

St Marys

# Residency Agreement

Introduction to Contract for Care Services & Residency

[v1] - 24/04/2023



**ST MARY'S**  
**CARE HOMES**

### Introduction

Thank you for choosing St Marys as Your care provider. We will do all We can to make Home Name feel like home to You and that You feel cared for at all times.

Please take time to read this agreement as it contains the Terms and Conditions which will apply when You choose to take up residence with Us and sets out a summary of the care service that You have chosen and the fee which We have agreed. A Glossary is also included to help clarify some of the key concepts and phrases that You may hear or read about in the Terms and Conditions.

The care service We will provide to You will be based upon an initial assessment of Your needs and a care plan which will be prepared for You. This plan is subject to ongoing assessment to help Us identify any changes in Your personal needs.

Weekly Fees are payable in advance, either monthly or four-weekly and this is set out in Your Personal Terms. The Weekly Fee covers the general cost of Your care, Your room and its facilities, along with meals and snacks. However, it does not cover all services provided within The Home. The section on Fees and Charges in the Glossary explains what additional costs might be incurred while You stay with Us.

If We need to change any of the terms of Your agreement, We will communicate these changes clearly and usually with 28 days' notice. This includes changes to Your Weekly Fee, which will usually be reviewed annually.

In some circumstances, it may not be possible to provide notice of changes, particularly if Your personal care needs change. This can occur rapidly and additional support may be required before We can agree the term of a change in service level. In such circumstances, We will behave sympathetically to Your needs as far as We are able.

Please feel free to clarify any of the terms of Your stay with Us – We look forward to welcoming You.