

Cornelius House Limited
114 Fishbourne Road West
Chichester
West Sussex
PO19 3JR
Tel: 01243 779372

STANDARD FORM OF CONTRACT

This Agreement between Cornelius House Limited (hereinafter called "The Proprietors" and Mrs Barbara Dixon (hereinafter called "The Resident") relates to the acceptance by the resident of accommodation in Room 25, Cornelius House (hereinafter called the "Home).

RESIDENCE AND PAYMENT OF FEES

1. Upon payment of the weekly charge (see clause 2 below) The Proprietors undertake to provide food, light, heat, linen, laundry service and all personal care.
2. The weekly charge shall be paid monthly in advance by cash, cheque or banker's order which is agreed shall cover the provision of all the services in Clause 1 above. At the commencement of this agreement the relevant fee is £xxx per week (£x,xxx.xx per calendar month). Fees are normally reviewed annually on 1st April.
3. The Proprietors undertake to maintain a standard of care as required by the Care Quality Commission. If an occasion should occur where a complaint or query arises, the Proprietor or any member of staff will be pleased to help in any way possible.

If the complaint is not resolved the resident may wish to refer to:

Care Quality Commission
CQC South East
Citygate, Gallowgate
Newcastle Upon Tyne
NE1 4PA
Telephone: 03000 616161

In the event that it is felt that the complaint has been unfairly dealt with by the Registration Authority, and if you feel you have suffered an injustice caused by their maladministration, you may ask the local Ombudsman to investigate.

The local Ombudsman can be contacted at:

21, Queen Ann's Gate
London
SW1H 9BU
Telephone 02079 153210

4. This agreement shall continue in force until terminated by death, or either party giving to the other four weeks written notice before termination. Should the Resident leave the Home without giving the required notice, payment in lieu at the normal weekly rate will be required. (See Clause 6 below).

registered office: as above
registered in England no: 5534249

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5. Should the resident at any time require hospital treatment, the Proprietor will retain the accommodation at the full rate for so long as is required.
6. In the event of death in residence or hospital, any outstanding fees due shall be chargeable to the Residents Estate or recoverable from the next of kin or other representative. A charge will continue to be made until all effects have been cleared, or two weeks after the date of death whichever is the later. Conversely, any advance fees received shall be refunded from the date after all the effects have been cleared or two weeks after the date of death whichever is the later.
7. The Proprietors will give notice under Clause 4 requiring the Resident to leave the Home under the following circumstances:
 - a. Non payment of fees
 - b. If in the opinion of the Proprietors, they are unable to provide the degree of care and attention required by the Resident
 - c. Any circumstances or behaviour which the Proprietors feel may be seriously detrimental to the Home or the welfare of other residents.
8. The first four weeks of admission shall be regarded as a trial period for the benefit of the Resident and the Proprietors.

MEDICAL AND PERSONAL REQUIREMENTS

9. The Resident shall from his/her own resources and/or personal allowance provide medical requisites (other than medication by prescription), hairdressing, clothing, and other items of luxury or personal nature.
10. The Proprietors undertake to order, take charge of and dispense all PRESCRIBED medication. The Resident undertakes to allow the Proprietors to do so and also undertake not to use any un-prescribed medication without the prior knowledge and approval of the Proprietors.

PERSONAL EFFECTS AND PERSONAL MOBILITY

11. Residents are free to journey out alone. However, the Proprietors will not be responsible for the safety of Residents outside of the Home.
12. All electrical items brought by Residents on admission or during occupation of the Home shall first be inspected as to their safety by the Proprietors before the use. At the discretion of the Proprietors items of furniture may be brought in by the Resident subject to inspection as to condition and defects liable to render the article unsafe and unfit. Transportation, insurance and eventual removal of such items shall be the Resident's responsibility or that of their Executors.

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INSURANCE

- 13. The Home's insurance policy covers personal effects to a maximum of £500 for each resident. If property of greater value is retained, and in particular jewellery, furniture, and paintings etc, these must be covered by the Residents own insurance. Although the Proprietor will ensure that every care is taken to prevent losses, Residents are asked not to keep excessive sums of cash or valuable items in their rooms.

