

PEARL HEALTHCARE GROUP

Sunnydale Residential Home

**1 Stanley View
Douglas
Isle of Man
IM2 3JA**

Tel: 01624 626121

Terms and Conditions - CONTRACT OF RESIDENCE

Agreement between: Pearl Healthcare Group

And

Resident:

Accommodation in: Single/Double Room: Room No:

Weekly charge: £

Occupancy: Long term Short Term Respite

1. Upon payment of the above weekly charge, the Manager of the Home undertakes to provide care, support, food, light, heat and laundry as required.
2. The Agreement shall remain in force until terminated by circumstances, or by written notice given by either party, on a time limit agreed by the Department of Health and Social Security, Social Services, the Sunnydale Manager and one of the Directors of Pearl Healthcare Group.
3. Facilities in the Home shall include unrestricted use of all communal rooms and the residents chosen bedroom.
4. The weekly charge for the room will be periodically reviewed. A minimum of four weeks notice will be given for the yearly increase.
5. A resident will be expected to provide from his/her own resources and/or personal allowances medical requisites , (excluding medication prescribed by their GP), clothing, hairdressing, chiropody and any items of luxury or of a personal nature.
6. The Manager undertakes to enlist the support of the Health Service as necessary to enable residents to remain in the Home in the event of illness if the resident wishes, or unless a GP recommends otherwise. This Home is not a Nursing Home and should long term nursing care be required, alternative accommodation will be sought with assistance from the resident's Social Worker.
7. Should a resident need to go into hospital, the Manager undertakes to retain the resident's accommodation at the set weekly charge, in order to retain the accommodation. If a resident is in hospital for 6 weeks or longer, this will be reviewed.
8. The Manager will keep a record of the resident's relevant medical information ensuring complete confidentiality at all times.

- 9. The Manager will need to enquire about and keep on record the resident's next of kin. A record of the care to be provided will be recorded in the form of a Plan of Care.
- 10. The Manager undertakes to maintain the Standard of Care required by The Residential and Nursing Homes Act 1989.

DETAILS TO BE ACCEPTED BY THE RESIDENT

- A. Visiting times are restricted to 9am to 9pm. In exceptional circumstance visiting can be arranged outside these hours if arrangements are made with the staff on duty at the time, or by pre-arrangement with the Manager of the Home.
- B. Residents will be provided with a lockable facility in their bedroom. Further facilities can be made available for the safe keeping of valuables.
- C. A resident must not give or offer monetary gifts at any time, either to staff or residents. Small gifts of an immaterial nature can be given, but only on a festive occasion such as Christmas or a Birthday.
- D. Unfortunately, the Home cannot accommodate pets.
- E. Smoking is only permitted in the designated room on the ground floor. Smoking is not allowed anywhere else in the building.
- F. The insurance cover for resident's property is Ecclesiastical Insurance Group.

RESIDENTS ACCEPTANCE OF CONTRACT

Signed: Resident:

Date: Room No.

Signed: Manager: **Julie Clarke**

Date: Home: **Sunnydale Residential Home**

Signed: Witness:

Date: Position:

COMPLAINTS

Any Complaint or Grievance should be taken up with the Manager of the Home. The complaint will be investigated and hopefully resolved with the minimum of delay.

However, if a resident is not satisfied with the way a complaint was resolved he/she has the right to contact the Registration and Inspection Unit.

Registration and Inspection Unit
Reayrt Carnane
Westmoreland Road
Douglas. Isle of Man. IM1 4QA

Tel: 01624 642430

