate to their needs, and the Service User will be provided with a key unless a documented risk assessment indicates that this is contra-indicated. Decisions in this respect will be recorded in the Service User's Plan and signed as agreed by the Service User or Advocate.
- All Service Users will have access to a locked cabinet in their room, or to a locked cash box
- Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed
- Any building or equipment fault which reduces the privacy of any Service User must be reported to the Registered Manager
- Staff will not discuss Service Users or their affairs within earshot of anyone not directly concerned with their care. Discussion of Service Users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip
- Service Users will always be offered privacy for personal discussions
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's express permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal carer and family according to the wishes of the Service User

Service User's dignity

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked by what name you wish to be addressed, and these names will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity, such as feeding, you will be offered privacy and sensitivity in order that you are not embarrassed.

- Bedrooms, bathrooms and WCs have locking mechanisms on the doors, and staff are trained to knock and wait for your invitation before entering the room.



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Section 3

Welcome to The Glenmarie Care Home's Service Users Guide

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PART 3 SERVICE USER'S GUIDE
PHILOSOPHY OF CARE

- All people who live and work at The Glenmarie Care Home and all people who visit will be treated with respect at all times.
- We aim to offer skilled care to enable people who live here to achieve their optimum state of health and well-being.
- We uphold the human and citizenship rights of all who live work and visit here.
- Individual choice and personal decision-making are the right of all Service Users and will be supported by all the people who work here.
- The right of independence will be respected and encouraged for all Service Users by the caring activities within the Home.
- The individual uniqueness of Service Users staff and visitors will be recognised and these people will be treated with dignity and respect at all times.
- The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Principles and Values Underpinning Our Services

The Glenmarie Care Home is committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Because of this, in the first instance, The Glenmarie Care Home is committed to meeting the needs of those people entrusted to our care. Usually we see no conflict between meeting the needs of Service Users and those of workers. Where such conflict exists, the needs of Service Users must take precedence. The basic principles underlying our support to vulnerable people include:

- **Privacy of Service Users.** The care worker recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both his/her personal affairs and belongings. Written permission will be sought for access to Service User's records.
 - **Confidentiality of information.** The Service User's rights to confidentiality must be safeguarded. The care worker will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in his or her care.
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- **Access to Information.** Every Service User has a right to information about the objectives of their care and a detailed explanation of the Service being offered.
- **Discrimination.** The care worker will not discriminate against Service Users on the grounds of race, nationality, language, gender, religion and beliefs, age, sex or sexual orientation or social standing. The care team must not discriminate between Service Users who pay directly for their Service and those who do not.
- **Personal Dignity, Independence and Individuality.** Irrespective of the severity of their physical difficulties or mental infirmity this will be respected and maintained. The care worker will recognise and respect, regardless of circumstances, the uniqueness of each Service User and their intrinsic value as an individual. Dignity in social care occurs when each person is valued and treated with respect in all aspects of their daily life whatever their circumstances or level of dependency. To have skilled, sensitive care to enable the Service User to achieve the highest possible quality of life.
- **Fulfilment of aspirations.** To have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. Service Users will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
- **Consultation.** Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements, and be fully involved in and fully informed about, the individual assessment of their care needs. Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. The Glenmarie Care Home's commitment will be to find the best and most cost effective way of meeting the Service User's needs and aspirations. Service Users will be supported to make informed choices about their future, which should be incorporated into their personal Service User Plans.
- **Personal Choice.** The care worker will support each individual Service User to exercise, to his or her full potential, personal choice in opportunities and lifestyle. The care worker will ensure that the person they care for has a say in decisions about the provision, extent and timing of any Care Planned and over the withdrawal of any Service. Where, for reasons of mental frailty, the person who is being cared for is not able to participate fully in Service User Planning, consideration will nevertheless be given to his or her wishes, as far as these are expressed and practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.
- **Review.** The Service User will have a regular review of their individual circumstances at which they have a right to be present.
- **Services Information.** The Service User will be fully informed about the Services provided by The Glenmarie Care Home.
- **Legal Rights.** The Service User will be fully informed about their legal rights.

