

# The Seaton Nursing Home

## Statement of Purpose



April 2007

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This document has been written in accordance with the Care Standards Act 2000. The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

## Aims and Objectives

The management of The Seaton Nursing Home pride themselves in offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept service users for long term, short term, for convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a Home where individuality is emphasised, with staff who have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded fellow service users.

Our main aim at The Seaton is to provide the highest quality of care in a Home with a happy and homely atmosphere, in which each service user feels comfortable, cared for and contented.

We provide nursing and residential care to meet the assessed need of each new Service User. We are registered for the category over 65 years of age.

**PRIVACY:** A service users room is their own personal place and personal privacy is respected at all times.

**DIGNITY:** The service user can expect to be treated with respect at all times.

**INDEPENDENCE:** We encourage service users to be as independent as they wish, and to keep up the outside activities they may have and generally to lead a happy and contented life in a way that suits their individual needs.

**CHOICE:** We will keep the service users informed generally of any important matters or developments and welcome any suggestions from the service users, their families and staff.

**RIGHTS:** We endeavour to maintain the rights of service users and all entitlements associated with citizenship.

**FULFILMENT:** We will encourage each service user to continue with hobbies both inside and outside the home, whilst providing a secure, clean

and well-maintained environment, with privacy and hospitality to make visitors and friends feel welcome.

## Philosophy of Care

The Seaton Nursing Home aims to provide its service users with a secure, relaxed, and homely environment in which their care, well-being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing will be sensitive to the service users ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and service users are encouraged to participate in the development of their individualised care plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other service users and with recognition of the following core values of care, which are fundamental to the philosophy of our home:

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate legislation, regulations and the Commission for Social Care Inspection.

**BELONGINGS:** Service users are actively encouraged to bring in personal items of their own, such as a favourite chair, pictures and photographs etc, and to make their room as homely as possible.

**BEDDING:** Although bedding is provided, service users may use their own.

**TELEPHONE:** The service users are welcome to use the main phone for incoming and outgoing calls although many service users can install their own telephone, if they wish to do so. There is a payphone available in the Axe Wing for Service Users to make and receive calls.

<b>HOSPITAL:</b>	Should the service user require a hospital stay their room would be kept available for six weeks, and then the position would be reviewed in consultation with the service user or family as appropriate.
<b>PETS:</b>	Whilst we do not have the facilities for service users to have their own cats and dogs. Dogs do visit regularly. Service users may bring birds or fish.
<b>SMOKING:</b>	For safety reasons, please be aware that smoking is not permitted in bedrooms either by service users, visitors or staff. Smoking is permitted as arranged with Matron to suit the individual.
<b>DOMESTIC:</b>	If a service user wishes to help in any way, for example make their own bed or help in the dinning room they are very welcome to do so.
<b>HYGIENE:</b>	<p>Service users may bath or shower as often as they wish.</p> <p>All service users have a bath at least once a week, unless for medical reasons they are unable to do so.</p> <p>We also carry out all personal laundry washing, which is usually returned the next day. We recommend that all clothing is labelled as soon as it comes into the Home.</p> <p>However, if a service user wishes to make other arrangements for their laundry, they may do so.</p> <p>Please discuss with the Matron any clothing that may require specialist cleaning.</p>
<b>INTERESTS:</b>	We hope service users will keep up all interests they may have, and also join in the many activities of the home.
<b>GOING TO BED:</b>	Service users may go to bed whenever they wish.
<b>MEDICATION:</b>	We take great care of all medication and distribute this daily whilst keeping precise records. Facilities for those wishing to self medicate will be made available following risk assessment.

**GP:** A service user may keep their own GP if they are local, or we can arrange one for you from the local surgery with which we have a service contract. If a service user wishes to visit a GP or have an appointment at hospital, a member of staff will accompany them if required.

