



***SERVICE USER GUIDE***

***THORNTON LODGE CARE HOME***

***WESTPORT HOUSE CARE HOME***

***THE KINGFISHER CARE HOME***

***REVISED MARCH 2016***

***THIS STATEMENT OF PURPOSE IS PROVIDED IN LARGE TEXT, BRAILLE AND  
ELECTRONIC FORMAT  
PLEASE REQUEST FROM THE MANAGER***



## **AIMS & OBJECTIVES**

### **The Aims of THORNTONCARE**

- To develop a natural open partnership by participation and involvement.
- To provide a homely residence in pleasant surroundings whilst maintaining a high standard of care.
- To ensure a friendly and stimulating atmosphere offering flexibility with the minimum of rules, to provide a safe and happy environment.

### **The Objectives of THORNTONCARE**

- To provide twenty four hour care that meets a consistent standard.
- Clients will be encouraged to be independent, to socialise and to adopt a normal lifestyle within the community but their own lifestyle choices will be respected.
- The privacy of each client will be respected, and all affairs will be dealt with in the strictest confidence.
- Clients will be encouraged to become actively involved in decisions and in the running of the organisation.
- Clients will be helped to maintain their individuality and right of responsibility and to take reasonable risks.
- Wherever possible principal carers will be encouraged to take an active role in the organisation.



## **Residents Charter**

As a Resident at one of our homes you will have the right to:-

- Fulfilment of your potential
- Individuality and autonomy
- Dignity and personal respect
- Privacy for your own affairs
- Involvement with the planning of your own care
- Have all your needs accepted and respected

### **Involvement with Your Affairs**

Under no circumstances should any member of staff be involved with your financial and legal affairs, this specifically includes wills and legal documents. Members of staff will not, under any circumstances, borrow money from loan money to you.

### **Assessment and Review**

As a resident you will be assessed with regard to the care you require. Your assessment is designed to identify your needs and preferences and forms the basis of your care plan. In order to monitor progress your care plan will be reviewed at regular intervals. You will, whenever possible, be involved in all aspects of the planning of your own care.

### **Risk Taking**

Possible risk taking is regarded as normal; you will not be discouraged from taking part in the activities on the grounds that there is an element of risk. You will be encouraged to be independent and make your own choices.

## **Equality**

We are committed to ensuring that forms of anti-discrimination are practised within our organisation. Equally we are committed to ensuring that residents and staff shall be entitled to equality of opportunity irrespective of age, class, race, religion, gender, sexual orientation, culture disability and any other factor.

## **Confidentiality**

All personnel will ensure that no information of a confidential nature gained through the course of the company's activities will be divulged to a third party, unless that person has a legal right to the information, without your prior explicit consent. You may view your own records at any reasonable time.

## **Becoming a Resident**

The first step is to visit the home of your choice with principal carers or friends to have a look around and be introduced to our clients and staff.

The Care Manager will be more than happy to discuss our services and facilities to which you may be entitled.

Take your time to read our organisation profile, and this handbook, to learn a little more about aims and objectives.

You will be visited in your own home by the care manager who will undertake a pre-admission assessment with you.

On admission to the Home you will be asked to sign a Terms and Conditions of Admission, which lays down the agreement made between you, as a client, and Thorntoncare.

If you have any questions or queries please discuss these with your Personal Carer, or contact the Care Manager who will be happy to answer any questions for you.

## **Trial Period**

The first four weeks of your residency is treated as a trial period, this gives you the opportunity to try out the home and you are free to leave any time. After the initial four weeks if you wish to leave you may do so providing one week's notice is given.

## **Your Personal Fulfilment**

At Thornton care we aim to actively help you lead a fulfilled life, within the limits of your abilities and wishes. We also recognise that there may be times when you do not wish to be active or socialise. We will take an interest in your past activities and assist you to retain the skills you need to follow any chosen hobby or pastime. We will also assist you to learn new skills if you choose to take up a new hobby or interest. All members of staff will endeavour at all times to create a stimulating environment and to focus on maximising your potential. We will aim to build upon

your positive features, such as experience and knowledge, rather than just manage negative features such as physical or mental incapacity. In addition we will endeavour to understand and meet your emotional and spiritual needs.