- **Medication.** The Service User will be fully informed about their medication needs and to make decisions about their medical treatment whenever possible.

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- **Family and Friends.** The Service User will be supported to maintain continued access to family, friends, facilities and the community.
- **Complaints.** The Service User will have access to a formal complaint procedure and to be represented by a friend or adviser if they so wish.
- **Supporting independence of Service User.** The Service User will be supported to take risks to the extent of their own informed opinion. Service Users will have the opportunity to think, act and make decisions without reference to another person or unreasonable restriction. This will include the willingness to incur a degree of calculated risk.

The principles outlined above must be guided by prior Commitments imposed by health and safety or statutory Requirements

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Confidentiality

Our policy is that any information about Service Users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, some information will be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge. The Service User or, where appropriate, their principal carer will be consulted where appropriate before information is released.

Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way.

Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure our services meet your needs
- Helping staff to review the support they provide to you to help them achieve the highest standards
- Investigation of complaints or legal claims
- Auditing of our services

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations who we may share information about you are:

- GPs
- District Nurses
- Other health professionals
- Social workers
- CSCI

Gifts, Wills and Other Documents

Employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments.

Neither employees or home may be a beneficiary under a Will of any past or present Service User.

Gifts to staff are subject to disclosure to the Registered Manager, and may be refused on the basis of conflict of interest.

Service User's Personal Fulfilment

The aim of The Glenmarie Care Home is to actively help Service Users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise

Staff will take an interest in things that Service Users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service Users to continue to use their skills and follow their interests if they so wish and facilitate a varied range of new skills and interests for Service Users to pursue if desired

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Service Users will be involved in the devising of their Service User Plan, and if they are unable to communicate effectively a family member, friend or external advocate will work on their behalf

Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service Users potential. They will attend to the complete needs of the individual person irrespective of how the Service User's disabilities affect them. All Service Users irrespective of race, sex, culture or health state are equal and unique human beings and will be offered help and Services according to their own unique needs.

Risk Taking & Risk Management

Staff at The Glenmarie Care Home understand that there is a delicate and difficult balance between Service Users' self-determination in risk taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others. The issue is further complicated when a Service User may not be able to make informed decisions, for instance because of communication difficulties. The assessment of risk is addressed as part of the admission process for each person and the results integrated in the Service User Plan. By this process of integration the views of the Service User, principal carer, family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which The Glenmarie Care Home aims to undertake to meet the Service User's own wishes about their lifestyle:

- Privacy and use of rooms and bedrooms
 - Going out alone
 - Visitors
 - Visiting outside The Glenmarie Care Home
 - Attendance at clubs and centres
 - Going to church and other external activities
 - Engaging in leisure and recreational pursuits
 - Carrying identification
 - Restricted areas in The Glenmarie Care Home, such as the kitchen and outbuildings
 - Bathing
 - Use of stairs
 - Degree of independence
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Service Users and Equal Opportunities

All Service Users have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practice

Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant

All complaints will be recorded in such a way as to highlight repeated problems

Becoming a Service User

The first step is to visit our organisation with your principal carers or friends to look around and be introduced to our Service Users and staff. The Registered Manager or one of our senior staff will be very pleased to provide transport and an escort for a visit if you telephone home to ask. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at The Glenmarie Care Home. This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and home as to whether admission to home is appropriate. In common with all records regarding Service User's, the assessment(s) will be made with your full knowledge, your co-operation, and the records will be shown to you and be available to you at any time.

If you are assessed as a residential Service User, you will be allocated a Key Worker Carer who will help you with your individual personal and recreational needs.

The Registered Manager or one of our team will visit you in your home, or in hospital if necessary, and will document a pre-admission assessment with you. This initial set of information will form part of your Care Plan which illustrates and reviews how your family and our staff gain understanding of how we can use our skills for an overall improvement to your health and well being

If you have any questions please discuss them with your Key Worker, , or contact the Registered Manager, who will be very happy to answer any questions home manages pre-admission and admission according to a detailed Policy and Procedure, a copy of which is available within home and on request.

