

## **RUSTINGTON CONVALESCENT HOME - BOOKING TERMS & CONDITIONS**

Established in 1897, the Home is registered as a care home with nursing for 30 adults offering comprehensive short-term nursing care for those who are recovering from illness, surgery or needing short-term respite support. Our aim is to encourage and enable Service Users to maintain their independence, to gain confidence and to progress their recovery in preparation for returning home.

The Home does not have provision to accommodate any Service User's pets and there is a non-smoking policy in the Home.

### ***Enquiries***

Enquiries are accepted from potential Service Users, their relatives or representatives.

- Details of the Home and facilities available, together with cost and the Medical Admission Registration form are sent to all potential Service Users, their carers, or relatives who may be making the enquiry.

### ***Pre-Admission Assessment***

All Service Users are required to complete and return a Medical Admission Registration form prior to arriving at the Home.

#### ***Admissions from Hospital***

- For those coming from hospital, the Home must be in receipt of the completed form plus receive a copy of the hospital discharge letter.

#### ***Admissions from home***

- An assessment procedure is undertaken with all Service Users to ensure the Home can meet their needs. The Medical Admission Registration form must detail current treatment and or, medication and be signed by a doctor prior to admission.
  - Although the Home is not registered for those diagnosed with Dementia or Alzheimer's, subject to the extent of the condition and considering the type of nursing care required the Home Manager / Senior Sister will speak with the Service User to determine if they could be accommodated.
  - Similarly, Service Users who have suffered a Stroke will need to be assessed by the Home Manager / Senior Sister before a booking can be made. Service Users who are registered blind or have hearing loss will be subject to a similar assessment. Service Users who are fitted with a PEG will need to be fully conversant in its use and self-sufficient in the event of trouble shooting any issues that may arise during their stay.

### ***Booking Confirmation***

As part of its Booking Process, Rustington Convalescent Home will ask anyone wishing to stay to secure their booking with a non-refundable deposit.

- The deposit is per person so if two Service Users book a twin room the deposit is twice the deposit rate at the time of booking.
- Although the deposit is non-refundable, if for whatever reason the booking needs to be changed the deposit is transferred with the booking. If a Service User's operation is postponed, and the new date is not known, the deposit will be held over for up to six months.
- If a Service User unfortunately dies the deposit is non-refundable.
- If an emergency prevents the Home from honouring bookings, every effort will be made to accommodate the Service User on a date that is convenient for them. Irrespective of the revised date, the deposit will be transferred to the new booking.