### **Medication**

You are encouraged to be as independent as possible; this includes self-administration of medication and obtaining repeat prescriptions. If you choose not to self administer your medication and use a recognised dosage system. All residents who wish to self administer their own medication will be fully risk assessed.

### **Services**

You may retain your own GP who will attend you when requested. We can help you register with a local doctor of necessary.

- A chiropodist is provided at a small fee
- The services of a physiotherapist are provided
- Dental services can be arranged
- Hairdresser's visit on a weekly basis
- A qualified aroma therapist visits weekly for massage and relaxation
- Activities coordinators are employed at the homes to organise the weekly activities and social programme
- A mobile shop is available for the clients

### **Valuables**

Insurance cover against accidental damage to personal effects within each one of our homes is provided. You are advised, however, to make your own arrangements for valuable items within the homes and for all items whilst away from the home. We have a safe where we can store your small valuable items and cash should you require.

### **Passenger Lift**

We have stair lifts at Thornton Lodge and The Kingfisher and at Westport House a passenger lift which ensure all rooms within the homes are accessible without negotiating stairs. A member of staff will instruct you how the stair lifts work and accompany you until you feel confident.

### **Your Room**

In addition to ample wardrobe and storage space your bedroom contains a comfy arm chair, a bed, a remote control colour television and a reading light. There is room for small personal items such as photographs, ornaments etc. We encourage residents to make there own room as personal and homely as posible. It may also be possible for you to bring larger items of furniture etc. There are bathrooms on each floor provided with hoist, if you require an assisted bath please speak to your personal carer who will make arrangements to suit you. Your room will be cleaned

and serviced on a regular basis, should you feel this is not adequate or discover something needs repairing or replacing please do not hesitate to inform a member of staff. Your room will be redecorated and recarpeted from time to time, on these occasions you will be involved with all relevant decisions. You may spend as much or as little time in your own room as you choose.

### **Keeping in Touch**

Your visitors are welcomed to the homes at any time. Relatives and friends may need to telephone us from time to time to enquire about your well being, it would be helpful if phone calls could be made to the Care Manager at times other than at meal times. A pay phone is available for clients to make phone calls, and we will attempt to provide privacy at all times.

Links with the community are encouraged as much as possible

### **Car Parking**

There are adequate car parking facilities for visitors to the homes.

### **Smoking**

In the interests of all our clients smoking is limited to your own room after a risk assessment is carried out by the management.

### **Fire Precautions**

Fire risk assessments have been carried out at the homes and are reviewed monthly. All the staff have received the appropriate training. In the event of you seeing a potential fire hazard please inform a member of staff immediately.

### **Hobbies and Activities**

There is an extensive social activities programme that is managed by our two activities co-ordinators. Activities include- Reminiscence, craftwork, music therapy, gentle exercise programmes, The Snoezelen experience, aromatherapy massage, baking, in house entertainment and trips. If you have any special interests please let us know so that we can make arrangements for you to continue with them. We are happy to organise special outings or occasions

### **Hairdressing**

Hairdressing facilities are available on the premises The hairdresser visits each week, If you require your own hairdresser then this can be arranged

### **Laundry**

Each day laundry will be collected and returned clean. We will endeavour to mark all you items of clothing so they can be easily identified. If you are not satisfied with your laundry or lose an item please inform a member of staff as soon as possible.

## **Keeping Pets**

Wherever possible pets will be encouraged for their beneficial and positive influence on client's lives

Prior to introducing pets, however the following points will be considered:

- The type of pet considered/wanted by clients.
- Whether it will offend or affect other clients, eg has anyone got an allergy to animals, or asthma?
- Whether the pet be kept in the individuals bedroom or in communal area.
- Who will care for the pet, i.e. exercising, feeding/diet, grooming/bathing/flea control.
- Who is responsible of the animal bites or injures someone.
- Who is responsible for veterinary bills and vaccinations?