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Living in home

Car parking

Car parking for visitors is available directly outside the entrance to the The Glenmarie Care Home.

Smoking

The Glenmarie Care Home, in accordance with legislation, allows smoking in designated rooms only. Smoking is therefore not permitted anywhere else on the premises.

Fire precautions

The Glenmarie Care Home carries out a full fire risk assessment on its premises and procedures, and take steps to ensure that the risk of fire is minimised, sound practices are in place in case of fire, and staff are well trained to avoid fire risk and take steps for everyone's safety in the event of a fire, Our Home is subject to inspection by the Fire Brigade. In addition to our own fire safety surveys and assessments and, is covered by an effective fire alarm. If you become aware of any potential fire risk, please immediately inform a member of staff.

Hobbies, interests and activities

Your special interests and hobbies will be discussed during your assessment and noted in your Service User Plan. If you have any special interests please let us know so that we can make arrangements for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally you are free to choose whether to join in or not. There are quiet corners in the Home where you can relax if you wish to be peaceful. There are several televisions and video players, a piano, record player, CD player, tape player and individual music players throughout the home, and a wide range of music types for Service Users to use. Hairdressing facilities are available on the premises, and a hairdresser regularly attends the premises.

If you intend to make your own arrangements and go out for the day, please inform staff so that we can adjust our care and catering arrangements

Religious observances

Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private or individual devotion on the premises.

Meals

We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises, from fresh produce wherever possible. We are happy to provide meals for visitors, if reasonable notice is given.

At present, mealtimes are:

Early morning drinks	7am
Breakfast	8:00 to 9:00am
Tea & coffee	10:30am
Lunch	12:30 pm
Evening meal	4:45pm to 5:00pm
Tea & coffee, & supper	8:00pm

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Services available:

Shopping

Should you wish to go shopping, your key worker or our activities organiser will take you. We also have a shop trolley in the home with toiletries etc for sale at cost. .

Regular clothes shows are organised, when suppliers bring a range of clothing into the Home for you to view and purchase. A shoe retailer also attends regularly.

Transport

Our policy is that all Service Users will have transport arranged for them for appointments, and whenever possible, have access to a Health Service Ambulance. Taxis will be arranged (charged to the Service User at cost) if necessary for relevant appointments where other arrangements cannot be made and properly adapted coaches for disabled Service Users will be hired for outings where possible.

All Service Users can have access to a vehicle for personal transport and all efforts will be made to assist the Service User to retain their independence.

Keeping pets

Wherever possible pets will be encouraged for their beneficial and positive influence on Service User's lives. We also have regular visits from the (well behaved) pets of Service Users and relatives.

Medical Services

You are encouraged to retain your own GP, who may attend to you when requested. However, if your GP cannot attend to you in home, or you wish to change GP, we can provide you with a list of local GP's for you to choose from and ask the practice to register you. You can of course choose the gender of your GP.

A visiting physiotherapist can be arranged

The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Service Users.

A visiting chiropodist can be arranged

The Community Chiropodist may attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Service Users.

You may also request to see a dentist or an optician as required, and they can be seen at home, or by accompanied visits to their practices. Again, they will charge the Service User as appropriate.

Community Nurse

If you are assessed as "residential", you can have visits from the Community Nurse.

Counselling Services

There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you and your nurse, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled.

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Personal Development

The Glenmarie Care Home will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain your interests.

Communication

To assist you in maintaining contact with your family and friends, the Home offers:

- A public telephone, and an extension which can be used in the privacy of your own room.
- The ability to have your own telephone in your room (at your own cost).
- Fax facilities.
 - - Secretarial service
 - A large-button & large print telephone for use by Service Users with vision difficulties
 - A loop-system enabled telephone for use by Service Users with hearing difficulties
 - A personal computer with Internet access

Fees

You will be given a contract of admission together with this handbook. In brief the arrangements on fees are:

If you are fully self-supporting, i.e. you are not in receipt of support from a Social Services Department, you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to the Home, e.g. standing order. Fees are proportionately refundable on discharge.

