

**Paxton Hall Care Home**  
**TERMS AND CONDITIONS OF RESIDENCE**

This brief document sets out the terms and conditions of residence at Paxton Hall Care Home (the Home) so that all parties are aware of their rights and their obligations. If you (the Resident or their nominated representative) have any queries, the Home's Manager or Administrator will be pleased to assist you.

1. The Home undertakes to provide a standard of care required by the Care Act 2014. We will ensure that we provide our service to you with reasonable care and skill and maintain a standard of care as required by law.
2. Upon payment of the agreed monthly fees, the Home undertakes to provide food, light, heat, care and laundry to the resident. There shall be no hidden “extras” charged without prior consultation and agreement with the resident or their nominated representative.
3. The Resident can use facilities of the home including their bedroom, communal rooms, bathrooms, and gardens.
4. The Resident shall pay for personal purchases of private professional services, over the counter medicines, hairdressing, newspapers, tobacco, alcohol, clothing, dry cleaning and other items of a personal nature.
5. Hospital transportation for accidents and emergency will be provided by the Home. If your representatives or relatives are unable to escort you to outpatient hospital appointments, we will apply a charge of £20 per hour for a member of staff to accompany you plus the cost of transport.
6. Fees are payable calendar monthly in advance on the first day of each month by standing order.
7. Fees are reviewed annually (normally on 1 April) and shall remain unchanged unless at least 28 days written notice is given by the Home. Annual increases will be based on inflation, increase in staff costs such as the National Living Wage and increase in compliance costs. In exceptional cases, we may increase fees during the year if your care needs increase significantly.

Where your care needs increase significantly and unexpectedly, meaning that we need to provide you with additional care or facilities at short notice, we will consult with you or your nominated representative and provide at least 7 days' notice in writing of any increase.

8. If you are away from the Home (for example, because you are on a pre-arranged holiday or because you are in hospital) your room will be reserved for you. During the first four weeks of absence your fees will continue to be payable in full. After that, your fees will be reduced by 20%.
9. Our insurance policy provides cover for personal belongings up to a maximum value of £1,000 at any time, except for cash. Any item valued in excess of £100 must be registered with the office. The policy carries a £50 excess payable by the resident for each claim made under the policy.
10. Either party can terminate residency by written notice of 28 days. The Home will normally only terminate the residency in exceptional circumstances such as (a) if it cannot meet the

resident's needs; (b) fees have not been paid; and (c) due to circumstances beyond its control.

11. This agreement shall continue in force until terminated by death, in which case the Home is entitled to one week's fees in lieu of notice. Thereafter, we reserve the right to charge 80% of the weekly fee (calculated on a daily basis) until the room is vacated.
12. Respite care residents can terminate their booking by giving at least 48 hours' notice. 20 percent of any prepaid fees for the unoccupied nights of the booking will be reimbursed.
13. The Home will enlist the support of the National Health Service to enable the resident to remain in the Home in the event of terminal illness, should the resident so wish, unless the resident's GP recommends otherwise.
14. The Home will keep confidential all the resident's information in its possession. We collect personal information on our residents which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other software systems, all of which are subject to security and authorised access policies. Personal information that becomes inactive is kept securely in accordance with regulations and for as long as is needed, before being safely disposed of.
15. The Resident consents to be being weighed periodically and the weight recorded on their care plan.
16. The Resident consents to allow their photograph to be taken as a form of identity. The Home uses pictures of daily life in the Home, on its website and on notice boards. The Resident agrees for use of their images but reserves the right to ask for these images to be taken down.
17. It is sometimes necessary either for the efficient running of the Home or due to changes in the care required by the Resident, for the Home to require a resident to move from one room to another. This would only happen after prior discussion with the Resident and or their nominated representative.
18. There is an open visiting policy. Early mornings and evenings are the times when most personal care takes place, and although visitors are welcome at these times, we ask that visitors be sensitive to the privacy and dignity of other residents.
19. The Home has a Complaints Policy which is displayed in the entrance hall and can be obtained from the office at any time.
20. The Home is regulated by the Care Quality Commission (CQC) whose inspection reports are available on the CQC website. A copy of the latest inspection report is available from the office and the Home's website.
21. The Home welcomes feedback and suggestions. A Director is available by prior appointment to discuss matters concerning the Home.

Signed by or on behalf of the Resident	Print name	Date
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