

RUSTINGTON CONVALESCENT HOME - ACCOMMODATION TERMS & CONDITIONS

As part of its Admission Process, Rustington Convalescent Home will ask anyone using the services provided to commit to an agreement relating to short term accommodation in a single / twin room. Below is an indicative outline of such an agreement.

The Terms and Conditions of residence for the Service User (all types, i.e. convalescent, respite and / or guest) and Rustington Convalescent Home and should be read in conjunction with the Home's 'Statement of Purpose'.

The agreement is created specifically for the named Service User and will include their allocated bedroom number, occupancy period (this is usually no more than 2-weeks) and the fee for their stay. The agreement will be signed by the Service User (or their advocate) and a representative of the Home.

Fees depend on the level of care required which is determined on arrival by the Registered Nurse. The fee quoted is per week (7 days & 7 nights, e.g. arrive on a Monday, depart on a Monday). The fee is based on our standard level of service provision and does not include specialist health care needs, equipment and aids. Provision of these items will need to be agreed before a stay commences.

Services such as physiotherapy, chiropody and hair & beauty are available on request at an additional cost.

For those paying their own fees these are payable by cash, cheque or card prior to departure. If a Service User is being sponsored we will invoice the sponsoring authority. The final amount payable will be reduced by the non-refundable deposit paid at the time of securing a booking.

The fee is reviewed annually and is also subject to review in the event of a substantive change in the Service Users care plan.

The Service User will have access to all facilities in the Home which will include a bedroom, use of all communal rooms, provision of all meals and all necessary personal care as detailed in the Service Users individual care plan. A copy of which will be made available to them.

Note : Personal care is not included as part of the Guest fee.

It may be necessary, due to a medical or social need, to negotiate a change of room; this will be with the full agreement of the Service User involved.

The Service User will be required to pay for or provide all toiletry requisites, clothing, hairdressing, newspapers, dentistry, chiropody, opticians, telephone calls, personal transport and other personal items including alternative therapies and external social activities.

Termination of the Agreement

The Service User will be asked to leave the Home if: -

- Following a review, which will be attended by a representative of the Home and the Service User (and if they wish their relative, friend or representative), it is agreed the Service User requires a level of care beyond that which the Home is able to provide.

- Following a review which will be attended by a representative of the Home and the Service User (and if they wish their relative, friend or representative), it is decided by the representative of the Home that the Service Users behaviour is persistently inappropriate to such an extent that it seriously affects the well-being of the other Service Users.

Insurance

The Service User's personal belongings are not covered by the Home's insurance. It is advised that anyone staying at the Home has their own insurance to cover their personal belongings throughout the duration of their stay. The Home does not accept responsibility to return items left at the Home.

Death

On the death of a Service User, a representative of the Home will contact the next of kin or nominated person.

Service User's are requested to advise the Home prior to admission if they have a Do Not Resuscitate (DNR) Directive¹ in place, for those who do the original document must be made available to the Nursing team whilst the Service User is staying in the Home. The Home should also be made aware of any funeral arrangements that are in place, all costs must be met from the Service User's estate or next of kin.

Equal Opportunities

The human rights of the Service User will always be protected. In practice this means that the independence of the Service User is not linked to their physical or intellectual abilities, that their views are listened to and respected, that routines within the Home reflect their needs and they are encouraged to communicate and participate within the Home.

Complaints

Service Users are encouraged to talk to the Home Manager or a member of staff. If the Service User prefers, a friend or relative can speak on their behalf. The Home does have a complaints procedure which explains how to make suggestions or complain.

Policies and Procedures

The Service User is entitled to access the relevant Policies and Procedures, these documents are available via the Home Manager, the Nurse in Charge or the Home Administrator.

Data Protection Act 1998

To enable us to carry out our activities effectively, it is necessary to keep on file, some sensitive data about our Service Users. We will try to ensure that we keep records up to date and we do not keep any information that is inappropriate or unnecessary. Service Users have the right to see information that Rustington Convalescent Home holds about them, all requests are to be made to the Home Manager.

In the event of a health emergency arising whilst a Service User is staying at the Home, other relevant organisations may be provided information about the Service User that is held by Rustington Convalescent Home.

¹ Also includes Do Not Attempt Resuscitation (DNAR) Directive & Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) Order