Privately funded Service Users should note that if their capital is declining, there is a level at which they become eligible for support by Social Services. Application should be made for this support well in advance of reaching the relevant capital level, both to ensure continued payment of fees, and preservation of capital.

If you are supported by a Social Services Department your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their portion directly to the Home. The Benefits Agency benefits may be collected on your behalf by the Home, or, if your family collect the benefits, they must pay the amount to the Home weekly. Those in receipt of benefit are entitled to a weekly spending allowance. If the benefit is collected by the Home, the allowance will be given to the Service User weekly by the Home. If the benefits are collected by the family of the Service User, they are responsible for delivering the allowance to the Service User, paying the balance to the Home for fees.

Other charges

Where the Home supplies items such as toiletries for purchase by Service Users, payment should if possible be made at the point of purchase to minimise administration. All such items are sold at cost to the Home. If payment is not made at the point of purchase, a credit account will be kept for the Service User and an invoice raised 4 weekly.

Elections

You are fully entitled to vote in all local and national elections while you are resident in home, for the constituency in which home is located. We will ensure that you are recorded on the annual Electoral Register review, and, where you have been admitted since the last review, the Local Authority includes you in the Register for an election. If you wish, home will arrange for a postal vote.

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Key workers

In order for you to receive quality care, we have initiated a Key Worker system. You will be allocated a carer who will be your key worker for your needs. He/she will undertake to identify your needs with you and ensure they can be met through a Service User Plan to ensure you have as much health gain as possible.

The aim of the key worker system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect. The key worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, social and medical circumstances, all of which will be entered into your Care Plan.

The key worker will also assess your psychological and physical capabilities.

Previous work and hobbies, likes and dislikes with regard to activities and food will be noted and a personal programme of care devised accordingly. Your preference and response to each activity session, both individual and group, will be recorded in the Service User Plan.

Your key worker will be your point of contact for you and your principal care/relatives, and will be available to answer any questions, to support your daily care routine and to just have a chat with you when you wish. He/she will also arrange for meetings to review your Service User Plan periodically with you and your family or friends, and to measure the progress of your care programme.

Obviously not everyone gets on with each other. If you are unhappy with your key worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new key worker assigned to you if this is appropriate.

Personal property

Service Users are encouraged to bring personal possessions into home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and room is made available.

In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of The Glenmarie Care Home that the Service User is responsible for keeping a record of their property if they so wish, and to ensure its safekeeping.

Lockable space is provided in each room for small items of value. By special arrangement, home will arrange for the safekeeping of items of value, for which it will accept responsibility.

home insures Service Users' property to a total of £500 each. Any single items of value, or property which totals more than £500 should be insured by the Service User personally.

Electrical safety

All electrical equipment brought into home on admission or after must be presented to the Maintenance department before use in order for its safety to be checked.

Risk and hazard

We encourage Service Users to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations we request that Service Users ask for food to be appropriately stored, such as in a refrigerator. Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.

Service User's checklist

The following checklist is meant as a guide to help with your requirements in home:

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Clothes (as a minimum):

- 3 sets of day clothes
- 7 sets of underwear
- 3 sets of pyjamas or nightdresses
- Dressing gown and slippers
- Shoes and appropriate hosiery

Where possible would you please see that the items are clearly and permanently marked with your name to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use.

We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for hand-washing is limited. We will be happy to arrange for your clothing to be collected together for laundry off the premises, for instance by your family, if you prefer. Dry cleaning is arranged off-premises, at cost to you.

It is important that you bring with you any items such as:

Toiletries

- Toothbrush, toothpaste/denture cleaner
- Soap, face flannel
- Shaving material
- Spectacles, magnifying glass
- Hearing aid
- Walking stick
- Writing materials, stamps
- Radio/TV

Please bring with you all medications you are currently using, plus your Health Service Medical Card

Inappropriate behaviour

Inappropriate behaviour is the systematic maltreatment, or physical, sexual emotional or financial abuse a one person by another.

