

# Country Lodge Nursing Home



## **Quality Care in Beautiful Surroundings**

Country Lodge offers quality residential care with nursing for older residents in homely, beautiful surroundings. We are within the lovely South Downs National Park but also on the outskirts of Worthing, with all that the town offers. The home is centered on a converted flint barn in the village of High Salvington, famous for its windmill. We have a lovely view over our peaceful English garden, farmland and beyond to the Downs.

## **The Comforts of Home**

Inside, Country Lodge's charmingly decorated bedrooms and living rooms provide the usual comforts of home including telephones, televisions, books, games and each room has a fully profiling specialist bed. Most of the rooms have en-suite facilities. We encourage residents to bring in their own personal effects and small pieces of furniture if they wish to add to the feeling of 'home'. Those who can, typically choose to spend their time in our cosy living room, reading the papers in the dining room or catching some sun in our beautiful garden in warm weather.

## **Kind, Dignified and Professional Care**

When you chose to move to Country Lodge you will have peace of mind that we will take exceptional care of you. We choose our staff with care and ensure they are trained beyond minimum recommended standards. They are committed to providing the very best quality of nursing care. Our Manager and her Deputy both have Level 5 Registered Manager's Award and there is always at least one trained nurse on duty 24 hours a day, together with the other staff.

## **Engaging and Enjoyable Activities**

Our warm and friendly atmosphere is enhanced with many regular activities, including art, crafts, games, gentle exercise classes, musical entertainment, reminiscence and shows. Our Activities Coordinator will meet with you soon after your arrival. All in-house activities are inclusive, seasonal and anyone can join in. Please see the notice board in the reception area for a weekly list of activities.

## **Delicious Fresh Food (and Good Parties!)**

Our delicious, home-cooked meals are prepared using fresh, local vegetables, meat, fish, and eggs wherever possible. The menu is varied and changes with the seasons and is adapted to the residents' requirements and tastes. Everyday there is a different homemade cake to enjoy with tea.

Country Lodge has earned itself something of a reputation for its parties to which friends and family are invited. We hold a delightful Summer Garden Party with live music and a superb barbecue. At Christmas there is a festive “Punch and Carols” party with the local church providing a choir and a carol service. Other events include fireworks parties and birthday celebrations. We never miss an opportunity to celebrate a resident’s birthday, particularly if it is a special one.

### **Somewhere we would choose**

In everything we do, we ask ourselves whether this is somewhere we would choose for a loved-one, or for ourselves when the time comes. If we are ever in danger of falling below that bar we take immediate steps to improve. We’re glad to say that the answer is ‘Yes’.

### **Our Vision Is To:**

To provide a wonderfully homely, comfortable, engaging, peaceful and safe place to live and thrive for people over the age of 65 requiring nursing care where the individual person is seen, listened to, understood, respected, dignified and cared for according to their own wishes within the bounds of best practices.

### **Our Values Are That:**

We C.A.R.E.

C: Care for each individual with kindness, patience, gentleness and dignity

A: Alert to manage risks to create a safe environment

R: Respond quickly to each person's needs and requests with joyfulness

E: Elevate each resident to a new quality of life through maximizing their independence, helping them to participate in interesting activities, and giving them peace of mind.

### **What Others Say:**

Don't take our word for it. Here's what others say about us:

*"My mother entered Country Lodge for end of life care after I visited three nursing homes in the area. From the moment I walked in, the staff impressed me with their knowledge, compassion, and expertise. The location is also beautiful. I cannot recommend the home highly enough, even caring for me with tea, coffee, food and showers whilst I was with Mum in her final days. Thank you to everyone."*

*"My wife has terminal cancer and requires palliative nursing care around the clock. The provision of various medications has been overseen by our local GP and administered professionally by the senior staff. All the staff have been friendly and welcoming and make your visit as pleasant as possible. The nursing home has also been very accommodating to our several visitors and in enabling me to stay overnight. From what I have seen this is a very well run establishment."*

*"Country Lodge provided my elderly mother with excellent care during the nine months she spent there. From the start she loved her newly decorated garden room and was very appreciative of the kindness and support provided by all members of staff. I and the rest of Mum's family are very grateful that she could spend the last months of her life in such a caring environment. Not only did Mum received such good care, but during family visits, we were always welcomed with a warm greeting and friendly smile."*

*"Country Lodge is a delightful nursing home where the staff are all kind, efficient and thoughtful regarding the residents' needs. The rooms are charmingly furnished and fully supplied with necessary equipment. It provides a safe haven for its residents, who are treated with dignity at all times. The food provided is well planned, balance and presented and the cooking of a high standard."*

See our compliments file for more examples.

