

Date of Agreement	Name of Home

Resident Name	Room Number

Care Type: (Residential/Dementia)	Long Stay/Short Stay	Admission Date

Banding Level	Weekly Fee	Daily Rate (weekly fee/7)

Resident Contribution	LA/ CCG Contribution	3 rd Party Top Up	Total Weekly Fee Payable

Signatures	
General Manager or Appointed Representative:	
Resident or Residents Representative or Payee:	
Name of signee and relationship to the resident:	

Admission and Discharge Terms:

Please note that our charges are based on a daily rate, not a nightly rate. This reflects our policy that guests are welcome to make full use of our facilities throughout both their admission and discharge days.

On the admission day, guests may access the facilities from 10:00 AM, with rooms available for check-in from 2:00 PM. On the discharge day, rooms must be vacated by 12:00 noon; however, guests are invited to continue enjoying our facilities until 5:00 PM. Please be aware that, in many cases, rooms may be ready before the stated check-in times, allowing for early check-ins where possible.

1. Obligations of the Company

1.1 As part of the All Inclusive package the Company will (in return for payment) provide all accommodation, light, heat, bed linen, cleaning, maintenance, personal laundry (subject to clause 2.1), food and drinks (including special diet if needed), outings, chiropody, newspapers, hairdressing and spa treatments within the onsite salon, plus food & drink for your immediate family / friends (subject to fair use, as per clause 8) and use of the private dining room for personal events (subject to fair use and availability). Any additional services provided by the Company will be deemed as “Extra Services” and may be billed separately by us or directly by an external vendor. This list is not exhaustive, but examples would include escort fees, subscriptions to Sky, online services, discounted access to private physiotherapists, opticians, dentists etc. A list of these can be supplied on request.

1.2 The Company will provide Services using the levels of care, skill and diligence reasonably expected of a competent Registered Care Home Provider. Care requirements will be assessed in an ongoing review style. The homes latest inspection reports are available online & from the home upon request.

1.3 The company will hold and process personal information about you. We are committed to protecting this information in accordance with all applicable data protection laws, inc. the UK General Data Protection Regulation & the Data Protection Act 2018. Further details can be found in our privacy statement and policy.

1.4 The Company will conduct itself in accordance with its statement of purpose, which is available to the Resident upon request.

1.5 The Company will provide appropriately experienced, trained and qualified staff in 24-hour attendance sufficient to meet the ordinary needs of the Resident in accordance with their care plan, however this does not include continuous one to one care. Where one to one care is assessed as needed, additional charges will be made, after consultation with the resident, relative, next of kin, CHC, social worker etc. The Company will endeavour to provide 28 days' notice of this type of change, but it reserves the right to act without notice if your care needs increase significantly and unexpectedly. If as part of the consultation, an issue is raised by you over the assessment outcome, we will suspend our notice period until the matter is resolved. If you do not agree with the increased charges, you may end the contract without penalty before the increase in charges takes effect.

1.6 The Company will accommodate the Resident's furniture and possessions at the discretion of the Home Manager at the full responsibility of the Resident (**including insurance**). If an item of furniture is deemed to be either defective, dangerous or an infection control issue the Company may refuse its admission or require it to be removed.

1.7 Upon request the Company will prepare a property list as at the Arrival Date and ask a representative of the Resident to countersign the list. Whilst this may be periodically updated as requested, the Company cannot be responsible to track items which may be taken away by a relative. The Company will take reasonable precautions to look after your belongings but will not be responsible for them unless we have failed to do so.

1.8 The Care Home will obtain medication prescribed by the Resident's GP or other Doctor. In the case of private doctors, the medication may be chargeable, and this charge will be passed on to the Resident.

1.9 The Company does not accept any responsibility and will have no liability for the advice given or actions taken by any Medical Practitioner, whether the Medical Practitioner is one recommended by the Company.

1.10 Occupation does not constitute a tenancy within the meaning of the Rent Acts. Every effort will be made to accommodate the Resident in the Designated Room. The Company may terminate the right to occupy a particular room should this prove necessary due to an emergency or repair work, changes in funding type or for any other good reason (at the Company's sole discretion). Other than in the event of emergency, repair works or where the change is required due to a sudden change in needs, the Resident will be provided with 28 days' notice including the reasons for the change.