The Glenmarie Care Home is committed to preventing inappropriate behaviours and if a Service User, carer, friend or relative has any concerns in this area they should discuss this immediately with a senior staff member, or use the complaints procedure.

Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

Fire safety

We ask for your co-operation in paying attention to fire safety and fire prevention.

The following points should be observed:

- Please do not smoke in your bedroom or in any of the bathrooms or toilets
- Please do not store possessions next to a source of heat
- Please turn off your electrical equipment when you have finished with it

- Make sure that you have all your personal electrical equipment checked by our maintenance engineer before you use it in home
- When you are leaving home please notify a member of staff, similarly when you return, so that the staff are always aware of who is in the premises

Please ask your visitors to sign our visitor's book, so staff are aware of who is on the premises:

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**THE GLENMARIE
CARE HOME & Care Centre**

The Glenmarie Care Home

Service User's Handbook

Section 4

The Glenmarie Care Home's Admission Contract

The Glenmarie Care Home

2/4 Harrow Place

New South Promenade

Blackpool

Lancashire

FY4 1RP

01253 406869

A2900 The Glenmarie Care Home Service Users' Handbook

This agreement is between:

"The Provider": The Glenmarie Care Home whose registered office is at 2/4 Harrow Place

New South Promenade

Blackpool

Lancashire

FY4 1RP

"The Service User": the person named in Schedule 2 (see below)

"The Advocate": the person named in Schedule 2 (see below)

1 The Service and charges

1.1. The Provider agrees to provide the care Services set out in the Service User Plan to the Service User upon the terms and conditions set out below.

1.2. This contract is made up of this document together with all preceding and following correspondence, provider information and informal promises, including brochure, booking details, Service Users handbook and Service User Plan.

2. The Service User shall pay the Provider

2.1. A weekly fee of £ for the Service specified

3 Fees are charged as follows

3.1. Fee invoices are raised 4 weekly in advance. Payments are due within fourteen days and must be paid by cheque or standing order.

3.2. Fees are charged in minimum units of one day, being one seventh of the weekly fee, in respect of a 24-hour period between midday one day and midday the next, or part thereof.

3.3. In the event that a third party, such as a relative of the Service User to which this agreement refers, agrees to make payments to the Provider in part or full payment of the fees charged to the Service User under this agreement, then that third party will be regarded by the Provider as bound by the terms of this Contract, and liable for the payments agreed.

4 Payment by the Service User to the Provider may be made in one of two ways:

4.1. **Wholly self-financing Service Users:** In the case of wholly self-financing Service Users, payment will be by standing order 4 weekly, two weeks after the beginning of the 4 weekly, without reminder.

4.2 Persons partly or wholly funded by a third party:

4.2.1 This contract applies to all self-funding Service Users, who have a direct relationship with The Glenmarie Care Home. In the case of Service Users wholly or partly funded by third parties such as Social Services, Primary Care Trust, or Insurer, the contract is complementary to but does not replace any direct and relevant contracts which the Provider has with those bodies.

4.2.2 In the case of Service Users wholly funded by a third party, the Provider will execute a separate contract for fee payment with the third party, and this contract will only apply insofar as it refers to matters other than payment of fees.

4.2.3 In the case of Service Users partly funded by a third party, this contract will apply in full, except that the fees due from the Service User will be the additional amount payable by the Service User to fund the difference between the part payment made by the third party and the full fee.

A2900 The Glenmarie Care Home Service Users' Handbook
5 Summary of the Services provided, and the charges are:

5.1

Date of this agreement		
Date of commencement of contract (admission)		
Date of termination of contract (short stay only)		
Agreed weekly fee on admission		£
Room type agreed (single or double)		
Funding source(s) agreed (delete as appropriate)	Self	
	Third Party	
	Social Services	
	Health Authority	
	Other (specify)	
Room number agreed		
Type of Care: (tick)	Residential – Lower rate	
	Residential– Higher Rate	
	General Nursing	
Other (specify)		

5.2 The weekly fee includes accommodation and normal personal and nursing care.

5.3 The weekly fee excludes:

5.3.1 Hairdressing

5.3.2 Chiropody, opticians etc

5.3.3 Purchase of new clothing

5.3.4 Newspapers where specifically for the Service User

5.3.5 Laundering of delicate items which cannot be laundered in the high temperature commercial washers used by the provider

6 Additional Charges

6.1 Charges additional to fees should be paid day-to-day by the Service User as goods and Services are consumed, otherwise an account will be kept and invoiced 4 weekly in arrears at the cost to the Provider.

