

**Florence Lodge**  
23-25 Florence Road  
Boscombe  
Bournemouth  
Dorset  
BH5 1HJ

Tel: 01202 397094  
jh@florelodge.co.uk

Registered with the Care Quality Commission

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## **STATEMENT OF TERMS & CONDITIONS FOR CLIENTS**

We are pleased to welcome..... as a resident of Florence Lodge in Room .... commencing on .....2010. It is necessary to briefly set out the terms agreed between us, which are as follows.

THIS AGREEMENT is between Florence Lodge, (hereinafter called "The Home) and ..... (here in after called "The Client") and relates to the acceptance by the Client/Relative/Power of Attorney of the accommodation in Florence Lodge.

### **Residence and Payment of Room Fees**

1. Upon payment of the fees, (see clause 2 below), the Home undertakes to provide accommodation, which includes meals, refreshments, light, heat, laundry and all personal care. Room fees do not include newspapers & periodicals, dry cleaning, toiletries, hairdressing, chiropody, physiotherapy or private prescriptions. The home may charge for staff escorting Clients to attend routine appointments or activities outside the home at a rate of £10.00 per hour.

2. The total cost per week will be £.....

The fee is due calendar monthly in advance by bankers order. The room fee will remain unchanged, unless two weeks written notice is given by the Home, or this arrangement is jointly amended by all parties to this agreement. The room fees are usually reviewed annually on the 1<sup>st</sup> April. Fees are charged by the day and are due if a room is occupied for any part of a day.

3. Notwithstanding that the Client may be or may be reasonably expected to be, funded by a local authority, payment of fees to the Home remains the responsibility of the Client until such time as funding is agreed by the local authority.

4. The Home undertakes to maintain a standard of care as required by the Care Standards Act 2000 and the Care Home Regulations 2001 and that of the Care Quality Commission. In the event that a complaint or query arises, then the Client or their advocate will be referred to the Home's written complaints procedure. The Home will be pleased to help in every way possible. The Client or their advocate may address any issues they may have at any time to the Registration Authority whose address is:

Care Quality Commission South West  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Florence Lodge Healthcare Limited trading as Florence Lodge  
Is registered under Company number 05564580  
Registered office address:  
Minster Chambers, 35 High Street, Wimborne, Dorset, BH21 1HR

Telephone: 03000 616161  
email: enquiries.southwest@cqc.org.uk

5. This agreement will continue in force until terminated by either party, giving to the other one calendar month's written notice of their intention to terminate this agreement. Should the Client leave the Home without giving the notice required, payment of fees in lieu of one month's notice will be required.
6. The first four weeks of admission will be regarded as a trial period for the benefit of the Client and Home.
7. In the event of death, the room fees are due for a further two weeks following the date that the Client passes away. If the Client's personal effects are not removed from the room within the two weeks, the room fees will continue to be charged until the room is cleared.
8. Should the payment of the room fees be delayed for more than seven days, the Home reserves the right to charge interest on the outstanding amount at a rate of 3% above the Bank of England base rate of the day.
9. The Home may give notice, as outlined in clause 4 above, requiring the Client to leave the Home under the following circumstances. In addition the Home reserves the right to charge for any damage caused by the Client to furniture, carpets, furnishings or decorations.
  - a) Non payment of fees.
  - b) If having consulted the Client, and taken advice from the appropriate members of the primary health care team, (GP, Consultant, Community Nurse etc) concerning the present and future care needs of the Client, the Home is no longer able to meet the Client's needs.
  - c) Any circumstances or behaviour, which the Home feels may be seriously detrimental to the Home or welfare of other Clients.

### **Medical and Personal Requirements**

10. The Client must provide from their own resources clothing and any other items of a luxury or personal nature. Toiletry items will be provided at a cost of £5.00 per month unless we are otherwise instructed. In addition to this, extra continence products are provided at a cost of £10.00 per month.
11. The Client will be required, before taking up residence, to provide information to the Home on the state of their health, any treatment required and the name of their medical advisor by completing the Home's Admission Form.
12. Under no circumstances is smoking allowed in the home.
13. All drugs, medicines etc., will be held and administered by the Home unless it is demonstrated by a risk assessment that the Client is able to do this appropriately.

### **Personal effects and Personal Mobility**

14. The Client's clothes and other belongings must be clearly and indelibly marked otherwise responsibility will not be taken for them.

- 15. All electrical items brought into the Home by the Client on admission or afterwards must first be inspected by the maintenance department before they are used in the Home.
- 16. Items of furniture may be brought in by the Client at the discretion of the Home. Transportation and insurance and eventual removal of such items shall be the Client's responsibility or that of their executors.
- 17. The Home cannot accept responsibility for a Client's safety away from the Home unless the journey and any supervision were arranged by the Home.
- 18. The Home will accept some pets into the Home but this is on the strict understanding that any such pet remains the responsibility of the Client and may only stay at the Home for as long as the Client is able to take responsibility for and care for the pet.

**Insurance**

- 19. The Home is insured at the rate of £500.00 per person for personal effects left in the Client's room, but insurance does not extend to Client's money and there is an excess of £250.00 per claim which is payable by the Client where a claim is made for personal effects of the Client. All individual items (including dentures) must be insured separately by the Client.

**Personal Preferences**

- 20. Please provide the following information to assist the Home:

- a) Any social or cultural traditions that the Client requires to be kept.
- b) Any particular wishes of the Client concerning funeral arrangements.

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**TO BE SIGNED BY THE HOME**

The Home agrees to accommodate..... subject to the terms and conditions set out above.

Signed On behalf of  
Florence Lodge by:

Position: Manager

**TO BE SIGNED BY THE CLIENT/RELATIVE/POWER OF ATTORNEY**

In consideration of the Home agreeing to admit ..... on the terms and conditions set out above, I the undersigned agree to indemnify the Home in respect of any failure to pay the room fees that are due or in respect of any breach of the conditions set out above.

NAME: .....

SIGNATURE: ..... DATE.....