## What Relatives and Friends Said About Country Lodge in our 2019 Visitors' Survey

	Agree or Strongly Agree
<b>1 I'd wholeheartedly recommend Country Lodge</b>	<b>100%</b>
2 I'm impressed with the dignity and respect given to residents	100%
3 Care is provided to a high standard	100%
4 The amount and type of activities for residents is good	100%
5 The food here is good	100%
6 The home has a lovely mood and ambience	100%
7 Staff go the extra mile to help residents	100%
8 Staff respond quickly to the needs of residents	100%
9 The home feels safe, hazards are minimised	100%
10 Notices are up to date and help me know what's going on	100%
11 Coordination with external care professionals is good	100%
12 The home is well organised	100%

Overall results across 31 questions available to all friends and relatives: 47% Strongly Positive, 53% Positive, 0% Negative. Ask the office for a copy of the full results. See our compliments board and [carehome.co.uk](http://carehome.co.uk) for more comments and compliments.

## **KEY INFORMATION (required by law)**

Choosing the right nursing home for a loved one is extremely important. We hope this information will help you make an informed choice, and that you feel Country Lodge (this 'Home') is the right place for you or your loved one.

### **Funding Arrangements**

In addition to accepting self-funding residents, we also accept NHS Continuing Healthcare (CHC) funded residents, but an additional payment over and above the CHC rate may be required depending on room choice and availability.

### **Care Needs**

We accept residents aged 65 or over with varied needs including medical, physical, terminal illness, respite and convalescence. Unfortunately, we are not able to accept residents with severe dementia or mental health needs that require specialist care.

### **Accommodation on Offer**

We have 26 rooms that are all single occupancy. We have a variety of sizes and most have their own en-suite. Our rooms are situated over two floors with a lift. Many of our rooms look out over our beautiful gardens and the South Downs National Park. The main living rooms also open onto this beautiful view so even those without a direct view from their bedroom can enjoy it. We will confirm availability of rooms with you when you make contact.

### **Facilities and Services**

We offer a wide range of facilities and services.

Services that are included in your fees include:

- All nursing and personal care
- Freshly prepared meals, snacks and drinks
- Activities programme including all materials to participate, hand massages, basic exercises and basic physiotherapy
- All accommodation costs including utilities, council tax, TV licence, telephone
- Beautifully maintained garden
- Housekeeping and in-house laundry services
- Basic toiletries
- Parties to invite friends and relatives to including a Summer Garden Party and Christmas Punch and Carols
- Accompaniment to medical appointments if required

Services that are charged separately include:

Where required, prior to assessment and commencement of the NHS Incontinence Service, we do have to pass on the cost of products purchased. The cost will depend on the resident's requirements. Products are purchased at a competitive price and recharged at cost. No administration charge is made. This is not an optional charge and will cease on commencement of the Incontinence Service contract.

Staff allowing and arranged with the Manager no less than 2 weeks in advance, we offer a service to accompany a resident to any non-medical appointment. The Home transport may also be available. This will be charged separately. Please see our Additional Services sheet for costings.

We offer additional facilities such as hairdressing, chiropody, private/additional physiotherapy, newspapers/magazines, specific toiletries and dry cleaning. This list is not exhaustive; if there is something you would like, please ask.

The costs for these services will vary dependent on your requirements and will be charged at cost. Costs will be advised to you on an individual basis depending on your request. No administration charge is made. Please see our Additional Services sheet for costings.

### **NHS Services**

Where a resident would normally pay for NHS services, this will continue. We are able to assist in facilitating this but any charges paid on your behalf will be recharged in the normal way.

Where you would receive services free – such as chiropody for diabetics – this can be arranged for you but if you choose to use the services of our private therapists, this will be recharged.

### **Staffing Arrangements**

Our staffing levels are reviewed regularly by our Registered Manager and are dependent on the needs of our residents.

Without exception, there is at least one Registered Nurse on duty at all times. Five experienced carers for the day shift and two experienced carers at night support them. Additional carers are brought in to support outings and provide an escort for medical appointments outside the home. Our team of carers is led by our Senior Carers who have a wealth of experience.

We also have a nurse-call alarm system in place that means our residents can let our team know that they need attention.

In addition to our care staff, we have dedicated Housekeeping and Catering teams. Housekeeping ensure the home is kept spotlessly clean and provide our in-house laundry service. Our Catering team prepares fresh, nutritious meals and snacks throughout the day with a seasonal menu.

Finance and Non-Clinical Operations is managed by our Finance & Operations Manager.

We have an Activities Coordinator in the home 3 days a week along with other regular activities each week. The current week's activities can be found on our Resident's Notice Board.

## **Fees**

Our fees are based on your accommodation as we pride ourselves on providing outstanding care to each resident without charging different levels.

The fees are dependent on which room you select because each room is unique and has its' own features - e.g., size and aspect - but the current weekly fee based on the type of room is below:

Single Room	£973 to £1,333
Single with En-Suite	£1,182 to £1,384
Single with En-Suite and Garden Access	£1,384 to £1,503
Single with Wet-Room and Garden Access	£1,385 to £1,762

Our fees are the same for permanent and respite residents, however for respite care, we charge a minimum of 1 week's fees for each stay. After 1 week, you would be charged for the actual length of stay. Residency for any part of a day counts as a full day.

A deposit of £500 is charged upon acceptance of the offer of a place at Country Lodge. This reserves the room for you. This deposit will be held securely during your stay. Should you not take up your place after acceptance of the offer, the deposit is not refundable as the room has been allocated.