**MEAL TIMES:** Whilst these are flexible, in the main they are as follows:

Breakfast	8.00 -10.00 am
Lunch	12.00 - 13.00 pm
Tea	5.00 - 6.00pm

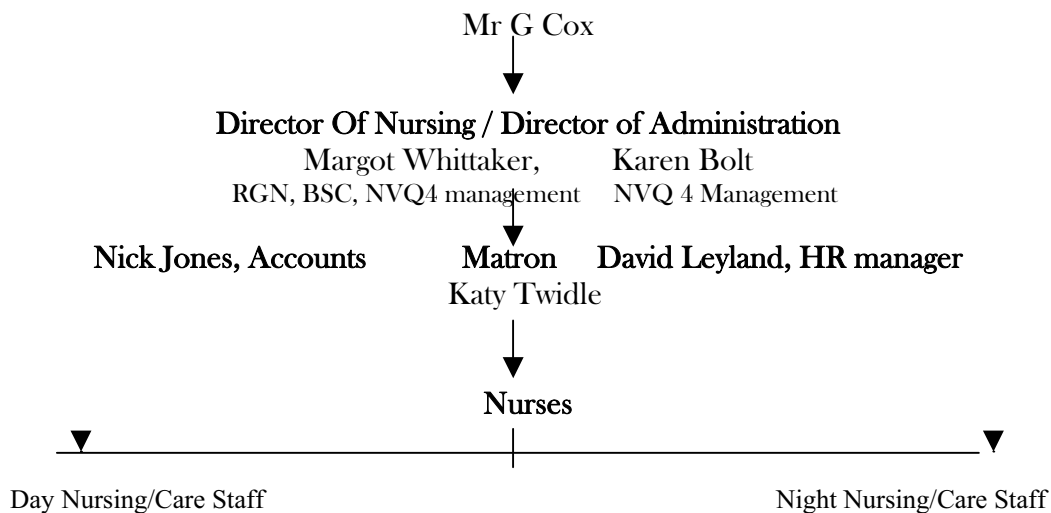
**GOING OUT:** We use a four-week rotating menu, which is reviewed regularly. We cater for varied and special diets. Also meals can be put by for service users who are out or who may be late back. As in one's own home, a service user is welcome to come and go as they please, although a member of staff should be informed of their plans.

**VISITORS:** Visitors are always welcome at any reasonable time, preferably between the hours of 10am and 6pm. If any family member wishes to help tend their relatives outside these hours they are most welcome to do so.

**VALUABLES:** We discourage all service users to keep any valuables in the Home. However, important valuables and money should be made known to the Matron as they can be kept locked in the safe. The Home will not be responsible for any valuables kept in the service users bedroom. Pocket money may be kept in the Home for general use, however we do ask that this amount does not exceed £100. It is suggested that specialised hearing aids are insured by the family as they could become damaged.

## Home Organisational Structure

Home Owner



## Details of Staff Numbers and Staff Training

The Home employs one Matron/Manager, 5 Registered Nurses level 1, 3 Senior Care Assistants, 75% that have NVQ level 2 or 3, 10 Care Assistants some of which are currently working towards their NVQ 2 in Care and 6 other ancillary staff. The Homes' staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- ❖ Care code of conduct
- ❖ Confidentiality
- ❖ The rights of Service user's
- ❖ Manual Handling
- ❖ Fire Safety
- ❖ Diet & Nutrition
- ❖ First Aid
- ❖ Health and Safety
- ❖ Food Hygiene and Safety
- ❖ Personal Care Tasks
- ❖ Care Assistants Responsibilities

All new staff will complete an induction that follows the TOPSS guidelines. The Home insists that all Care Assistants hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification.

The Home also sends all staff on external training courses for such topics as Food Hygiene, Manual Handling, Care of the Elderly, First Aid, Management of Medicines etc, and will continue to update their knowledge and skills in the care for the elderly. All staff will be assessed and appraised as appropriate. Clinical supervision sessions are carried out with all members of staff each week and evaluated for further training requirements. Senior members of staff will be continuously monitoring all other staff on a day-to-day basis.

Staff will adhere to their professional code of conduct and that of the Home. Any complaints about staff will be investigated immediately through our complaints procedure.

## Accommodation

The Home has 28 bedrooms 14 of which have en-suite basins and toilets, 1 room has an assisted bath, basin and toilet ensuite and 1 room has a full ensuite facilities

It has 3 double bedrooms, one of which has an ensuite basin and toilet.

There are 25 single rooms in the Home

Downstairs: there are 14 single rooms with 9 en suite rooms.

Upstairs: there are 11 single rooms with 8 en suite rooms.

Room 11 has stairs leading to it, room 18 has a step up/removable ramp as access and rooms 22 and 23 have 2 steps down in the corridor which leads to them this also has a removable ramp.

All room sizes exceed the national minimum standard.

Platform lifts are on each level of the home and there is lift access available from the ground floor.

