

# **Baglan Lodge Care Home**

**84 Old Road, Baglan, Port Talbot SA12 8LH**

**Telephone: 01639 813135 fax 08444 435778**

**nigel@baglanlodge.co.uk**



## **Service User Contract**

January 2011

## Contract of Residence

**THIS AGREEMENT Is between Baglan Lodge Nursing Home of Bevan & Clarke LLP**

And “**THE SERVICE USER**”:

### **Residence and payment of Care Fees:**

1. Upon payment of the weekly charge as hereinafter defined in paragraph 2, Baglan Lodge Nursing Home undertake to provide accommodation, food, light, heat, laundry and all the necessary personal care as would normally be required by a Service User of a Care Home.
2. The monthly charge shall be the initial sum of \_\_\_\_\_ week paid one week in arrears by cash, cheque or BACS transaction which it is agreed shall cover the provision of all services referred to in clause 1 above subject to review. There will be a third party charge set at £30.00 per week. The charge shall remain unchanged unless one month’s written notice is given by Baglan Lodge Nursing Home to the Service User or this agreement is jointly amended by all parties hereto.
3. Baglan Lodge Nursing Home undertakes to maintain a standard of care as required by Registration Authority. If an occasion should occur where a complaint or query arises the Service User is referred to Baglan Lodge Nursing Home written procedure for dealing with complaints. If the complaint is not resolved, the Service User may wish to refer to the: National Care Standards Commission:
4. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Service User leave the home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required.
5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Service User and Baglan Lodge Nursing Home.
6. Baglan Lodge Nursing Home will be the abode of the Service User. Should a Service User at any time require hospital treatment or be otherwise temporarily absent from the Home, Baglan Lodge Nursing Home will retain the accommodation for eight weeks at a weekly charge of 80% of the current fees, after which time the full fees may be charged, unless four weeks termination of contract is given by either party to the other.
7. In the event of death of the Service User, any fees outstanding for Service User’s will be charged to their estate. Third parties who agree to meet Service User’s fees in whole or part must sign
8. Below to this effect before the said person becomes a Service User.

## **Contract of Residence**

9. Baglan Lodge Nursing Home may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:
  - a. Non-payment of fees
  - b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, Baglan Lodge Nursing Home are no longer able to meet the Service User's needs.
  - c. Any circumstances or behaviour which Baglan Lodge Nursing Home feels may be seriously detrimental to the Home or welfare of other Service Users.
9. Fees will be reviewed from time to time as determined by Baglan Lodge Nursing Home. Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs which Baglan Lodge Nursing Home experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

### **Medical and Personal Requirements:**

10. The Service User shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items of luxury or personal nature. Telephone calls will be charged at the current domestic rate.
11. Service Users will be required, before taking up residence, to provide information to Baglan Lodge Nursing Home on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.
12. The Service User or, where appropriate, his or her representative may request Baglan Lodge Nursing Home take charge of and dispense all the Service Users prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place

### **Personal Effects and Personal Mobility:**

13. Service Users are free to journey out alone; however, Baglan Lodge Nursing Home cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.
14. All electrical items brought by Service Users on admission or during occupation of the Home shall be first inspected as to their safety by Baglan Lodge Nursing Home before their use.
15. At the discretion of Baglan Lodge Nursing Home items of furniture may be brought in by the Service User subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Service User's responsibility or that of the executors.

# Contract of Residence

## Insurance:

16. All valuable assets must be declared upon admission for insurance purposes. Safekeeping can be arranged at Baglan Lodge Nursing Home.

## In the Event of an Emergency:

17 The Service User is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

a. Name, address and telephone number of next of kin:

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.....  
.....

b. Any Social or cultural traditions that the Service User requires to keep:

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**Status of the Home:**

18. Baglan Lodge Nursing Home is registered as a Care Home with the Care and Social Services Inspectorate Wales (CSSIW)

SIGNED: ..... Colleague  
For and behalf of Baglan Lodge Nursing Home

DATE: .....

SIGNED: ..... Service User

DATE: .....

**In the case of a Service User whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.**

SIGNED: .....

CAPACITY: .....

ADDRESS: .....

.....

.....

DATE: .....

# Baglan Lodge Nursing Home

FORM No:

ISSUE No:

## SERVICE USER SATISFACTION QUESTIONNAIRE:

ISSUE Date:

Question	Please Tick		Comments
	Yes	No	
Do you feel happy at Baglan Lodge Nursing Home?			
Do we meet all your needs?			
Are there any changes you would like to see?			
Do you have enough to eat?			
Do you have enough choice of meals			
Are your meals cooked to your liking			
Are the meals presented nicely			
Do you feel you have enough assistance with anything you need			
Do you feel the staff is always close at hand at all times to help you?			
Do you join in any of the following activities:			
Bingo			
Reminiscence			
Dominoes			
Knitting			
T.V.			
Going for Walks			
Quiz			
Would you like any other activities, we would welcome any suggestions.			
Would you like to organise a Day Trip			
Are your visitors made to feel welcome			
Are they offered refreshment			
Are you happy with the Laundry Service			
Are you happy with the following Services:			
Hairdressing Service			
Chiropody			
Audiologist			
Manicures			
Dentist			
Are there any changes you would like to see at Baglan Lodge Nursing Home			

Thank you for completing this questionnaire.

Name:.....

Date:.....