



**TERMS & CONDITIONS OF ACCOMMODATION
ADMISSION AGREEMENT**

An agreement between Keate House Residential Home and

Mr/Mrs X

In respect of accommodation at

Keate House

9 Brookfield Road

Lymm

Cheshire

WA13 0QL

1. In return for the payment of a weekly charge (see 4 below) Keate House undertakes to provide food, refreshment, light, heat, laundry, and care as required by the resident.
2. The resident shall from his/her own personal allowance provide funds to pay for additional hairdressing/podiatry/reflexology appointments, personal newspaper/magazines, clothing, and other items of a luxury or personal nature as required. Per month: two hairdressing appointments, one podiatry and reflexology appointment, and daily communal newspapers are included in the outlined fees. A statement of spends can be produced and sent electronically or in paper format. This will be offered when a top up to the resident's spends account is prompted, or provided upon request.
3. Keate House undertakes to provide and maintain a high standard of care as required by the Care Homes Regulations 2001.
4. The weekly charge shall be **£X**, per week, payable monthly in advance which, it is agreed shall cover the provisions of all services as identified in 1 and 2 above. If the resident receives funding support from a local authority or council, the respective base rate will be topped-up by the next of kin or resident as appropriate to the full and relevant weekly fee.
5. The weekly charge will be reviewed annually but any change will only take place after four weeks notice has been given by Keate House.

6. This agreement shall continue in force until terminated by written notice given by either party four weeks before the date of termination, or five days after the date of death of a resident.
7. Should the resident at any time require hospital treatment, Keate House undertakes to retain the accommodation for the resident on payment of a retainer of ninety percent (90%) of the full fee (see 4 above) for a period of up to thirteen (13) weeks if requested during the hospitalisation period. If the resident is on Income Support then DSS regulations will apply. During the 13 week period Keate House will maintain contact with the resident to ensure that she/he receives appropriate advice, guidance and support as to her/his future residential requirements. Thereafter the normal fee may be charged.
8. The facilities of the home shall include unrestricted use of lounges and other communal rooms, bathrooms, toilets, visitors' rooms, light refreshment facilities, dining room, grounds and gardens, and any other particular facilities provided by Keate House from time to time.
9. The following operational details are accepted by the resident:
 - i Meals can be taken in the designated dining areas or in their own rooms if so wished.
 - ii It is hoped that all residents will respect each other's need for privacy. Residents have the right to refuse admission to their own room of any other resident; unless a shared room and then with the exception of the other occupant.
 - iii Residents may entertain guests at all times in their own rooms or at reasonable times in the communal areas of the home.
 - iv Residents may leave or return to the home as they would their own home during the course of a 24hour period but are asked to notify staff of their likely times of absence, thus avoiding unnecessary preparation of meals and concern by staff. This is in line with applicable mental capacity legislation and pandemic guidance.
10. Residents' personal effects are insured for up to £500 per item subject to a forced entry being proved. The limit will be reviewed from time to time and residents will be notified in writing of any change. Residents are advised to secure all valuables either in the home's safe or in their own rooms. Keate House will not be responsible for items not secured in the home safe, a receipt will be issued for such items.
11. Keate House operates a CCTV system, in all communal lounges, dining areas, laundry, kitchen, main office, corridors, gardens and car park.
The purpose of the system is to prevent or detect crime and to monitor the building and grounds in order to provide a safe and secure environment for service users, staff and visitors, and to prevent loss or damage to the property.

CCTV is a useful tool to protect and help to protect service users, staff and visitors from harm and the risk of harm, to promote learning and development and to improve the quality of care.

Strict measures are in place to ensure privacy and only authorised personnel will have access to the system. A login report will be managed and published by the homes data control officer Mathew Clarkson and the CCTV can not be viewed without reason in accordance to the CCTV policy and code of practice and the ICO (Information Commissioner's Office) guidance.

12. Keate House is a registered as residential care homes with the appropriate local authority social services department. If an occasion should arise where a complaint or query presents itself, the Care Manager, Mrs Diane Clarkson will be pleased to help in every way possible.
13. If the query is not resolved, you may wish to refer it to the Care Quality Commission whose address and telephone number is as follows :-

North West Regional Registration Team
Care Quality Commission
City Gate
Gallogate
Newcastle upon Tyne
Tel: 03000 616161
Fax: 03000 616172

We hope your time at Keate House will be enjoyable and problem free, but should you wish to make comment you should feel free to do so.

14. Keate House agrees to allocate, room number X on admission. This room may be changed at the Service User's request and by agreement with the management.
15. A copy of the service users handbook shall be provided via email, and additional copies are available in the main office.

Signed
Accounts Manager

Date:

Signed
Resident or Resident's Next of Kin

Date:



**TERMS & CONDITIONS OF ACCOMMODATION
FUNDING AGREEMENT**

Mr/Mrs X

of: -

.....
.....

Will be admitted to Keate House Residential Home on X

For a trial period of six weeks.

A permanent residency will be offered after a trial period should all parties agree.

I (Service user or next of kin) (Please delete as appropriate)

UNDERTAKE

- 1. To abide by the terms and conditions for admission: -**
- 2. To ensure that all fees including any increases that become necessary in the future are paid per calendar month by the date outlined on all invoices (by standing order, bank transfer or cheque) during the residency at Keate House Residential Home. Care fees are payable from the date of admission.**

3. To ensure that if the resident receives funding support from with a local authority or council, that the respective base rate is topped-up by the next of kin or resident as appropriate to the full and relevant weekly fee.
4. In the event that care fees are deferred whilst awaiting access to a resident's finances i.e. by the Court of Protection, it is agreed that when such fees become accessible, all arrears will be reimbursed to the home with immediate effect.
5. The family will keep in regular contact with the home of the progress of such application i.e. such as to the Court of Protection.
6. To remove the above named from Keate House Residential Home should the need arise.
7. All drugs, medications and treatment creams must be handed in on admission. Relatives and visitors are asked not to bring in medication or food without consulting Keate House.
8. Service Users and relatives are asked to discuss smoking arrangements and alcoholic drink requirements on admission and are advised that the service users personal stock of these items are held by Keate House and are available upon request (in line with official mental capacity legislation).
9. Fees unless otherwise stated include accommodation, full board, laundering of personal items, toiletries, residential care and are payable in advance from the date of admission.
10. We are not responsible for personal items which are of value. We would ask that valuable items are not brought into the home and that any personal spending money is limited to £10.00 and any additional spending money is given to the main office or the Administrator to record and put away for use as

required. Keate House will inform you of any additional money a service user may require, usually for trips, fairs etc.

11. In the event of a service user vacating their room permanently for whatever reason we reserve the right to make the usual fee rate for that room, where notice has not been given until the bed is once more occupied up to a maximum four-week period.

12. Bed fees are payable during hospital admission.

In consideration of your agreeing to admit the named service user of the terms and conditions contained above, I agree with you as follows:-

I have read the terms and Conditions before signing and fully accept them:-

Signature Name (Print).....