2. Obligations of the Resident

2.1 The Resident (or their advocate) will provide sufficient and adequate clothing, clearly and permanently marked with the Resident's name prior to admission. The Resident should submit for laundering only those clothes suitable for machine washing and drying. Although all due care will be taken, the Company will not accept responsibility for damage to clothing that should properly be hand washed or dry cleaned, or loss of inadequately named clothing.

2.2 The Resident must arrange (if they are unable to do so for themselves) for a suitable representative to deal with their financial affairs, as the Company will not act as the Resident's advocate or attorney.

2.3 The Resident should supply the Company with true and accurate information about their state of health and their care needs and ensure they are registered with a local GP if they do not wish to make use of our visiting GP.

2.4 The Company operates a no smoking policy. In special circumstances the Home Manager may (but without obligation) accommodate a Resident who wishes to smoke in a suitably designated place in accordance with the Smoking Regulations 2007.

2.5 The Resident must advise the Home Manager of any alcohol consumed in addition to that provided within the home and agree to restrict its consumption to a reasonable level having regard to other Residents.

2.6 No gratuities shall be paid, or gifts made to individual members of staff without the written consent of the Care Home Manager. We would encourage you instead to give to one of our nominated charities, the manager will be able to inform you who these charities are.

2.7 All electrical items are required to be inspected upon admission and thereafter tested on an annual basis. No additional apparatus for heating the premises or electrical extension cables may be brought into the Home without prior agreement of the manager. The Company reserves the right to ask for potentially unsafe items or items without current electrical test compliance to be removed.

2.8 The Resident and relatives are required to familiarise themselves with the fire regulations in force, the fire exits and the fire drill. In particular, but without limitation, the lift should never be used in the event of a fire and doors with automatic self-closing devices must not be prevented from closing at any time. Any soft furnishing items such as curtains, easy chairs and bedspreads are required to comply with the current fire safety requirements and should be made of flame-retardant fabrics.

2.9 Except with the prior written approval of the Home Manager, we are unable to accept pets residing with residents. However, we do encourage relatives to bring their pets in whenever possible (but at our sole discretion, we reserve the right to refuse pets). Visiting animals are not permitted in the dining room during mealtimes and are not permitted in the main kitchen at any time. Where pets are accepted, the Resident must fully adhere to our Pets Policy (available upon request from the Home Manager).

2.10 We encourage you to maintain & manage your own medication routines, including taking appropriate steps to secure storage in a way that our staff, residents & visitors to the care home are not put at risk in any way. The care home must be notified of any drugs or medications prescribed for or taken by residents. The company carries out a self-medicating assessment to enable those residents who wish to do so safely. Resident who chooses not to manage or are unable to manage their own medication can have the care home look after the process of medication management & dispensation. We may reserve the right to take over medication management from a resident through a best interest decision process.

2.11 The Resident is asked to ensure that noise levels from their room do not cause discomfort to other Residents or staff and are not audible outside the room between 11 pm and 8 am. The resident must also act in a reasonable manner respecting the care home staff, residents & visitors personal comfort & security. Any behaviour that we feel is detrimental to the operation of the care home will be seen as a breach of this contract. This term also applies to your relatives & other visitors.

2.12 No notices, clothes, or other objects may be displayed either outside or so as to be visible outside the Resident's room except with the consent of the Home Manager.

2.13 Visitors may call in at the Home at any time (subject to adherence to our visiting guidance). All Visitors must sign in and out for reasons of fire safety, and we respectfully request not to visit too late at night unless by prior arrangement (this is to ensure the safety of all residents).

2.14 The Resident (or their advocate) must notify the Care Home if temporarily absent from the Home for whatever reason (e.g. trips out, even for a short period, visits to relatives and friends, hospitalisation). The home is not responsible for the safety of residents outside of the home, unless accompanied by a member of staff. Similarly on return, the Resident must inform the Care Home.

2.15 The Resident will be asked to pay for all damage (other than fair wear and tear) caused to the property of the company or any other resident through any wrongful act or omission on the Resident's part or the storage or use by the Resident of any of their person possessions.

2.16 The Resident should not bring items of value into the home as we cannot accept responsibility whatsoever for any resident's property being lost, mislaid or otherwise damaged unless caused by negligence or fraud or breach of this Contract by the home or any of its team. If you do bring such items into the home you should obtain the appropriate insurance (these items are not covered by the home's insurance policy).

