

SERVICE USER AGREEMENT

DATED:

1. Information to be disclosed

- 1.1 It is a condition of this Agreement that full disclosure any care received by the Resident (whether at home or at another care home or otherwise), existing ailments and any significant medical history, in the previous two years prior to the date of this Agreement must be made to Aveley Lodge, in writing, prior to admission at the Home.

2. Room

- 2.1 The Resident will occupy room **(Standard, Standard Plus, Superior)** which will be allocated on admission. Where possible, this will remain the Resident's room but Aveley Lodge reserves the right to transfer the Resident to a similar room or change sleeping arrangements if required in the opinion of the manager of the Home

3. Quality

- 3.1 Aveley Lodge undertakes to maintain a standard of care as required by the Health and Social Care Act 2008 and will review the quality of care in accordance with the regulations under that Act. The Care Quality Commission (CQC) is responsible for ensuring that such standards are maintained. If an occasion should occur where a complaint or query arises, the Resident is referred to Aveley Lodge's written procedure for dealing with complaints.

4. Needs Assessment

- 4.1 Prior to admission of the Resident at the Home, the Resident must ensure that a full assessment of their needs has been carried out by people trained to do so and the outcome of that assessment reported to Aveley Lodge. Admission to the Home will only be permitted if Aveley Lodge has confirmed to the Resident that his/her needs as identified in such an assessment can be met by Aveley Lodge.

5. Medication

- 5.1 All drugs and medication must be handed to the person in charge at the time of admission. The Resident may, at the discretion of the Manager of Aveley Lodge, be permitted to look after their own medication. In such cases, Aveley Lodge cannot be held responsible for the safekeeping and dispensing of the medication. Where a Resident chooses to self-medicate, a lockable drawer will be provided in the Resident's own room which must be used by the Resident to store their medication and the Resident should ensure that this drawer remains locked whenever he/she is not in the room.

6. Termination

- 6.1 This Agreement shall continue in force until terminated by:
- 6.1.1 the death of the Resident; or
 - 6.1.2 Either party giving to the other party four weeks' written notice of termination and, in the case of a notice given to the Resident, the Resident must give a copy of that notice to any Guarantor.

7. Personal finances

7.1 Aveley Lodge cannot accept liability for the personal finances of the Resident.

8. Furniture

8.1 Small items of personal furniture of the Resident may be brought into the Home with the prior agreement of the manager of Aveley Lodge. Such items must be clearly marked with the name of the Resident. All items of soft furnishings brought into the Home should be certificated fire retardant. The Resident's furniture must be fit for purpose and not present a hazard to others.

8.2 Transportation, insurance and removal of such items shall be the responsibility of the Resident and their Guarantor or next of kin.

9. Electrical items

9.1 All electrical items brought to the Home by the Resident, whether on admission or during their stay at the Home, must be inspected by Aveley Lodge as to their safety before use. If such items fail the inspection the items must not be used and removed with immediate effect from the Home by the Resident and/or their Guarantor or next of kin.

10. Clothing and personal items

10.1 All personal clothing of the Resident must be clearly labelled with their name by the Resident or their family and documented on admission and during their stay at the Home. A member of staff should be informed of and shown any additional clothing or articles brought into the Home for the Resident, for the purposes of documenting and marking.

10.2 The Resident or their family is responsible for replacing any items no longer deemed suitable for use by the Resident.

11. Variation

11.1 Aveley Lodge reserves the right to make variations to the terms and conditions of this Agreement from time to time. Variations will be notified, where practicable, one calendar month in advance and will take effect from the date stated in the notice.

12. Damage to property

12.1 The Resident shall be liable for any damage to any part of the structure, furniture or possessions of Aveley Lodge where that damage was not as a result of fair wear and tear.

Resident:

Signed by)	
.....)	
(Print name))
		(Signature)
	
		(Date)