A2900 The Glenmarie Care Home Service Users' Handbook

Schedule 1 – TERMS AND CONDITIONS

1 Commencement and duration

1.1 This Care Agreement will commence on the date of commencement of Service as stated in the Summary of Agreement. The first month of this Care Agreement will be regarded as a trial period. This is to enable the Service User to decide if the arrangements are right for them. 7 days notice of termination is required by either party during this period. In the event of either or both of the parties choosing to terminate the agreement, home will provide the Service User with information about alternative placements and support them in making a choice, and support their transfer. At the end of the trial period the Provider will arrange a meeting of those persons concerned with the admission, with the objective of reviewing the decision and deciding on permanent arrangements

1.2 Following the trial period termination will occur when one of the following applies:

1.2.1 Either party gives four weeks notice

1.2.2 On the death of the Service User, termination of the contract will occur two days after the date of death (unless the term is fixed) to give relatives sufficient time to collect the Service User's belongings

1.3 In the case of the temporary absence of the Service User from home the fees payable during the absence will be 80% of full fees subject to a maximum period of 6 weeks. Absences of longer than six weeks will be individually negotiated.

2 Payment

1.1 The Service User shall pay punctually (without previous demand) to the Provider the fees noted in the Summary of the Agreement.

2.1 The Provider shall be at liberty to vary the fees upon giving one month's prior notice to the Service User

3 Benefit Payments

3.1 Benefit payments (such as Income Support) paid to the Service User or their representative during and following the residency in respect of the residency are paid for the purpose of paying fees charged by home; other disbursements are fraudulent and failure to pay the Benefits to home immediately on receipt will give rise to a report to the Benefits Agency Fraud Unit

4 Interest

4.1 Interest shall be payable by the Service User on:

4.1.1 Overdue instalments;

4.1.2 All other sums payable or which become payable under this Agreement which are unpaid from the due date of payment

4.2 At 4% above Bank of England Base Rate from time to time prevailing.

4.3 Any interest payable under sub-clause 4.1 above shall run from day to day and shall accrue after as well as before any judgement.

A2900 The Glenmarie Care Home Service Users' Handbook

5 Terminations by the Provider

5.1 The Provider may give notice of termination in the event that any of the following events occur:

5.1.1 the Service User fails to pay any sum payable under this Agreement on its due date (whether previously demanded or not);

5.1.2 a bankruptcy petition is presented against the Service User or the Service User has a bankruptcy order or an interim order made against him under the Insolvency Act for the time being in force or (in Scotland) becomes notour bankrupt or is sequestrated;

5.1.3 the Service User commits any breach of the terms and conditions (whether express or implied) of this Agreement;

5.1.4 any attachment order is made against the Service User or any distress diligence execution or other legal process is levied on any property of the Service User;

5.1.5 the Provider considers with confirmation by a health professional or social worker that the Service User requires a level or category of Service which cannot be provided by the Provider then in any such event, and without prejudice to any other rights and remedies which the Provider may possess, the Provider shall be entitled to terminate this Agreement and, subject to the provisions of clause 5 below and any pre-existing liabilities of the Service User hereunder, neither party shall have any rights as against the other.

5.1.6 the Service User exhibits behaviour which the provider considers, with confirmation by a doctor or independent care worker, is persistently unsociable to such an extent that they seriously affect the well being of other Service Users in home.

5.2 The provider will in no circumstances ask a Service User to leave unless alternative accommodation is available.

6 Liability of Service User on termination by Provider

6.1 Upon termination of this Agreement pursuant to the provisions of clause 4 above the Service User shall pay to the Provider on demand all sums payable under this Agreement up to the date of termination.