The home has a safe & can keep small amounts of cash (only) for personal use by the resident. Any cash deposited must be signed in / out & receipted.

2.17 The Resident (or their advocate) is asked to inform the Home in writing at least six months prior to their capital reaching the Local Authority higher threshold or Upper Capital Limit (Currently £23,500 – Correct at time of writing, Mar 2023). The home will then discuss the options regarding future payments and to establish if anything can be put in place to avoid having to leave the home.

2.18 Where the Resident is not the fee payer, the person entering the contract will use all reasonable endeavours to ensure that the Resident complies with the provisions of Section 2, to the extent that compliance is within the reasonable control of the Resident.

2.19 We require you to comply with all of our policies throughout the home to ensure your safety and the safety of the other residents, guests and visitors. A full list of policies is available upon request from the General Manager.

3. Fees & Payments

3.1 Our fees are based on the level of your needs which we determine during a preadmission assessment. Once the pre admission assessment is complete, we will confirm the fee rate. If you have signed this Contract but do not agree the fee rate, you may cancel the Contract without penalty provided you have not already moved in.

3.2 Any initial fees (inc. the refundable deposit) are payable with the return of this contract. The initial fee will equate to:

- Refundable deposit – four times the agreed weekly fee (including reservation deposit of two times the agreed weekly fee).
- Remainder of the current month's fee – e.g. if admission is on the 14th Feb, then a payment from 14th to 28th Feb is payable.

(If admission is on or after the 15th of the month then the next full months fee will also be payable, if admission is before the 15th of the month, then only the deposit plus the remainder of that month is due).

- The first full month's fee, paid in advance. This is calculated as the weekly fee divided by 7 (days) then multiplied by days in the following month – This will result in a variable amount being taken by DD each month.

For example: The agreed weekly fee is £1500

- Deposit: $4 \times £1500 = £6000$ (including reservation deposit of $2 \times £1500$)
- Remainder of the month: 14 days at £214.29 (daily rate) = £3000
- First full months fee: £6642.99
- Total amount payable at or prior to admission = £15,642.993.3 We will clearly explain in our invoices the amount of deposit we hold on to your behalf and provide a breakdown of any sums retained by us. The purpose of the deposit is to protect us against non-payment of fees or damage to property caused by your actions. We will not keep your deposit for reasons other than those set out in our Contract, and we will never keep your deposit in response to a complaint. If you have any questions about why we have kept part of your deposit, please contact the General Manager who can provide you with further information.

3.4 The Admission Date is the date on which we have agreed you will move into the Care Home and from which the fees are due and payable. If you do not move in on the Admission Date for any reason other than described in clause 3.5, we may end the Contract with immediate effect and retain the Reservation deposit, returning all other sums to you. If you do move in on the Admission Date then we will retain your Reservation deposit as part of the deposit.

3.5 If the Admission Date is delayed because we are at fault (for example, your room is not ready or where we withdraw our offer), we will hold your room for you until you move in.

3.6 Ongoing fees for your residency will be charged on a monthly basis & you or your nominated representative agree to pay them by the dates due. Any additional services you receive must also be paid for as they arise. Ongoing fees will be taken by direct debit & all relevant forms will be provided to you for signing. Fees will be invoiced in advance on the 20th day of each month and are payable by the last day of each month.

3.7 Where the residence extends so that you remain in the home for a period longer than 28 days during a single stay, you will be classified as a long stay (permanent) resident. You will be notified of the appropriate weekly fee & will be required to pay the refundable deposit & advance fees (each of which will be payable before the initial 28 days elapses).

3.8 Respite or 'short term' fees are subject to a £150 per week premium. Respite fees are payable in full for duration of the booked stay & in advance of the stay commencing.

3.9 Where fees are not paid on time, we will charge interest at an annual rate of 5% on any outstanding & overdue amounts. We will recover any unpaid fees from your funds or your nominated representative. Resulting administrative and legal expenses arising from non-payment will be charged to the resident or representative. For the avoidance of doubt, non-payment of fees constitutes a breach of this contract which could result in notice being served.

3.10 Total weekly fees are reviewed annually & new fees are effective from 1st April each year. We will review the Fees annually with increases to take effect on 1 April and will take account of a combination of the provision of any additional care and services, any increases in costs directly related to legal and regulatory changes, additional operating costs applied from the supply chain, staff pay increases, and RPI. We will provide you with at least 6 weeks' notice of any changes in your Fees.