### **Social Rooms:**

There are two lounges, one of which has a large conservatory and two separate dining rooms, all centrally heated. Service users are encouraged to use these public rooms.

However, service users who choose to stay in their own rooms may do so. Smoking is not allowed in these public rooms and, whilst generally discouraged within the home, a separate room is set aside for this purpose. All rooms are connected to a nurse call system for the benefit and safety of service users. A lockable facility to secure valuables and personal items can be made available.

## Admission

Service user's interested in coming to The Seaton Nursing Home are encouraged to visit the Home to sample the atmosphere and level of service. Day-care can be arranged on a regular weekly basis while waiting for a vacancy. This can give the client time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency.

The Home is registered to accommodate 31 persons of old age. Exceptions to this may be accommodated following assessment and successful application for a CSCI variation to registration. We currently have 1 Service User in this category.

Often a relative, friend or social worker will contact The Seaton and will arrange to view the Home. Any questions or individual concerns regarding the service users stay, such as medical needs/requirements are discussed with Matron at the time of the initial assessment. After a full assessment of the potential service user to ensure their needs can be met by the Home, as soon as a room becomes available a date will be arranged for the service user to move in. A deposit will secure the room agreed upon. Payment for a room is paid a month in advance with Privately funded Residents.

There will be an initial period of one month for all parties to ensure the service user is happy and becomes settled. If a service user is not happy at this point, they can of course leave without notice. After a month, a month's notice is required to be given either by the service user or the Matron on behalf of the Home, if it is not suitable for the service users needs.

### **Emergency Admission**

At the discretion of the Matron we may be able to offer emergency admission. Care plans will be sent via fax to the Nursing Home, the Social Worker will communicate all appropriate information and the Matron will make a judgement as to whether the Home can provide the care required. The fee and agreed method of payment along with the contract will be decided, drawn up and signed upon admission.

## **Privacy and Dignity**

The staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing will be sensitive to the service users ever changing needs.

## **Therapeutic Activities**

The Home policy on "Therapeutic Activities" takes into account the service user's interests, skills, experiences, personalities and medical condition. The Home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourage and in certain instances help service user's to pursue their hobbies and interests:

**Service user's can play the following games**

- ❖ Cards.
- ❖ Scrabble.
- ❖ Bingo.
- ❖ Draughts.
- ❖ Or any other favourite board games.

**Activities with the staff (On a Daily Basis) include:-**

- ❖ Chatting to Individual service users.
- ❖ Going for walks.
- ❖ Manicures
- ❖ Playing games.
- ❖ Armchair exercises.
- ❖ Reading letters/magazines/newspapers.
- ❖ Helping to choose Library books.
- ❖ Music and singalongs.
- ❖ Maintain life long hobbies, crossword puzzles etc
- ❖ Facials
- ❖ Aromatherapy
- ❖ Hair dressing
- ❖ Physiotherapy
- ❖ Flower Arranging

### **Outings**

All outings are geared to service user's needs and capabilities and due to this a limited number of service user's can go on any one outing.

Examples of outings are listed below:

- ❖ Visits to local Pub.
- ❖ Visit to a garden Centre.
- ❖ Visit to a pantomime or play.
- ❖ Bus journeys around the local countryside.
- ❖ Bus journeys to local beauty spots.

## **Smoking and Alcohol**

The Home has a designated smoking area. Service Users may consume alcohol in moderation following a risk assessment and this will be included in their care plan.

## **Religion (Worship/Attendance at Religious Services)**

Service users may attend religious services either within or outside the Home, as they so desire. If services are outside the Home, the service user should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany service users on specific occasions if staffing levels permit.

Service users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

## Contact With Family and Friends

Service user's family, relatives and friends are encouraged to visit the service user regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the service user to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the person in charge know of their arrival and departure from the Home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The service user has the right to refuse to see any visitor, and this right will be respected and up-held by the person in charge who will, if necessary, inform the visitors of the service users wishes.

## Fire Safety

- ❖ The Home has a modern Fire Alarm System fitted, with "Fire Exit Notices" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the Home, as advised by the local Fire Department.
- ❖ Staff are instructed during Induction training with regard to the Fire Prevention and Drills Policy which includes use of the Homes fire appliances, evacuation, muster points, raising the alarm, etc. Service users are informed of the emergency procedure during admission.
- ❖ All fire systems and alarms will be tested weekly by staff of the Home and 12 monthly by the local Fire Officer. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- ❖ All fire fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.
- ❖ Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.
- ❖ Three monthly fire training sessions are carried out by a qualified instructor.