7 Termination by Service User

7.1 Upon termination of this Agreement by the Service User, the Service User shall forthwith pay to the Provider all sums payable under this Agreement

8 Advocacy

8.1 If, through illness or infirmity the Service User is unable to sign this Care Agreement themselves, the person who signs this Care Agreement accepts the responsibilities detailed within the Agreement including the payment of fees and other charges.

9 Insurance

9.1 The provider's insurance policies cover accidental and other damage to Service Users' personal effects up to a maximum value of £500 per Service User per incident. In the event of the Service User brings into home items totalling a value greater than £500, the provider will not be responsible for loss and other damage and the Service User is recommended to make their own arrangement for insurance over and above this amount.

9.2 Service Users must take care to lock valuables up in their room and should not have items in their room of an excessively valuable nature. Because it is not possible

to control the movement of possessions into and out of home, the provider does not hold a register of Service Users' possessions.

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A2900 The Glenmarie Care Home Service Users' Handbook

10 Notices and Services

10.1 Any notice or other information required or permitted to be given by either party under this Agreement shall be deemed to have been validly given if served personally upon that party or if sent by first class pre-paid post to the address of that party as stated above or his last known address.

10.2 Any notice or other information sent by first class pre-paid post shall be deemed to have been received by the other party within 48 hours after the date of posting

10.3 Nothing in this agreement gives the Service User the right to residency or tenancy under tenant's rights legislation.

11 Acceptance

11.1 This Agreement shall be deemed to be made on the date when it is signed by the Provider, or when the Service commenced, whichever is the earlier.

12 General

12.1 Where two or more persons are stated to be the Service User in Part 1 of the Schedule each of those persons shall be jointly and severally liable for the performance of the obligations of the Service User set out in this Agreement.

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Schedule 2 – The Parties

The Service User and/or The Advocate			
Surname		Surname	
First name(s)		First name(s)	
Address		Address	
Tel No		Tel No	
Signed by the Service User or Advocate			
Signed for and on behalf of The Glenmarie Care Home			
This agreement is dated the			
day of			
in the year			
(Instructions : Two copies of this agreement to be completed and both signed on behalf of The Glenmarie Care Home. The Service User or Advocate to sign both copies, one copy to be retained by The Glenmarie Care Home and one copy retained by the Service User or Advocate).			

A2900 The Glenmarie Care Home Service Users' Handbook



**THE GLENMARIE
CARE HOME & Care Centre**

The Glenmarie Care Home
Service User's Handbook
Section 5

The Glenmarie Care Home's Admission Contract – Provider's copy
The Glenmarie Care Home
2/4 Harrow Place
New South Promenade
Blackpool
Lancashire
FY4 1RP

A2900 The Glenmarie Care Home Service Users' Handbook

To comply with National Minimum Standards 2.1, 2.2, 5.1

This agreement is between:

"The Provider": The Glenmarie Care Home whose registered office is at 2/4 Harrow Place

New South Promenade

Blackpool

Lancashire

FY4 1RP

"The Service User": the person named in Schedule 2 (see below)

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Funding source(s) agreed (delete as appropriate)	Self	
	Third Party	
	Social Services	
	Health Authority	
	Other (specify)	
Room number agreed		
Type of Care: (tick)	Residential – Lower rate	
	Residential– Higher Rate	
	General Nursing	
Other (specify)		

5.2 The weekly fee includes accommodation and normal personal and nursing care.

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5.3.2 Chiropody, opticians etc

5.3.3 Purchase of new clothing

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A2900 The Glenmarie Care Home Service Users' Handbook

Schedule 1 – TERMS AND CONDITIONS

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1.2 Following the trial period termination will occur when one of the following applies:

1.2.1 Either party gives four weeks notice

1.2.2 On the death of the Service User, termination of the contract will occur two days after the date of death (unless the term is fixed) to give relatives sufficient time to collect the Service User's belongings

1.3 In the case of the temporary absence of the Service User from home the fees payable during the absence will be 80% of full fees subject to a maximum period of 6 weeks. Absences of longer than six weeks will be individually negotiated.