3.11 Total weekly fees may be reviewed outside of the annual increase detailed in clause 3.10. This may be due to an increase in your care needs or if there are other significant exceptional changes to our costs, for example changes in legislation, regulatory standards or utility costs. You will be given at least 6 weeks' notice of any changes.

3.12 To ensure that we are able to continue caring for you to the standard that you would expect, we ask you to provide evidence that you can fund your stay privately for a minimum of 2 years. A financial application is required to be completed prior to admission & signed by the resident or advocate.

3.13 The company reserves the right to re-charge 'one to one' care at agency rates where the 'one to one' care has to be provided at short notice to maintain resident safety and agency staff are needed to provide this in addition to the required staffing ratios for the home.

3.14 The company will reduce fees by 10% for temporary (non-cumulative) periods of absence in excess of 1 week. If the Resident continues to be absent from the home in excess of 8 weeks, we will consult with you to seek agreement regarding further retention of your room. If agreement cannot be reached within a further period of 7 days, then the Company may give 28 days' notice to you to end the contract.

3.15 NHS Funded Nursing Care (FNC)

Where nursing care is being provided, the Care Home will arrange for the Resident to be assessed for NHS Funded Nursing Care ("FNC"), which is a contribution made by the NHS toward the cost of registered nursing services. This funding is separate from the fees paid under this Contract.

You will be responsible for paying the full cost of care (gross fees) until we receive confirmation of FNC eligibility from the NHS. Upon receipt of such confirmation, we will adjust your account and commence invoicing you net of any assessed FNC contributions. Any amounts already paid by you that are later reimbursed to us by the NHS in respect of FNC will be refunded to you, to the extent that you have already paid for those services.

The FNC amount is retained by the Company in recognition of the nursing needs of the Resident. If the FNC rate increases, this will not result in a reduction of your fees or entitle you to any refund. However, if the FNC is reduced or withdrawn (except in the case of temporary hospital admission or following death), we may increase your fees to cover the shortfall, in accordance with clause 3 above. Periodic assessments of eligibility for FNC will be carried out by a nurse appointed by the NHS. You remain responsible for paying the difference between our fees and any FNC received for nursing services.

Funding

3.16 Deferred Payment Agreements and 12-Week Disregards

If a local authority agrees to contribute to your fees for a temporary period while your property is being sold (such as through a Deferred Payment Agreement or a 12-Week Property Disregard), you or a third party must pay the difference between the local authority's contribution and our full fees (a "top-up") from the date of admission. This arrangement must be agreed with the local authority. During the deferred payment period, you agree to provide us, on request, with regular updates on the progress of the sale of your property, including an estimated completion date.

3.17 Local Authority Funding and Third-Party Top-Ups

If the amount paid by the local authority is not sufficient to cover our fees, you should contact the authority to confirm whether they will increase their funding. If not, a relative or other third party may be asked to pay the shortfall by way of a third-party top-up from the date the local authority funding begins. This third party will be required to enter into a separate agreement with the funding authority. If such arrangements cannot be made, clause 3.21 of this Contract will apply.

3.18 NHS Continuing Healthcare (CHC) and Enhanced Services

If you are eligible for NHS Continuing Healthcare (CHC) funding, please note that the amount the NHS pays may not cover the full cost of our services. This is because the NHS sets its own fixed rates for care based on assessed needs. If you request additional facilities, services, or enhanced accommodation (for example, a larger room) that are not required to meet your assessed health needs, these are classed as “Enhanced Services” and may incur an additional charge. You are advised to discuss this with the NHS to confirm whether they will cover such costs. If not, we can only provide these additional services if a separate agreement is made to pay for them.

If at any time the local authority determines that you are no longer eligible for public funding, you will be required to pay our full private fees. We will give you 28 days’ written notice of any such change. You will not be charged the revised fees during this notice period. Similarly, if the NHS decides you are no longer eligible for CHC funding and you are not eligible for local authority funding (or we are not in receipt of it), you will need to pay our full private fees to remain at the Care Home.