## Service Users Plan Review

Once developed, the service users care plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan that is developed includes the involvement of the service user.

Family and relatives will be encouraged to participate in the service user's daily routine as far as is practicable, and are invited to monthly formal reviews. Service users and their relatives are always welcome to chat with a member of the care staff if they have any concerns.

The service users plan is reviewed at three levels:

- ❖ Daily on a shift-to-shift basis. At staff shift changeover the service user's daily care notes are handed by the out-going shift to staff on the in-coming shift and the service user's responses and activity patterns discussed as needed. Changes to the service users plan may be proposed at this point.
- ❖ At the end of the four week settling-in period.
- ❖ Thereafter a formal review can be held with care staff on an agreed basis.

All amendments to the care plan will require the authorisation of the name-qualified nurse. Certain amendments may require the authorisation of the service user's GP. All Amendments to the service users plan are recorded in full.

## Complaints

The Home operates a pro-active comments and complaints process in the hope of continually improving service.

If as a service user, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge i.e. Matron. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can follow our complaints procedure a copy of which is kept in each room.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Commission for Social Care Inspection.

There is a comments book, for all to use regarding the running of the Home, and there is a confidential comments card post box in the main hall, again for all to contribute to if they so wish.

Should any matter arise that does not satisfy the service user, then the service user, a relative or social worker may contact a member of the Commission for Social Care Inspection. The local office of the CSCI is the Exeter (North Devon) Area Office

CSCI  
Unit D1  
Linhay Business Park  
Ashburton  
TQ13 7UP

Telephone 01364 651800

## Monitoring and Quality

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the service users and their relatives. We regularly ask for comments on the Home, the staff and services we provide. We ensure that a questionnaire goes out at least quarterly to staff, relatives and residents regarding the care in the Home, and these results will be available to all who wish to see them. These results are acted upon and help us in providing a quality service.

## Practices of the Home

- ❖ To hold a current a registration certificate and adhere to its code of practice.
- ❖ To ensure bedrooms are treated as each individual's home. Knocking on doors before entering will be respected at all times.
- ❖ To ensure service users are addressed by staff in the way the service user chooses.
- ❖ That service users independence is promoted and avoiding set rules where possible: i.e. Bedtimes etc.

- ❖ That service users are encouraged to be as independent as possible, and to make their own decisions about themselves and their home.
- ❖ That service users are actively encouraged to participate in their care, and the planning of their care.
- ❖ That service users may smoke in appropriate designated areas.
- ❖ That service users may choose where they take meals, either in private or in the dining areas.
- ❖ That service users may have meals for a relative or friend.
- ❖ That all care and personal needs are assessed, monitored and evaluated, including the service user, and/or their advocate or relatives, as the service user chooses.

## Procedure and Record Keeping

- ❖ All procedures will be carried out, ensuring the service users' privacy and dignity are respected.
- ❖ All nursing procedures will be carried out in accordance with the Clinical Procedure Manual of the Royal Marsden Hospital.
- ❖ Service users may refuse any procedure or nursing intervention if they choose.
- ❖ Service users have the right to any information they seek regarding: -
  - Complaints procedure
  - Access to notes/documents
- ❖ All documentation will be confidential
- ❖ Service users may choose their own General Practitioner.
- ❖ Any procedure that restricts personal choice or infringes service users' rights will be recorded and reviewed.

## Monitoring of Standards/Quality Assurance

The Seaton Home seeks to maintain high standards of care by: -

- ❖ Continually talking to service users, staff, advocates and relatives
- ❖ Identifying service users needs and care to be provided.

- ❖ Setting clear and explicit standards of care to be used as the criteria from which professional judgements can be made.
- ❖ To provide competent staff who are continually updated with training in the care of the elderly.
- ❖ Ensuring staff practices are in accordance with their code of professional conduct and to discuss practices at staff appraisals.
- ❖ To continuously discuss service users' rights, privacy, dignity, choice, independence and fulfilment at staff meetings.
- ❖ Diligently observe the general day-to-day care provided.
- ❖ Liase with all other services to ensure all requirements are being met.
- ❖ Provide meetings of staff, service users, relative's etc. to discuss standards of care and highlighting any areas of concern.
- ❖ Providing at random, questionnaires for staff, visitors, relatives and service users to complete.

