

Pinehurst Care Centre
38-44 Dukes' Ride
Crowthorne
Berkshire
RG45 6ND

ADMISSION AGREEMENT

Upon payment of the appropriate charge, Pinehurst Care Centre, (hereafter referred to as The Home), undertakes to provide accommodation, food, light, heat, personal laundry and all the necessary personal care as would normally be required by a resident of a residential care home.

1. **NAME:**
2. **ADMISSION DATE:**
3. **ROOM**

4. **FEES:**

The charge shall be £.....week, payable prior to or on admission, preferably by bank transfer.

A receipt will be issued on request.

5. **CHEQUES:**

Cheques should be made payable to **Pinehurst Care Limited**.

6. **DETAILS for BACS payments:**

**Pinehurst Care Limited
NatWest Bank
St James' and Piccadilly Branch
PO Box 2DG
208 Piccadilly
London
W1A 2DG**

**Sort Code:
Account Number:**

7. **ADDITIONAL SERVICES:**

Items such as chiropody, physiotherapy, hairdressing, newspapers and subscriptions and personal toiletries are charged at cost to the resident as sundry payments. The agreed fees will not cover items of luxury or personal nature, other treatment or care requested or necessitated by a resident's state of health not provided by the NHS. Items not covered by the agreed fees should normally be paid for at the time of purchase by the resident.

Alternatively, and by prior agreement, the management will organize the purchase and/or supply raising a separate invoice for settlement under normal terms.

Additional charges will also be raised in cases where private transport is required in the interests of the residents for such things as visits to hospital, dentist etc. if The Home is unable to obtain an ambulance or the family are unable to take them.

8. **USE OF AND ACCESS TO FACILITIES**

All facilities of The Home including bathrooms, lounges, gardens and other communal areas are available for unrestricted use by the resident.

Family and friends are encouraged to visit during visiting hours.
It would be helpful to advise a member of staff that visitors are expected.

In the interests of all parties the following considerations are requested:

Electrical appliances and furniture should be introduced and used by residents only after inspection and approval by management. Use of personal appliances is at the resident's own risk.

- a. All clothing must be labelled upon admission.
- b. No domestic pets or animals of any kind may be brought into the Home by the resident or visitors without the prior permission of the management.
- c. Residents are encouraged to become involved in the social and recreational facilities available in the local community and to sustain a full social life outside The Home through friends and family. However advance warning of the intention to be away from The Home particularly for meals or overnight would be greatly appreciated. (It may be necessary for any medications, which might be required during the proposed period of absence to be prepared).
- d. Residents are advised to carry some form of identity in their handbag/wallet at all times.

9. TENURE OF ROOMS

Although every effort will be made to accommodate and retain the resident in the room of his/her choice, management reserve the right to negotiate the transfer of the resident to other accommodation within The Home if necessitated by medical, social, practical or other significant considerations including the repair, maintenance, redecoration or refurbishment of the room or The Home. In such cases every effort will be made to allocate a room of similar standard than that vacated.

10. INSURANCE OF PERSONAL POSSESSIONS

Residents' personal possessions, valuables and money **are not insured** by The Home. Residents are advised to arrange their own insurance for such items. Beyond minimum statutory obligations, management can accept no responsibility whatsoever for the resident's personal effects that are stolen, damaged, destroyed or mislaid.

11. VALUABLES:

It is preferred that valuables are not brought into the Home. All valuables must be declared in writing.

12. SMOKING AND ALCOHOL:

To comply with fire regulations and for the safety of everyone in the Home residents are required to observe all "No Smoking" signage and to smoke only in designated areas. Residents who smoke do so at their own risk. Smoking in bedrooms is prohibited. Residents are permitted alcohol provided that its use is not prohibited on medicinal grounds or that drinking does not give rise to disruptive, violent or anti-social behavior.

13. VISITING HOURS:

Visiting hours are flexible, usually from 10.00 am - 9.00 pm. Please report to a member of staff on arrival.