3.19 If a local authority decides that you are no longer eligible for funding then you will need to pay the full private fees we currently charge yourself. We will provide you with 28 days’ written notice of the change to your fees. If you do not wish to pay the full private fees you should end the Contract in accordance with clause 4.1 We will not charge the revised rate during your notice period. If the NHS decides that you are no longer eligible for NHS funding, then unless you are eligible for local authority funding and we are in receipt of the local authority funding (in which case clauses 3.16 and 3.17 apply) you will need to pay the full private fees we currently charge yourself in order to stay at the home.

What happens if your funding changes

3.20 If:

(a) you start to run out of funds, or;

(b) your care needs change to the extent that you may become eligible for your fees to be paid in full or in part by the local authority (meaning if your assets fall within the means tested threshold/s such that you are eligible to apply for funding support) or the NHS;

you and/or your representative should notify the manager and make an application for funding as soon as possible. If you are unsure about the current thresholds for funding support please speak to the manager who will be able to assist you. Assessments can take several months to complete and where you are applying for funding for the first time, we advise you to apply no later than three months before you expect to require funding. If you do not receive funding to meet our full fees you will need to pay the full fees in order to stay at the home.

3.21 If the amount paid by the local authority is not sufficient to meet our fees (or if a third party no longer wishes to pay the top up), then:

(a) you may end the Contract in accordance with clause 4.1.

(b) we may end the Contract in accordance with clause 4.1.

3.22 If any of the local authority funding covers any period for which you or a third party have already paid in full then, except the extent (if any) that we are legally bound to refund more, we will refund to or a third party, as the case may be) an amount equal to the amount that the local authority pays us for that period, but not more than the local authority pays us.

3.23 If the amount paid by the NHS is not sufficient to meet our fees (including any Enhanced Services provided by us outside of your assessed healthcare needs), or if a third party no longer wishes to pay the top up, then:

(a) if the top up is for additional services (rather than a higher cost room) we will cease to provide these;

(b) you may end the Contract in accordance with clause 4.1

(c) if you wish to still receive the Enhanced Services but cannot pay for them we may end the Contract in accordance with clause 4.1

4. Notice Periods, Refunds & Termination

4.1 Notice of termination of this contract may be given by the Resident, representative or the Company by writing to the other parties. The Notice Period length from admission date is:

4.1.1 Permanent resident – 28 days' (except as specified in Clause 4.2)

4.2 The length of Notice Period provided by the Company from admission date is reduced to one week in the following exceptional cases:

4.2.1 Where the Care Home has reassessed the Resident and following consultation it is concluded it cannot meet their needs; or

4.2.2 Upon a serious or persistent breach of contract by the Resident.

4.2.3 Any other issue which results in a breakdown in the relationship of trust & confidence between the home & you or your representative.

4.3 The length of Notice Period from admission date is reduced to two weeks' in the following exceptional cases:

4.3.1 Where the Resident moves permanently into hospital or other acute care at short notice.

4.4 This contract will terminate automatically on the closure of the Home or if its regulatory registrations are cancelled or withdrawn such that we are no longer legally able to operate the Home and/or provide the Services.

4.5 Any notice to be given shall be in writing and shall be deemed to have been duly given if sent by post, two days after posting to the party concerned.

4.6 If you leave the Home without providing notice to us, you will still owe us the Fees for the notice period.

4.7 If you leave the Home without providing us notice and cancel your direct debit for any Fees owing we will retain your deposit to cover any fees due for the notice period and reserve our right to take action to recover any the outstanding fees.

4.8 Providing the residents room is left in a good state of repair & the full 28 days' notice is given (except for the above detailed 'exceptional cases') the deposit will be returned, subject to any outstanding fees due. Where notice is given resulting in less than 28 days' notice the deposit will be subject to a pro rata proportion of the deposit being retained by the Company.

4.9 The Company will refund the balance of any fees paid in advance which are beyond the end of the notice period, net of any other fees outstanding within 30 days of the end of the contract or in the event of death within 30 days from receipt of grant of probate.

4.10 Any remaining balance payments will be made at the end of the following full calendar month.

4.11 Upon termination of this contract, the Resident is required to leave the Care Home and the room is to be clear of the Resident's personal effects. In the event that the room is not cleared by the termination date, further fees will be payable at the current weekly rate until the room has been cleared.

4.12 The Company reserves the right to dispose of, without liability, any Resident's property left at the Care Home after more than one month from the termination of this contract.