## **Religious Observance**

We have a visiting clergy from different denominations. If you would like spiritual advisor to visit you please ask the Care Manager. Or alternatively if you wish to attend church we will assist you in whatever way possible.

## **Meals**

You are able to chose where you would like to take each meal, either with others in the dining room or alone in your own room. All meals are carefully planed to be both nutritious and appetizing. Each meal is freshly prepared on the premises using only the finest ingredients. Our menu is both wholesome and varied, providing a well balanced diet. Special diets and personal preferences can be catered for. Each day a member of staff will ask you to choose your Lunch and Tea and explain the options available. The homes weekly fee includes all three meals snacks and beverages.

### **Meal times at present are:**

Early Morning Tea and breakfast	7.00am to10.00am
Morning Coffee and Biscuits from	10.00am
Lunch	1.00pm
Afternoon Tea and Cakes	3.00pm
Two Course High Tea	5.00pm
Snack Supper and Hot Drink	7.00pm to 9pm

You may ask for a hot or cold drink or snack at any time day or night, there is usually a jug of fruit juice, glasses and bowls of fresh fruit in the Lounges during the daytime.

## **Protected Mealtimes**

At Thornton Care that we operate a protected mealtime policy whereby for the benefit of our clients visitors are requested not to visit during and around mealtimes.

### **Emergency Call System**

Every room and corridor in the home has an emergency call point. This is either a wall mounted white box with a red button or a red cord with a red triangle shape handle. Pressing the button or pulling the handle will activate the alarm and a red light will illuminate. Once activated a member of staff will come to your assistance as soon as possible. You should use the alarm if you require immediate assistance at any time day or night. You should not use the alarm for matters of a non urgent nature.

### **Services Available**

You will be able to purchase small items such as magazines, sweets and toiletries. The local newsagent will deliver newspapers and magazines on request.

### **Transport**

It is our policy that all clients will, whenever possible, have access to a Health Service ambulance.

Taxis will be provided if necessary for relevant appointments where other arrangements cannot be made and properly adapted coaches for disabled clients will be hired for outings where possible.

All clients have access to a vehicle for personal transportation and all efforts will be made to assist the client in retaining independence.

### **Counselling Services**

Should there be any special problems, for example arising through separation from home or loved ones, please do not hesitate to discuss this with your Personal Carer or any staff member.



## **Fees**

We are happy to discuss fees and claims for benefits to which you may be entitled.

From April 2016

Private Funded Clients £570

Lancashire County Council Funded £460 -£470.50.

The home accepts service user's funded by social services providing that an agreed top up fee is paid and that the third party agreement is in place.

This will be made fully clear after assessment and laid out in the acceptance letter.

It is preferred that all fees are paid by direct debit

This charge is reviewed every April in line with Social Services.

The fee's are all inclusive except for ;

Hairdressing      £2 – £30

Chiropody        £9 per session

Aromatherapy Massage £3.00 per session

Activities and entertainment are funded by Thornton Care, but there is a charge for trips to local theatre productions etc. Permission will always be gained from the appropriate party

A charge will also be made for escort services to GP's, hospital appointments ect unless it is an emergency situation

## **Keyworker**

In order for you to receive quality care we have initiated a keyworker system. You will be allocated a carer who will be your keyworker. The carer will undertake to identify your needs and a plan of care will be identified

The aim of the keyworker system is to develop a relationship between the client and staff based on trust and mutual respect. The carer will undertake an assessment with you to establish your preferred name, personal circumstances and history, and social and medical circumstances, which will be entered into your personal care plan.

Obviously not all people will get on with each other. If you are unhappy with your keyworker, then bring this to the attention of the Care Manager, and the matter will be resolved confidentially and a new Personal Carer assigned to you this is appropriate.

## **Personal Property**

Residents are welcome to bring personal possessions in the Kingfisher Residential Home, including furniture to go into their room. This will be agreed prior to admission, although clients may bring furniture and possessions into their rooms after admission. Your Personal Carer will fill in a **Property Sheet** or a **safekeeping of Money and Valuables Form** with you to ensure that there is a written record of any possessions that you have brought into the care organisation.

