

Hutton Park Residential Home

Residents Contract

Hutton Park operates in accordance with section 62 of the Social Work (Scotland) Act 1968 as amended by the Registered establishments (Scotland) Act 1987 and Community Care Act 1990 and the Registered Establishments (Scotland) Act 1998.

This contract sets out the terms under which you will occupy accommodation at Hutton Park and under which you will be entitled to services. You may feel it appropriate to seek advice from your Next of Kin/Relative/Legal Advisor before signing it.

1. Trial Period

The first six weeks of any arrangement will be regarded as a “trial period” in order to establish that the placement is satisfactory to all parties concerned. The Resident or their representative has the right to terminate this agreement in this period without notice.

2. Fees

The fees under this arrangement will be £_____ per week.

Fees will be reviewed annually.

Dates and payment methods can be tailored to suit the Client and the Home. The fees will include; your accommodation; all meals including snacks; cleaning of your room and all communal areas; all heating and lighting; adequate provision of Care Staff on a 24 hour basis to provide personal care as outlined in your care Plan; Staff Call and two way speech intercom systems.

Additional services such as newspapers, hairdresser etc. will be provided by Hutton Park on request and will be payable by the Resident.

3. Services

The following services may be obtained in Hutton Park from the NHS; Chiropody, pharmaceutical requirements, physiotherapy and speech therapy. If such services are not available from the NHS so as to meet the Resident’s necessary requirements, such services may be supplied and an additional charge may be made.

4. Cleaning and Maintenance

The accommodation including communal areas will be cleaned, maintained and decorated by the establishment to acceptable standards in compliance with fire Brigade, Environmental Health and Building Control.

5. Laundry

The Home will provide all bed linen, towels and face cloths for the Residents, although residents are welcome to bring in their own, if they so wish.

All in-house laundry services including laundering of personal clothing will be provided free of charge by the establishment and will be at the Residents own risk.

Residents are required to label their clothing prior to admission into the home.

External cleaning of garments such as dry-cleaning will be at the Resident’s request and be payable by the Resident.

6. Entertainment

All in-house activities and entertainment are provided free of charge. Any activities that take place outwith the establishment may incur a small charge, however the Resident or their representative would be made aware of this in advance.

7. Meals

The Home will provide a minimum of three meals a day consisting of Breakfast starting at 8.30am, Lunch at 1.00pm and Evening Meal at 4.45pm. The times stated are flexible. Residents will be given a choice of meals and religious, dietary and other factors will be taken into account. Morning coffee, afternoon tea and a light supper are also served throughout the day and are provided free of charge to visitors.

8. Pets

Certain pets may be allowed at the discretion of the home where the pet does not cause a risk to the Resident or any other Residents, Staff or Visitors. The Resident will be responsible for the continuing upkeep of the pet.

9. Electrical Appliances

The Home reserves the right to refuse the use of certain electrical appliances within the home, e.g. electric fires, electric blankets, lights etc. Please inform Senior Staff on admission who will arrange to have the equipment checked.

10. Furnishings

A furnished bedroom will be provided, comprising of; Carpets, curtains, drawer sets, wardrobe, small table, easy chair and a bed. All bed linen and towels are also provided. Residents are welcome to bring personal possessions e.g.; small pieces of furniture, pictures and ornaments etc. Larger pieces of furniture may be accepted under prior arrangement with the Home.

11. Temporary Absence

Where a Resident is temporarily absent from the Home, fees will still be payable in full during such an absence. A reduction of 20% of the agreed fees will commence if this period of absence extends to six weeks or more. Staff will attempt to maintain contact with the Resident or the appropriate personnel during any absence from the Home such as hospitalisation.

12. Visiting

There are no formal restrictions on visiting time within the Home. However, in normal circumstances, for the comfort and security of Residents, visitors are made welcome between 9.00am and 9.00pm.

13. Open Access

Every Resident will have unrestricted access to communal areas provided by the Home such as lounges, dining rooms, smoke room and garden areas.

14. Staffing

The Home will provide sufficiently skilled, qualified, experienced and competent staff to meet the needs of the Residents in the home 24 hours a day.

15. Smoking

Smoking is allowed within the Home, however for the comfort and safety of all Residents, smoking is prohibited in bedrooms and public areas. There is a designated smoking room provided within the Home.

16. Alcohol

Alcohol is permitted in the Home unless contrary to medical advice. Please inform Care Manager or Staff member in charge on admission who will discuss the consumption of alcohol with the Resident.

17. Security

All bedroom doors are lockable for Resident's security although these are accessible by staff in case of an emergency.

Exterior doors will be locked during the night for safety and security of Residents and Staff.

18. Hospitalisation

In the event of hospitalisation or death, staff will attempt to contact the Resident's stated Next of Kin to inform them of the event.

