
SERVICE USER'S CONTRACT

The intention of the owners and staff of Palm Court Nursing Home is to provide you with a happy and comfortable home. Any matters concerning your well being will be discussed with you and your family together with any other interested party. We would like you to feel free to decide whether you are happy at Palm Court Nursing Home and the first four weeks of your residence should be considered a trial period. Service Users have the right to access personal records for which six hours notice is required.

Accommodation

You will occupy the room allocated to you by agreement. As our clients suffer from dementia, we do not offer a private key to the rooms for safety. During your residence your room is your responsibility and any damage caused may be charged to your account.

Services

This include the provision of a room, all meals, lighting, heat, the use of shared facilities and any personal and nursing care which may be needed e.g. help with dressing and bathing. All laundry is included i.e. towels, bed linen, personal clothing and of course, your room will be kept clean and in good decorative order. We wish you to regard Palm Court Nursing Home as a home and therefore any medical care that your G.P. feels necessary will be provided.

Medication

Due to the nature of dementia, it is our policy for staff to administer medication for all service users under the direction of the GP. Upon admission, you must hand over all your medication for safe keeping and administration.

Fees

Fees are by agreement and to be paid monthly in advance beginning from date of admission plus the allowance from the NHS. Wherever possible, we try to give one weeks notice of any increase. The fees are calculated as (fees52) divide by 12 as £..... per month (plus increases as mutually agreed) payable by Standing Order to our bank Lloyds TSB, 104 Terminus Road, Eastbourne, Account Number 02472875 Sort Code 30-92-86. Fees are normally reviewed on the first of January and **when the needs and condition of the Service User changes**. If and when the service user is not able to pay his fees and payment is taken over by DHSS, you will need to top up to meet the fees.

Items for Which Service Users are Responsible

Newspapers, hairdressing, dry cleaning, , personal TV and licence (£5 per annum for those less than 75 years of age) chiropody and dental care are exclusive of fees. You must ensure all your clothing is clearly marked using nametapes. Palm Court Nursing Home cannot be held responsible for any loss of unmarked items. You are also responsible for your personal necessities e.g. soap, toothpaste, denture powder, toothbrush, shampoo and face flannels.

Notice, Insurance and Valuables

Should you wish to leave Palm Court Nursing Home, we request four weeks notice in writing, either way. The buildings and contents are insured with Gold Direct Insurance and they may accept liability for loss or damage to Service User's possessions not exceeding £1000. Unless valuables are placed in the care of the manager, these are your own responsibility.

Breach of Contract

If there is a breach of contract, the client and/or the power of attorney holder are responsible. In the case of Palm Court Nursing Home, DFB Care Ltd is responsible.

Registration and Complaints

The home is registered with the Commission for Social Care Inspection (CSCI), who inspects periodically to maintain standards. Service Users/relatives/representatives are advised to use Palm Court Nursing Home Complaints Procedure and if the issues raised are not resolved to satisfaction, then a CSCI inspector can be contacted at the: The Oast, Hermitage Court, Hermitage Lane, Maidstone, Kent ME16 9NT, Tel No: 01622 724950, Fax No: 01622 724980

Pease sign, keep a copy for your record and return original to Palm Court Nursing Home

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Signature of DFB Care Ltd
Representative

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Signature of Resident/Representative