You will have lockable space in your room for storing valuable or personal possessions

Please bring with you all medicines that you may be taking and your Health Service Medical Card.

Your personal laundry is washed on the premises and dry cleaning arrangements can be undertaken when required.

### **Privacy and Confidentiality**

Client's privacy and Confidentiality will be respected at all time. It is our policy that any information pertaining to clients is strictly confidential and maintaining an atmosphere of trust is paramount. However, where information is relevant to giving quality care, the information may be shared with key members of staff. Visiting professionals and visitors requiring information will be referred in the first instance to the Care Manager or the person-in-charge. The client or principle carer will be consulted where appropriate before information is released.

### **Clients' Privacy**

All clients have the right to be left alone or undisturbed and be free from intrusion or public attention into their private affairs.

- Clients who express wish to be able to lock their rooms should be able to do so (see risk taking and risk management).
- All clients will have access to a locked cabinet in their room.
- Particular attention will be given to preserving privacy in the use of bathrooms, toilets, and when washing and undressing.
- Any building or equipment fault that reduces privacy should be reported to the Care Manager.
- Staff will not discuss clients or their affairs within earshot of any person not directly involved in that clients care.
- Clients will always be offered privacy for personal discussions.
- Records will be designated, used and store in a manner that assures privacy.

### **Clients' Personal Fulfilment**

Thornton care's aim is to actively help clients to lead fulfilling lives within the limit of their abilities and wishes but recognise and cater for those who have no wish to be active or socialise.

Staff will take an interest in activities and interests that clients have been involved with in the past and find out the activities and hobbies that they retain. They will assist clients to continue to use their skills and follow their interests if they wish and

also learn new skills. Clients will, whenever possible, have involvement in devising their own care plans.

Staff will endeavour at all times to create a stimulating environment and to focus on maximising client's potential. They will aim to build upon clients positive features, such as experience and knowledge, rather than just manage negative features such as confusion or physical incapacity. Clients emotional and spiritual needs will be understood and catered for

## **Alcohol**

Clients are allowed to consume alcohol at any time. However, excessive drinking or inappropriate consumption of alcohol when this is detrimental to health, ie due to medication or medication conditions, will be actively discouraged by Thornton care

## **Risk Taking and Risk Management**

Thornton care has a policy in operation that considers risk for each client. We appreciate that there is a delicate balance between allowing clients self-determination in risk taking and protecting them from harming themselves and/or others. The issue is even more complex when clients may not be able to take informed decisions for them. In this instance, the need to involve relatives, friends or advocates is even more necessary.

The assessment of risk is addressed as part of the admission process for each person. This is then integrated onto the care plan after it has been agreed by everyone interested in the clients care. The issue or rights and risks is also discussed and agreed as part of this process.

The following checklist of headings is used as the basis for our assessment of risk management. Under each heading detailed discussion determines the way in which Thornton care will undertake to attempt to meet the clients own wishes about their lifestyle.

- **The major areas include:**
- Going out alone
- Privacy and use of rooms and bedrooms
- Visitors
- Visiting outside the residential home
- Attendance of clubs and centres
- Going to church or other activities
- Engaging in recreational and leisure pursuits
- Carrying identification

- Restricted areas such as kitchens and outbuildings
- Bathing
- Use of stairs
- Degree of independence

### **Client's Equal opportunities**

- All clients have the right to practise their beliefs, religion or culture without restrictive or discriminatory practices.
- Complaints of discriminatory practice will be thoroughly investigated.
- All complaints will be investigated to determine practice.

Clients have certain basic rights that should not be denied, they are entitled to;

- Be enabled to vote in general and by elections
- Handle their own finances for as long as they wish to do so.
- Be given a choice in relation to social activities, food, routine of daily living, social relationships etc.

This will be achieved through discussion with clients and principle cares and through the care plans. In this way clients maintain their autonomy and can choose, for example, when they get up, when they go to bed, what activities they do, what they eat or do not eat.