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2.1 The Provider shall be at liberty to vary the fees upon giving one month's prior notice to the Service User

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3.1 Benefit payments (such as Income Support) paid to the Service User or their representative during and following the residency in respect of the residency are paid for the purpose of paying fees charged by home; other disbursements are fraudulent and failure to pay the Benefits to home immediately on receipt will give rise to a report to the Benefits Agency Fraud Unit

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4.1.1 Overdue instalments;

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4.2 At 4% above Bank of England Base Rate from time to time prevailing.

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A2900 The Glenmarie Care Home Service Users' Handbook

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5.1.2 a bankruptcy petition is presented against the Service User or the Service User has a bankruptcy order or an interim order made against him under the Insolvency Act for the time being in force or (in Scotland) becomes notour bankrupt or is sequestrated;

5.1.3 the Service User commits any breach of the terms and conditions (whether express or implied) of this Agreement;

5.1.4 any attachment order is made against the Service User or any distress diligence execution or other legal process is levied on any property of the Service User;

5.1.5 the Provider considers with confirmation by a health professional or social worker that the Service User requires a level or category of Service which cannot be provided by the Provider then in any such event, and without prejudice to any other rights and remedies which the Provider may possess, the Provider shall be entitled to terminate this Agreement and, subject to the provisions of clause 5 below and any pre-existing liabilities of the Service User hereunder, neither party shall have any rights as against the other.

5.1.6 the Service User exhibits behaviour which the provider considers, with confirmation by a doctor or independent care worker, is persistently unsociable to such an extent that they seriously affect the well being of other Service Users in home.

5.2 The provider will in no circumstances ask a Service User to leave unless alternative accommodation is available.

6 Liability of Service User on termination by Provider

6.1 Upon termination of this Agreement pursuant to the provisions of clause 4 above the Service User shall pay to the Provider on demand all sums payable under this Agreement up to the date of termination.

7 Termination by Service User

7.1 Upon termination of this Agreement by the Service User, the Service User shall forthwith pay to the Provider all sums payable under this Agreement

8 Advocacy

8.1 If, through illness or infirmity the Service User is unable to sign this Care Agreement themselves, the person who signs this Care Agreement accepts the responsibilities detailed within the Agreement including the payment of fees and other charges.

9 Insurance

9.1 The provider's insurance policies cover accidental and other damage to Service Users' personal effects up to a maximum value of £500 per Service User per incident. In the event of the Service User brings into home items totalling a value greater than £500, the provider will not be responsible for loss and other damage and the Service User is recommended to make their own arrangement for insurance over and above this amount.

9.2 Service Users must take care to lock valuables up in their room and should not have items in their room of an excessively valuable nature. Because it is not possible

to control the movement of possessions into and out of home, the provider does not hold a register of Service Users' possessions.

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10 Notices and Services

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10.2 Any notice or other information sent by first class pre-paid post shall be deemed to have been received by the other party within 48 hours after the date of posting

10.3 Nothing in this agreement gives the Service User the right to residency or tenancy under tenant's rights legislation.

11 Acceptance

11.1 This Agreement shall be deemed to be made on the date when it is signed by the Provider, or when the Service commenced, whichever is the earlier.

12 General

12.1 Where two or more persons are stated to be the Service User in Part 1 of the Schedule each of those persons shall be jointly and severally liable for the performance of the obligations of the Service User set out in this Agreement.

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Schedule 2 – The Parties

The Service User and/or The Advocate			
Surname		Surname	
First name(s)		First name(s)	
Address		Address	
Tel No		Tel No	
Signed by the Service User or Advocate			
Signed for and on behalf of The Glenmarie Care Home			
This agreement is dated the			
day of			
in the year			
(Instructions : Two copies of this agreement to be completed and both signed on behalf of The Glenmarie Care Home. The Service User or Advocate to sign both copies, one copy to be retained by The Glenmarie Care Home and one copy retained by the Service User or Advocate).			