THIS AGREEMENT SUPERCEDES ALL PREVIOUS AGREEMENTS

SIGNED..... **Date**
For and on behalf of The Proprietor

SIGNED..... **Date**
For and on behalf of The Resident

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RESIDENTS GUIDE - CORNELIUS HOUSE

ACCOMMODATION

The accommodation at Cornelius House comprises of twenty single rooms with en-suite facilities. All rooms are fully furnished, with colour television, call bell system, telephone point, door locks, and a lockable storage facility for private correspondence, etc. The majority of rooms are situated on the ground floor, with doors to the garden. Those on the upper two floors are serviced by a passenger lift. The Home has a lounge and lounge / dining room with access to a large patio and south facing gardens. Residents may bring small items of furniture, pictures, ornaments, etc as can be accommodated in their own room.

SERVICES INCLUDED IN THE FEES

24 hr care is provided and help is given with mobility, washing, dressing and assistance with personal care. Terminal Care is provided with the consent and support of the General Practitioner. Residents may choose their own General Practitioner and any medication prescribed will be held centrally and administered in accordance with Pharmacy regulations.

Catering

A choice of breakfast, including a cooked dish if wished is generally served in residents` rooms at a time they desire. Cooked lunches and evening meals are served in the dining room or in the residents` rooms, as preferred. Mid morning coffee and afternoon teas are served to residents and their guests in their rooms, the lounge or garden.

Laundry

A personal laundry service is provided on the premises. All items of personal clothing should therefore be named.

Newspapers

A selection of daily newspapers and periodicals are available in the lounge. Personal accounts for additional newspapers and magazines can be arranged.

Toiletries

Tissues, soap toothpaste / denture cleanser and talcum powder are provided.

Transport

Wherever possible reasonable requests for transport are provided for any appointments associated with occasional medical care at the Manager's discretion. Taxis can be booked at residents cost.

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Smoking

In the interests of health and safety, smoking is prohibited anywhere in the Home. This applies to residents, visitors and staff.

Insurance

The Homes general insurance policy covers each resident's private effects to a limit of five hundred pounds. Residents are, therefore, advised to insure items of special value.

Telephone

A cordless telephone receiver is available for residents' use.

Visitors

Visitors are welcome at any time, and are asked to notify staff of their arrival and departure.

Clergy

Local representatives from most religious denominations visit the Home on a regular basis. A non- denominational church service is held at the Home on a Sunday morning each month.

Library Books

Library books, including large print books and story cassettes are available to residents.

Linen

All items of linen, towels, face cloths etc are provided.

Electrical Equipment

All replacement batteries, bulbs etc of residents' personal radios, reading lights and other aids are provided.

SERVICES NOT INCLUDED IN FEES

Chiropody

A chiropodist visits every four weeks, but residents' personal chiropodists may visit them if preferred.

Hairdressing

A weekly hairdressing service is available, but residents may prefer their own hairdresser to continue to visit them in the Home.

CARE STAFF

Staff employed at Cornelius House are selected for their genuine empathy with the elderly. They receive training in all aspects of care and emergency procedures including fire drill. Approximately thirty staff are normally employed, and many of the current staff have served in the Home for more than ten years.

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INSPECTION REPORTS

A copy of the most recent inspection report by CQC is available on request. They are also available on line at: <http://www.cqc.com> and is also displayed in the Home.

COMPLAINTS PROCEDURE

The Proprietors undertake to maintain a standard of care as required by CQC. If an occasion should occur where a complaint or query arises the Care Home Manager will be pleased to help in any way possible. If the complaint is not resolved the resident may wish to refer to CQC, CQC South East, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA, Telephone: 03000 616161. In the event that is felt that the complaint has still been unfairly dealt with by the Registration Authority, or if the resident has suffered an injustice caused by their mal-administration, the matter may be referred to the local Ombudsman to investigate. The Ombudsman can be contacted at 21 Queen Anne's Gate, LONDON, SW1 9DU. Telephone: 0207 9153210.

RESIDENTS VIEWS ON THE HOME

Since 1981 the Home has received many written and verbal compliments about the high standards of care enjoyed by residents in a non institutional atmosphere where they are supported by long serving and loyal staff.

REGISTRATION

Cornelius House is registered with Care Quality Commission.

The address is:

CQC South East
Citygate, Gallowgate
Newcastle Upon Tyne
NE1 4PA
Telephone: 03000 616161

E-mail: enquiries@cqc.org.uk