### **Inappropriate Behaviour**

Inappropriate behaviour is the systematic maltreatment physical, sexual, emotional, or financial of an older person by a carer/giver.

Thornton care is committed to preventing inappropriate behaviours and if a client or carer/relative has any concerns they should discuss this with the Care Manager, or put the complaints procedure into action.

Clients and principle cares/relatives will be kept informed of the procedure at all times

**Advocacy**

Clients will be given access to external agents who will act in their interests to help solve problems, discuss concerns etc. The Care Manager will be happy to provide information on a local advocacy groups and other external networks.

**Inspection reports**

A copy of all our inspection reports are kept at the home. Please do not hesitate to ask if you wish to see them. We will provide a copy on request.

Copies of our inspection reports can also be found at on the

**CQCwebsite**



## **Making a Complaint**

If you are dissatisfied or unhappy with any area of your care, please report this immediately on the enclosed complaints form and hand the completed form to your carer, or to the care manager. Alternatively you may report your complaint verbally. If you report your complaint in this way please ensure that the person you are reporting to fully understand the nature of your complaint and that you expect your complaint to be dealt with through the complaints procedure. As part of our commitment to providing the best quality care we are committed to upholding a fair and impartial complaints procedure.

We assure are clients that no client will be victimised and making a complaint, and encourage clients to instigate the complaints procedure whenever they feel is necessary.

### **Is our commitment that:**

- All complaints will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a response within 24 hours of the complaint being made
- If the complaint is upheld, you will be given an apology and appropriate action will be taken to rectify this.
- Clients are entitled to involve an impartial third party in the complaints proceedings if they so wish
- Clients or their representatives may take their complaints directly to the regional area office of the Care Quality Commission

**Telephone: 03000 616161**

**Fax: 03000 616171**

**Opening hours**

**Monday to Friday: 8.30am - 5:30pm**

**Address:**

**CQC National Correspondence**

**Citygate**

**Gallowgate**

**Newcastle upon Tyne**

**NE1 4PA**

## **Introduction to the management team**

Mr and Mrs Wylie acquired Thornton Lodge Care Home in September 2000. With the support of our dedicated staff we have built up a reputation for providing quality care in a home from home environment. In the subsequent years we have attained four star RDB rating and also Investors In People. In December 2003 we took over the management of Westport House and in September 2007 the Kingfisher Care Home. It is our aim that as Thornton Care we continue to provide a quality service, always seeking ways to improve our delivery of care.

### **Thornton Lodge Care Home**

#### **Registered Manager**

MISS YVONNE HAWKINS

Yvonne has worked in care for 6 years and has an NVQ2 in care. Yvonne has achieved her Registered Manager's Award

#### **Senior Care**

PETRA BURGESS

Petra Burgess has a NVQ 2 and 3 in care and has worked in care for over 3 years.

### **Westport House Care Home**

#### **Registered Manager**

MISS J SANSBURY

Joanna has worked in care for nearly 15 years and has an NVQ 3 in care and has completed her Registered Managers Award

#### **Senior Care**

WENDY JOHNSON

Wendy Johnson has NVQ 2 and 3 and has worked in care for over 5 years

### **The Kingfisher Care Home**

#### **Registered manager**

MISS CHELSEA SHEPHERD

Chelsea has worked at the Kingfisher Care Home for the past five years. Chelsea holds her NVQ 2 and 3 and is currently working towards her Registered Managers award

#### **Senior Care**

POSITION AVAILABLE

The management at Thornton Care are more than happy to introduce prospective resident's to all members of the care team



## **Thornton Lodge Care Home**

### **Westport House Care Home**

At both Thornton Lodge and Westport House we can accommodate eleven residents under the category of DE(Dementia) .

