

**Name of Service: Aadamson House Care Home**

**Form Name: Contract**

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**5 Services Provided**

The service will provide such services as may be required, in accordance with your assessed needs, to meet an agreed plan of care. This may include the provision of personal care, meals, therapeutic programmes or other defined services and equipment required to meet your assessed needs.

Any services required which are not included in your fees will be notified to you as being outside the scope of our services and are listed in Section 6 of this Contract.

Visitors are encouraged to continue to visit as they would normally do, but should be aware of the times at which staff will be attending to deliver care services. It would be helpful if trips and outings arranged could be notified to staff in advance so that service can be maintained. We can accept no responsibility for a service user during such outings.

The decision to commence care home services is an important one and for this reason the first four weeks of service provision should be considered a trial period. Two weeks before the end of the trial period the service manager (or Keyworker) will meet with you to discuss if you wish the service to continue. If either you or the service provider do not wish to continue with services, the contract will terminate at the end of the trial period. No notice will be required during the trial period.

**6 Fees**

The weekly charge for care and services provided by the service provider: ....

This charge is payable by .....

The third party top up is .....

The third party top up is the charge paid by the service user or their representatives on top of the payment given by social services

The charge will be paid (weekly /monthly)      in (advance / arrears)

Services not included in the care package provided are set out below:

1. Portable appliance testing

2.

3.

4.

5.

**7 Medication**

Prescribed medication is the service user's private property.

In cases where the service user is unable to supervise their own medicine, the manager will make arrangements for the supervision and administration of such medication.

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**1 Agreement**

This agreement is made between Aadamson House Care Home  
and  
Date:

This contract is a legal agreement which sets out the terms and conditions of The services to be provided.

The address at which services are to be provided is:  
Aadamson House Care Home  
Peel Hall Street  
PR1 6QQ  
Preston  
Lancashire

**2 Introduction**

The Premises is designed to be a relaxing comfortable base from which you can organise and run your life in the way that you choose.

The Premises is fitted with locks which you are advised to use and staff will be able to access in an emergency.

Aadamson House will provide a range of activities, interests and hobbies that you may wish to pursue as part of an assessed and agreed package of services. Alternatively you may wish to continue with your clubs and associations from the time before you began receiving services. The choice of how much, or how little, you wish to join in is up to you.

**3 Care Provided**

We will provide your care based on a range of assessments of your strengths, needs and achievements.

This will be recorded in a Service Users Plan which will be written specifically for you and designed to help to meet your needs.

We will endeavour to ensure that our procedures and services continue to meet your needs and these will be reviewed regularly with the care professionals involved in your care.

**4 Confidentiality**

All personal records relating to you which are kept by the service provider will be kept strictly private and confidential. You are entitled to see such records should you wish to do so. No one else will be allowed to see your personal records unless either, you give your permission for this, or if the person requesting information is a relevant care professional who has a legitimate reason.

In addition, Inspectors from the Care Quality Commission have a legal right to access all files held. This includes personal files relating to all service users.



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The service provider may be able to effect a contract for control of medication with a local pharmacist.

**8 Personal Effects**

We hope that you will want to retain your own possessions and furniture with you although you may need to make some changes where specialist equipment is to be kept within your room.

You need to tell us about any electrical items that staff will be required to use and make sure that they are safe to use. If there is any doubt as to whether an item is safe, staff should not use it until an electrician has tested it.

We will ensure that such electrical items are "PAT" tested for safety once every year. There may be a nominal charge for this.

You should deposit your valuables in a safe place (including cash) for safekeeping as staff cannot be held responsible for their security. You are advised that it is your responsibility for ensuring that any such items are insured and what the insurance limits are for the amount of money and valuables that you hold.

For this reason, we would strongly advise that you consider the use of a safety deposit box for items of particularly high value.

If you no longer wish to handle your own financial affairs (or are unable to), you should arrange for someone to do this.

The manager and staff are not normally allowed to do this without prior written permission.

**9 Quality Assurance**

The service provider operates a Quality Management System which has been designed to meet the requirements of relevant legislative and regulatory bodies and is reviewed regularly by the Care Quality Commission.

Our policies and procedures are based on current legislation affecting the service and on best practice guidelines.

We have produced a Statement of Purpose for you and you will have access to a copy at all times. This Statement of Purpose will provide you with information about the service and how it is run.

All our systems are designed to enhance your quality of life and should at all times respect your privacy, independence, dignity and rights whilst offering you choice and fulfilment in your daily life.

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**10 Staff In The Service**

The service provider employs trained carers under the guidance and tutelage of a professionally trained and qualified manager.  
Sufficient staff will be available at all times to accommodate service users requirements.

Your views will be regularly sought in order that the level of care you require can be agreed, planned and delivered.

All our staff are trained to care for you, to safeguard your rights and to respect your dignity and independence.

If you are not satisfied with the conduct of staff please raise your concerns with the manager.

Any concerns about your care may also be raised with Care Quality Commission.

**11 Termination Of This Agreement**

Four weeks notice or payment in lieu will be required should a service user decide to leave the service, except when the departure results from the death or sudden serious illness of the service user, in which case no such notice will be required.

Although it is the aim of the service to care for service users for as long as services may be required, there may be a change in circumstances such as a change in your care or nursing needs which, based upon assessment, may make it necessary for you to move to another service or provider.

Any such move would only be considered to ensure that your needs are effectively met and the quality of your life is enhanced as much as possible.

We will endeavour to discuss all aspects of your changing care needs with you (or your representatives) in order that you are kept fully informed.

In such cases, four weeks' notice will be given and every assistance given in trying to find appropriate alternative accommodation.

The service provider reserves the right to pursue any losses incurred due to breach of this contract.

**12 Death**

In the event of the death of a client, the next of kin and / or the legal representative will be informed.

**13 Registration**

Aadamson House is registered as a Care Home Service by the Care Quality Commission who are responsible (through assessment and inspection) for ensuring that required standards are met and maintained.

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**14 Complaints**

Service users or their representatives should in the first instance discuss any complaints with the manager or senior care staff on duty if they are not satisfied with the level of service, care or treatment.

However, if the complaint is not satisfactorily resolved, it should be referred to the Care Quality Commission whose details are shown below:

Care Quality Commission (CQC)

Address:

Citygate

Gallowgate

Newcastle Upon Tyne

Postcode: NE1 4PA

Tel: 03000 616161

**15 Documents**

The manager will make available to you a copy of the Statement of Purpose for you to read. Should there be any other policies or procedures that you feel may be relevant to your service provision, please ask the manager for copies.