19. Confidentiality

A personal file will be kept on all residents; any information held will be treated confidentially subject to registration and Inspection requirements.

20. Equal Opportunities

All Residents will be treated in an anti-discriminatory manner and the establishment operates an anti-discriminatory policy regarding disability, sex, race, religion etc.

This Policy is included with this contract for your perusal.

21. Complaints Procedure

All Residents have the right to make a complaint outwith the Home about the standard of service received in Hutton Park. These procedures are outlined in the Complaints form, which is included at the end of this contract.

22. Conduct

Residents are expected to conduct themselves in a reasonable manner for the duration of their stay at Hutton Park. Verbal or physical abuse to staff members, management, visitors or other Residents may be seen as being unreasonable behaviour and may lead to a Resident's stay being terminated.

23. Termination of Contract

As previously stated, in the first six weeks of the arrangement, the Resident has the right to terminate their residence without notice. After this time however, the Resident or their representative must inform the Care Manager, in writing of their intention to terminate their residence at least 14 days before the date the contract will end. If less than 14 days notice is given, the Home reserves the right to charge the Resident for the remaining time left on the contract.

IMPORTANT

Residents or their representatives should ensure that they have fully read and understand the terms laid down in the Residents Contract before signing below to indicate their acceptance of these terms.

I the undersigned agree to the terms laid down in this Residents Contract of Stay.

Residents Name: _____

Signed for/on behalf of Resident: _____

Date: _____

Name in block capitals: _____

Relationship if representing: _____
Resident

Signed for Hutton Park: _____

Date: _____

Name in block capitals: _____

Designation: _____

EQUAL OPPORTUNITIES POLICY.

Hutton Park Residential Home advocates the application of equal opportunities to all aspects of service provision, both in the care and attention offered to our resident group and in the recruitment, training and promotion and development of our staff group. Each individual and group within Hutton Park is treated on their merits irrespective of colour, race, religion or disability.

The operation of this policy ensures a harmonious environment both for residents and staff and ensures that each individual has the forum for self development and is able to realise their full potential, and given every assistance to do so.

COMPLAINTS PROCEDURE.

Who do you complain to?

Complaint can arise through simple misunderstanding or genuine dissatisfaction. Usually, discussing the matter determines its cause and a solution that satisfies can be found. If you are unhappy in any way at all, please tell us so we can do something about it for you.

If you have a complaint or concern, the person to discuss it with in the first instance is:

Joan E McEachran – Care Manager

This person is responsible for acknowledging your complaint within 24 hours and responding to it within 7 days.

To provide peace of mind that we have recognized your complaint we will keep a written record of it that you may inspect. We will also keep a record of what we have done to seek to satisfy the matter.

There is the possibility that we may not satisfy you, although we will always try to do our best. If you wish to contact a more senior person to take your complaint to, the person to take it to is:

Mr Thomas M Campbell – Owner Manager

This person is responsible for acknowledging your complaint within 24 hours and responding to it within 7 days.

If this should still not result in an outcome you are entirely happy with you should raise the matter with our registration authority, their details are:

Scottish Commission for the Regulation of Care
Suite 3
Sovereign House
Academy Road

**IRVINE
KA12 8RL
Telephone 01294 323949**

Policy on Violence and Restraint.

Policy Statement.

Hutton Park Residential Home recognises that violence is an issue which includes not only physical attacks but oral abuse and threatening behaviour. The restraint of a user in residential care should only be considered in exceptional circumstances and if used, it must be for the shortest possible duration achieve the protection of an individual.

Records will be kept which detail the reasons for the restraint, the methods used, the names of the person or persons involved in the restraint, the name of the authorising person and the time scale of its use.

Dealing with a Violent Episode.

Staff faced with a violent or potentially violent situation should try to be calm, confident and objective. Listening and talking should be the first line of approach. Physical intervention should only be deemed necessary if there is a likelihood on someone being injured or hurt.

Any member of staff finding themselves alone and faced with a potentially violent situation must alert other staff members immediately. The person in charge will assess the situation and if necessary, seek the assistance of the manager, doctor or the appropriate agencies.

If physical intervention is unavoidable, the degree of force used should be the minimum required to control the situation.

As a general principal, clothing rather than limbs should be held to effect restraint. If limbs are grasped they should be held near to a major joint to avoid the risk of fracture or dislocation. Every effort must be made to safeguard the resident's vulnerable areas, such as the neck, throat, chest or abdomen. Once the situation has calmed a report must be completed detailing the event with input from all concerned and a meeting held to assess recommendations on the future care of the resident and client group in general.

ADDENDUM

10. a) Personal Belongings

Residents are welcome to bring personal belongings into the home, for example furniture, jewellery etc. We would advise that resident's effects are covered to the value of £1000.00 with any additional claims having to be met by the resident.