We specialise at both these homes in providing care for the elderly and confused persons of our society. Our staff are trained in dementia care and our two activities co-ordinators provide a comprehensive activity programme that caters to our residents needs. The accommodation provided is tailored towards our client group with appropriate signage, use of colour therapy, dementia gardens and snoezelen facilities. The homes have been risk assessed to allow our residents freedom of movement throughout the homes whilst also keeping them safe

## **Thornton Lodge**

### **Accommodation**

The home is constructed on two floors with a staircase accessing the second floor. There are eleven single room all with hand wash and vanity areas. Six of the rooms have en-suite facilities

There are two lounge areas, one of which incorporates a snoezelen facility and a large conservatory which looks out onto the garden. A secure dementia garden leads off from the conservatory.

The dining room is located near the kitchen for easy accessibility

There are two bathrooms equipped with bathing aids and separate toilet facilities on both floors. A separate hairdressing area is located on the ground floor

The home is equipped with a fire alarm and call bell system

### **Garden**

The front area of the home can accommodate up to four parked cars.

The rear of the property comprises of a patio area and a large lawn surrounded by well established trees and shrubs

## **Westport House**

### **Accommodation**

Westport House Care Home is constructed on two floors a staircase and passenger lift access the upper floor. There are eleven bedrooms arranged on both floors

All bedrooms have en suite facilities

There are three lounges and sitting areas and one dining room. One of the lounges is a conservatory which leads onto a landscaped patio / decking area



The home is equipped with a fire alarm system and a call bell system  
A separate bathroom with hoist is on the first floor and a separate en suite shower room on the ground floor  
A laundry room on the ground floor comprises a commercial washing machine together with spin dryer and steam press

#### **Garden**

The front area of some ninety square meters comprises of a patio area together with borders and raised planters  
The rear of the property provides both parking and a secure patio/ Dementia garden

## **The Kingfisher Care Home**

The Kingfisher Care Home can accommodate twenty residents under the category of OP(older persons) and DE(dementia). We specialise at this home in providing care for the elderly and confused persons of our society. Our staff are trained in dementia care and our two activities co-ordinators provide a comprehensive activity programme that caters to our residents. The accommodation provided is tailored towards our client group with appropriate signage, use of colour therapy, dementia gardens and snoezelen facilities. The homes have been risk assessed to allow our residents freedom of movement throughout the homes whilst also keeping them safe

This home provides a safe and secure environment for persons that are aged over sixty five that who require care and companionship in a home from home environment.

## **The Kingfisher Care Home**

#### **Accommodation**

The Kingfisher Care Home is constructed on two floors and a staircase and passenger lift access the upper floor. There are fourteen single and three double bedrooms arranged on both floors

Three bedrooms have en suite facilities

There are two large lounges and sitting areas to the front of the building and one dining room. There is a conservatory which leads onto a landscaped garden at the front

The home is equipped with a fire alarm system and a call bell system

A separate bathroom with hoist is on the first floor and a separate bathroom on the ground floor.

There are six separate toilet facilities located throughout the building.

An en suite shower room is located on the ground floor

A laundry room on the premises comprises a commercial washing machine together with spin dryer and steam press

The office is accommodated on the ground floor.

#### **Garden**

The front area of the home has room for several parked cars but also offers a view of the pleasant garden together with borders and raised planters

The rear of the property provides an extensive garden area with a lawn and secure patio area with seating. There is disabled access from several of the rooms via patio doors which lead onto the lawn

## **CCTV**

After having spoken to all the relatives and staff of Thorntoncare Ltd regarding the introduction of CCTV into the homes there seems to be a general feeling that this is something that will be positive for the homes for the following reasons,

- a) Transparency We want relatives , friends and outside agencies to be confident in what is happening at the homes at all times.
- b) It is an excellent way, for me as the Operations Manager, to audit the homes as part of our ongoing quality assurance system.
- c) If an incident/ accident happen at the home it is an excellent way to investigate.
- d) Staff protection from allegations and or incidents.