4.13 In the event of the death of a resident, we will charge fees up to the date of death plus a further 3 days. The 3 days will allow for any personal belongings to be collected. If belongings are not removed by that point, fees will be charged for the lesser of 7 further days or until belongings have been removed unless we agree with the Resident's representative to extend the period. If the belongings are not removed and alternative arrangements not made, we may clear the room and dispose of the belongings at cost to the Resident's estate.

5. Compliments, Complaints & Making Your Feelings Known

5.1 The Company is committed to the highest standards of openness and accountability, we always welcome constructive suggestions about how the care home can be improved to meet the residents' needs.

5.2 We encourage both residents & advocates to use any opportunity to speak to the home's management team to reduce any need for more formal processes, however formal complaints should be put in writing (either written or electronically) & will be dealt with following the homes complaints policy (available by request). The Company will keep the complainant informed about stages & timescales for the process of responding to a complaint to ensure that it is dealt with promptly & effectively.

5.3 Should the complainant feel that the matter has not been dealt with adequately & would like to appeal, details of the appeal process will be provided with the original response.

5.4 If the complainant still feels the matter has not been dealt with adequately following an appeal, or if the complainant wishes to refer the complaint further at any stage, the matter may be referred to the Care Quality Commission (CQC) by email at enquiries@cqc.org.uk or by telephone on 03000 616161.

5.5 Compliments can be made verbally or in writing & passed to the home manager. We will ensure that your compliments are passed on to the team to help build morale. We may also like to share these positive comments via our social channels, on our website & for marketing purposes.

6. Limitation of Liability

6.1 The Company shall be under no liability for any failure to perform any of its obligations if and to the extent that the failure is caused by act of God, war, riots, civil commotions, strikes, lock-outs, trade disputes, fires, breakdowns, interruptions of transport, governmental action or restriction, shortages of labour, delay in supplier deliveries, pandemic or any other cause whatsoever (whether or not similar to the foregoing) outside the control of the Company.

7. Additional Terms

7.1 All provisions of this Contract shall be binding upon and shall endure for the benefit of the parties to this agreement & their respective personal representatives.

7.2 If any provision or part-provision of this Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision pursuant to this clause 7.2 shall not affect the validity and enforceability of the rest of this Contract.

7.3 Except as expressly set out in this Contract, no remedy conferred by any provision of this Contract is intended to be exclusive of any other remedy and each and every remedy will be cumulative and will be in addition to every other remedy given under this Contract or existing at law or in equity, by statute or otherwise.

7.4 The terms and conditions contained in this Contract shall be governed by and construed in accordance with the laws of England and Wales and the parties submit to the exclusive jurisdiction of the English courts.

7.5 The Contract (Rights of Third Parties) Act 1999 shall not apply to this Contract. This means that a person or organisation who is not a party to the Contract cannot enforce its terms.

7.6 We may transfer this Contract to another organisation. We will consult with you in advance if we plan to do this. If you are unhappy with this, you may end the Contract in accordance with clause 4.

8. Fair Use

What is considered as Fair Use?

In addition to our Resident Contract and our All-Inclusive package that Connaught Care provide to all residents that we care for; further details are included within this policy detailing what Connaught Care considers 'Fair Use' of the additional services provided.

The additional services that are covered under the 'Fair Use' Policy are:

- Hairdressing/Salon Services
- Spa/Beauty Services
- Bistro Meal Bookings for immediate family/friends
- Private Dining Experiences/Use of for personal events
- Podiatry Services
- Food and Drink for immediate family/friends
- Personal Trainer Experience

This list is not exhaustive.

Service	Considered as 'Fair Use'
Hairdressing/Salon Services	Up to 4 times per week per resident
Spa/Beauty Services	Up to 3 times per week per resident
Bistro Meal Bookings for immediate family/friends	Up to 5 times per week per resident
Private Dining Experiences/Use for Personal Events	Up to 2 times per month per resident
Podiatry Services	Visits every 6-8 weeks per resident, or more regularly if Diabetic
Personal Trainer Experience	Up to 2 times per week per resident

Connaught Care consider the above to be 'Fair Use' for each resident residing in our care homes, however if further services are required these can be requested in writing through the General Manager of the home.

There are other services that are available, which are deemed as 'Extra Services', which may be billed separately by Connaught Care. Examples include Escort Fees, Opticians, and Dentists. A full list of these 'extra services' can be provided upon request.