## Service User's Rights

1. Service users have the right to as much personal and physical independence as possible. This includes personal choice and responsibility for their own actions. Service users will not be compelled to undertake anything against their will.
2. Service users have the right to have their cultural, religious, political, sexual and emotional needs respected; permitting and facilitating chosen personal relationships, sexual or otherwise including marriage between service users and between service users acquaintances.
3. Service users have the right to freedom of conscience and to participate in chosen activities, religious or otherwise.
4. Service users have the right to be consulted about decisions affecting their daily lives, including participation in the planning and evaluation of care and treatment.
5. Service users have the right to have their personal dignity respected by others in every way possible, without discriminating on any grounds, whether gender, age, race, creed, language, religion or other status or political or other opinion.

6. Service users have the right to privacy for themselves, their belongings and their affairs, including the right to receive visitors in private and confidentiality of personal affairs and personal space will be respected.
7. Service users have the right to have the same services and facilities in the surrounding community as any other citizen. This may include registration with Medical Practitioners and a Dentist of their own choice, permitting and facilitating opportunities for social and other gatherings for whatever purpose inside and out of the home, placing no restriction.
8. Service users have the right to choose whether or not to mix with other people in the community either by going out or inviting people into the home.
9. Service users have the right to be addressed by staff in the way they chose.
10. Service users have the right to freedom of expression, the right to complain, to hold opinions and to receive and impart information and ideas, particularly regarding personal care and treatment.
11. Service users have the right to any information and are encouraged to exercise such right.
12. Service users have the right to have access to their nursing records.
13. Where it is deemed necessary, the interference or restriction of an individual's right for the protection of that person, or the rights or freedoms of others or for any other reason, such actions are recorded, explained to the individual and other interested parties and shall be reviewed regularly according to proper procedure.
14. Service users have the right to form their own representative group, to liase with staff and give their opinions on how to help improve services to them.

## The Contract Contract

**T H I S A G R E E M E N T** is made between **Southern Healthcare (Wessex) Ltd** “the Company” of 45/46 Old Tiverton Road, Exeter, Devon EX4 6NG (“the Home”) and “**the Service User**” referred to below.

### **1 The Obligations of the Company**

Upon payment of the weekly fee hereinafter specified the Company shall from the effective date:

- (a) provide the Service User with Nursing Home accommodation and facilities within the Home as hereinafter mentioned
- (b) provide all of the services specified herein including all care, food, light, heat, electricity and laundry as required by the Service User
- (c) maintain the standard of care for the Service User in particular and of the Home in general as required by the Care Standards Act 2000, Devon County Council and Commission for Social Care Inspection and in accordance with the published Aims Objective and Philosophy of the Home (as may be updated from time to time) and is provided to the Service User and available upon request at any future time
- (d) enlist the support of the National Health Service wherever necessary to enable the Service User to remain in the home in the event of illness (should the Service User so wish, or otherwise in accordance with the recommendations of the Service Users G.P.)
- (e) maintain a confidential record of the Service Users relevant personal information, which will be made available to the Service User on request
- (f) provide unrestricted and exclusive use of the Service Users room and unrestricted use of the lounges, communal rooms, bathrooms, grounds and facilities within the Home and such use of the kitchen, laundry room as shall be appropriate to the Service User and arranged with the Manager.

## **2 Service Users Obligations**

The Service User shall:

- (a) from his/her own resources and/or personal allowance provide for medical requisites (other than medication by prescription)
- (b) pay for such hairdressing and chiropody services and for such newspapers, clothing, personal toiletries, travel expenses and other items as the Service User shall from time to time require
- (c) comply with all reasonable requests and requirements of the Manager and staff in the proper discharge of their duties to the Service User insofar as the same are consistent with the published Aims, Objectives and Philosophy of the Home.

## **3 General**

- (a) Fees are to be paid monthly in advance by the Service User or their duly appointed representative on the 26th working day prior to the 1<sup>st</sup> of every month by Standing Order. Fees paid in advance and refundable under this agreement are only payable upon a written request by the Service User or his/her officially appointed representative.
- (b) This agreement shall continue in force until terminated by circumstances, or upon one month's written notice given by either party before the effective date of termination. If terminated by circumstances whereby less than one month's notice could have been given, the fees for a 14 day period subsequent to actual termination shall remain payable.