14. CONTACT NUMBERS:

Relatives are asked to provide means of contact if they are going to be away for any length of time.

15. MEDICATION:

Unless otherwise agreed, medication will be held and administered by the staff in accordance with statutory guidelines.

16. MEDICAL CARE:

Medical care will be provided by the residents' own GP or the local GP.

17. INDIVIDUAL CARE PLANS

As soon as possible after admission to The Home an individual care plan (based on an assessment of the resident's care needs) will be produced in consultation with the resident, doctor, family and, where appropriate, the Local Authority. You are invited to discuss any aspect of care management with the Manager.

18. LAUNDRY:

All personal laundry will be undertaken by the Home. The Home is unable to accept responsibility for damage, shrinkage or loss.

19. OPTICIAN'S SERVICES:

These professionals are available to provide appropriate services upon request.

20. ADVICE:

You are invited to discuss any aspect of care management with the Manager or their Deputy. An appointment will be made as soon as possible.

21. GRATUITIES AND GIFTS

Staff are forbidden to accept gifts from residents or relatives without the written consent of the management. Staff are not allowed to act as witnesses nor to become executors of residents' wills. Gratuities are not to be paid to individual members of staff. Residents may make voluntary donations to staff through the management, who operate a special fund for staff.

22. RESPONSIBILITY FOR THE FEES

The resident and/or the family (or other approved) representative who signs this document as party to the agreement accepts the responsibility for all the terms and conditions of the residence and for payment of fees, charges etc. as may be claimed under this agreement.

MISUNDERSTANDINGS AND COMPLAINTS:

In the event of misunderstandings or potential complaints residents and/or relatives are encouraged to speak to a member of the Management team in order to resolve any difficulties in a positive manner.

In addition, a meeting with the Manager can always be arranged, and s/he will always attempt to resolve any problem. Very occasionally a complaint may continue to cause concern. Residents and/or relatives may choose to take this up with the Care Quality Commission. Details are attached in this document.

The company cannot accept liability for any personal injury unless it is clearly established that such

an injury arose out of an act or omission on the part of the Company or its employees or contractors.

Residents have the right to journey out alone. However, The Home cannot be responsible for the safety of a Resident away from The Home unless the journey and any necessary supervision was arranged by The Home.

I/We have read this agreement, understand it, and agree to accept the terms and conditions contained in the Agreement.

I hereby acknowledge receipt of a copy.

NAME OF PERSON RESPONSIBLE:

FULL ADDRESS:

POST CODE:

TELEPHONE (HOME)

TELEPHONE (MOBILE)

RELATIONSHIP TO RESIDENT

SIGNATURE

DATE

SIGNED ON BEHALF OF PINEHURST CARE CENTRE

**Lynne Cotterell
Centre Manager**

DATE:

COMPLAINTS PROCEDURE

If residents or relatives have cause for concern over any matter relating to the care service that the Home is providing, the first step to resolve the issue is, as stated in the Contract Admission Agreement, to discuss the situation with the Manager and/or Directors. Hopefully by mutual understanding and open discussion of the problem a solution can be found within 14 days. Experience has shown that this almost always proves successful.

However, in the event that a solution cannot be readily found or that the resident/relative wishes to seek further advice they can approach the Care Quality Commission to discuss the matter further at any time. Details of how to get in touch with the Commission are as follows:

**CQC SOUTH EAST
CITY GATE
GALLOWGATE
NEWCASTLE UPON TYNE
NE1 4PA**

Tel: **03000 616161**

Fax: **03000 616171**

Email: enquiries.southeast@cqc.org.uk

Details of Ombudsman Service

In the event that relatives and / or residents wish to avail themselves of the independent Ombudsman Services to resolve a complaint after all other reasonable measures have taken place, it is suggested that they make contact with the following:

**Mr E Osmotherly
(The Ombudsman)
"The Oaks",
Westwood Way
Westwood Business
Park
Coventry
Warwickshire, CV4 8JB
Tel: 01203 695999**

Ask for: Mr E Osmotherly