## THORNTON CARE TERMS AND CONDITIONS

1. Upon payment of the four weekly charge we undertake to provide food, heat, light, personal laundry and all personal care as would be required by a citizen of a care home of its category
2. The four weekly charge of TBC shall be paid four weeks in advance if private or as per agreement if social services..
3. Fees are reviewed yearly. Notice in writing will be given of any increase
4. The resident/Citizen shall normally from his/her own resources and/or personal allowance purchase items as listed attached
5. The first four weeks shall be regarded as a trial period for the benefit of the citizen and the company.
6. All fees paid are none refundable
7. The proprietors undertake to maintain a standard of care as required by the Care Standards Act and the registration authority. Queries and complaints, if any, should be addressed to the management. If you feel a complaint is not resolved you can contact CQC
- 8 Residence/Citizens in a care home does not constitute a tenancy within the meaning of the Rents Act. This agreement shall continue in force until terminated by either party by giving to the other written notice of the intention to terminate the contract, four weeks before the actual termination
- 9 In the event of death, any resident's/citizens fees or spends outstanding will be charged to their estate or will be recoverable from their next of kin, who must sign below to this effect before the said person becomes a resident. The provider shall be entitled to continue to receive fees for three days subsequent to date of death. If private or as per specific agreement if social services.
- 10 The management of Thornton Care may give notice requiring the resident/citizen to leave the home under the following circumstances:
  - A None payment of fees on due dates.
  - B If, in the opinion of the management, the home is unable to provide the degree of care required by the resident
  - C Any circumstances or behaviour, which the company may feel to be detrimental to the home or welfare of other residents
- 11 Visitors are welcome at all times.
- 12 To comply with fire regulations, and for the safety of all, residents who wish to smoke, are allowed to smoke, in designated areas, under supervision and at the residents own risk
- 13 Residents/Citizens are encouraged to bring in personal possessions to personalise their rooms. All personal items, including clothing, should be clearly labelled with the citizen's name. It must be noted that small electrical appliances are subject to safety standard testing in order to ensure safety. Any furniture must comply with the Furniture & Furnishings Regulations 1988
- 14 All residents/citizens wishing to administer their own drugs will have to follow Thornton Care's policy and procedures on self medication.
- 15 The home cannot be held responsible for the resident's/citizens safety away from the home, when they are taken from the home by relatives or friends.
- 16 The management will not be held responsible for missing or damaged dentures, spectacles or hearing aids.

- 17 If a resident/citizen is admitted to hospital during their stay, full fee's will be payable to the home on the understanding that the user will be returning to the home if private. If social services as per agreement.
- 18 Thornton Cares policy is not to send out invoices it's the citizen/appointee/relatives responsibility to ensure payment is made into an agreed bank account on the due pay date.. Thornton Care will send out statements on a regular basis. Any request for payment of overdue moneys on the statement should be treated as a demand for payment and actioned accordingly.
- 19 Thorntoncare policy is to incur the costs of citizens/Residents spend costs up front and will not address interest costs for this facility.
- 20 The Citizen/Relative/Appointee should address on the attached sheet if any of the services listed are not to be provide to the Citizen/Resident.
- 21 Thornton care policy is to invoice Citizen/Relative/Appointee every say 3 months with a breakdown of the spend costs. Back up receipts will not be sent out with invoice. They will be filed at the respective care home and made available for viewing at the home for Citizen/Relative/Appointee if requested Spend invoices should be paid to Thorntoncare within 2 weeks of receipt of invoice.
- 22 Citizens/Relatives/Appointees to liaise directly with the Manager ref any issues relating to the Citizen spend invoices.
- 23 Proprietors as a rule should not be contacted directly ref spends invoices. If there is a dispute between the Manager and the Citizen/Relative/Appointee regarding the latter Mrs Lindsay Wylie should be contacted to progress a resolution to the dispute.
- 24 Part of maintaining any successful business is good cash flow management. By treating late payment legislation as an integral part of Thornton Cares payment terms we hope to keep our citizens/appointees/relatives informed and avoid any misunderstandings should unauthorised late payments occur?
- 25 A late payment charge will be applied to all overdue payments and will exercise our statutory right to claim interest (at 8% over Bank of England base rate) and compensation for debt recovery costs under the late payment legislation if we are not paid according to our terms.
- 26 Citizen/Relative/Appointee has read / understand/agree to the terms 1 – 25.