- (c) The fee stated herein shall apply until the next review which takes place at least once a year and / or when a material change in circumstances apply, and in either event the Company shall give one month's written notice to the Service User or his/her lawfully appointed representative of such review.

#### 4 Guidance upon Rules as to allowable Savings and Capital

- (a) The Government sets out an upper and lower limit in available capital (including savings, stocks and shares, and property) before public funding can be approved. These limits are usually adjusted each April. These limits can be obtained from Social Services or from Help the Aged.
- (b) If a person has more than the upper limit in capital they will be required to pay for the full cost of their fees. A person will not be eligible to receive financial help from the Local Authority unless savings reduce below the upper limit.
- © If a person has savings less than the upper limit, or when savings drop to this level, then the Local Authority will assess the ability to pay for Care by looking at both capital and income. In the event of savings being below the lower savings limit then the payment of fees will normally be assisted by Social Services after firstly assessing a persons finances. However, Social Services will only pay a limited rate to the Home after the assessment of nursing needs has been completed. Social Services will inform a person to what extent that person is required to repay any contributions or "top up" towards their care.

#### 5 Funded Service User - Top Up Fees

- (a) **The Company** may, depending on circumstances ask for a "top up" fee to cover nursing costs. This may arise when a Service User has been self-funding and applies to /or seeks Social Service funding because of their financial circumstances. The Company maintains a published scale of fees which will vary from the contribution available from Social Services. The Social Service contribution is invariably below the fees that the Company seek and thus requires a "top up" fee to bring the fees up to the scale level of fee.

#### 6 Allowances

- (a) If you a person is self-funding and has been assessed as requiring Nursing Care, they, or their lawfully appointed representative should apply to the DWP (Department for Works and Pension) to make a claim for Attendance Allowance. This is a non-means tested, non- taxable DWP benefit that is paid weekly. There are two rates, Low and High. The level of payment, if person is eligible, will depend on the Nursing requirements at that time.
- (b) The Company will assess, maintain and review the level of nursing needs and dependency, and this may differ from the assessment by DWP and often does. The DWP assessment is not binding on the Company whose detailed assessment will prevail.
- © If a Service User is self-funding and has been assessed as requiring Nursing Care that person may be entitled to claim an element of their fee back from the NHS towards the cost of Nursing Care. This payment is called Funded Nursing Care (FNC). The Service

user or their representative should liaise with the Manager of the Home who will contact the local Primary Care Trust and arrange for an Assessment to be carried out. Depending on their assessment, the person concerned will be assessed as eligible for a Low, Medium or High Band Nursing Payment award. This determines the level of payment the FNC assessing body will refund you towards Nursing costs. These payments are eventually paid to the Home fortnightly by the relevant authority.

(d) The Company will assess, maintain and review the level of nursing needs and dependency, which may differ from the assessment for FNC and often does. The FNC assessment is not binding on the Company whose detailed assessment will prevail.

(e) The Company shall reimburse the Service User or his/her lawfully appointed representative for any Funded Nursing Care payments paid to the Home by the relevant authority for the Service User, unless these are to be used as part of the fees. These payments are normally paid to the Home on a fortnightly basis by the relevant authority and refunded to the Service User or his/her lawfully appointed representative within no more than one calendar month of receipt by the home. The Company shall also inform the Service User or his/her lawfully appointed representative of any changes to the rates of Funded Nursing Care.

**(7) Booking of Rooms**

To pre-book a room or make a deposit upon a room it will require the intended Service User or their lawfully appointed representative to pay in advance 50% of the weekly fee from the day of booking as a retainer. This advanced payment is not refundable.

**(8) Concerns**

(a) Should a Service User have any cause for concern or complaint, this should be taken up with Manager in the first instance, and if not resolved, then with the Company, and ultimately with the Commission for Social Care Inspection. (Please refer to contact numbers for CSCI given below)

(b) The Home is a registered Nursing Home with the Commission for Social Care Inspection.

THE RESIDENT .....

ROOM NUMBER .....

WEEKLY FEE .....

EFFECTIVE DATE .....

DATED .....

SIGNED (Company) .....

SIGNED (Service User) .....

SIGNED (Legal Representative).....

**CSCI Contact Numbers for:**

**Parkwood House Nursing Home: Ashburton 01364 651800**

**Sefton Hall: Ashburton 01364 651800**

**The Old Rectory: Exeter 01392 474350**

**The Seaton: Exeter 01392 474350**