At the end of your stay, deductions will be made for any damage to your room, such as nail holes or damaged paint. Please see our Additional Services rate sheet for the costs. Please speak to the Manager before making any changes.

## **Financial Matters**

We understand that this is a difficult and sensitive time for the families of our residents. In order to make it easier to navigate we would always recommend taking some independent advice.

We suggest talking to Tom Scott, Big River Investment & Care. He has extensive experience with residential and nursing homes. His telephone numbers are 01903 550204 or 07941 115337. His initial assessment is free and he will be clear about charges if you choose to employ his services. Tom is also on the panel of Carewise, which is run by West Sussex County Council. We hold brochures in the Home for this organisation.

We also recommend speaking to the Department of Work and Pensions to see if you would qualify for Attendance Allowance or any other available support.

For CHC funded, end of life care and respite residents, we will not ask for a funding assessment.

For all other residents, to confirm your admission, we will ask you to provide details of your funding plans for two years which is our average residency. This is to help you feel confident that plans are in place and avoid difficulties in the future.

It is important we know who is handling or assisting with the management of your financial affairs to ensure we are dealing with the correct person.

All fees are payable in advance and we invoice on a monthly basis. For respite residents, you are required to pay in full for any stay under 1 month prior to your admission. For a stay over 1 month, you will be invoiced in advance for the second and subsequent months at the end of the previous month.

For permanent residents, we collect payment for invoices by direct debit 7 days after the issue of the invoices. A mandate will be provided for your completion. All payments are covered by the Direct Debit Guarantee.

As with everything, we do find that our costs increase year on year. In order to help you plan for the future, you will need to know when fees are likely to increase. We review our fees once a year in April. We will give you 28 days' notice of any fee increase which will take effect on the date given unless you give 28 days' notice to end the agreement.

To calculate our fee increase, we use the Consumer Price Index with Housing (CPIH). This is calculated by the Office of National Statistics and is a guide to how prices have increased over the previous year. However, as this index is not specific to the care industry and its associated costs, we will use this as a base and add a 5% increase over the CPIH which covers the additional costs that we face as a nursing-led healthcare organisation.

Below is an example, using an initial room fee of £1,000 in year 1, of how this will affect fees. The CPIH is an example figure based on the average over the last 3 years as we do not have the actual figure until the end of each year.

<b>No of Years</b>	<b>CPIH Average</b>	<b>Increase CPIH+5%</b>	<b>Fees</b>
Year 1	1.6%		£1,000
Year 2	1.6%	£66	£1,066
Year 3	1.6%	£70	£1,136

We will use these guidelines for fee increases, however in exceptional circumstances, it may be necessary to increase fees outside of this which we would notify you of as soon as we became aware of the impact. The circumstances where this would be applicable would be if there was major new legislation either within the care industry or with employment legislation which would dramatically increase our costs. An example of this type of legislation would have been the introduction in 2012 of auto enrolment pensions for staff.



## **Funded Nursing Care**

Many of our residents qualify for Funded Nursing Care (FNC) payments. This is a payment made from the NHS that is designed to cover the nursing portion of care fees. This is not payable if you are in receipt of Continuing Healthcare (CHC) support. The Incontinence Service is incorporated into FNC and if you qualify, payment for incontinence products will cease upon being awarded FNC.

The FNC is a payment made directly to the Home for the additional costs of providing nursing care over and above residential care.

## **IMPORTANT ADDITIONAL INFORMATION** (that we think you should know, too)

In addition to our key information, there is some further information that, whilst it is contained within our contract, we would like to draw your attention to.

### **Trial Period for Permanent Residents**

Moving to a Nursing Home can be unsettling and it is important that the chosen home is the right one for the resident. In order to facilitate this, we consider the first 4 weeks of your residency with us as a trial period.

This period allows us to ensure we are able to provide the right level care to you. Sometimes, although rare, a resident may have additional needs that were not highlighted during the initial assessment. It also allows you to ensure that you are happy with the care being given and that the resident settles in with us.

During the trial period, communication is key so that any potential concerns can be dealt with. We would ask that any concerns are raised and if we have any concerns, these would be raised immediately with the resident and/or family.

If there were a decision from either side that Country Lodge isn't the right fit, we would ask for and give 1 weeks' notice. Fees would remain payable until the resident leaves.

We do not offer a trial period for respite or convalescence residents.

### **Visitors**

We do not have any restrictions on visiting as we believe that visitors play a key role in the health and wellbeing of our residents. Visitors to our home are welcomed by their loved one and have a positive effect on the mood of our residents.

However, in rare situations, we may have no choice but to bar specific visitors, temporarily or permanently. The circumstances where this would be appropriate are:

- At the request of the resident and/or advocate with Power of Attorney
- A visitor is abusive or violent to the visited resident, staff or other residents or a threat of violence is made
- Where the health and safety of a resident or member of staff is considered at risk from the visitor in question pending an investigation

We would always try to resolve any issues before taking this action but we have a duty of care to our residents and staff to ensure their safety and well-being. Where a ban is put in place, it will be regularly reviewed.

### **Change in Funding Status**

We appreciate that circumstances can change and sometimes that the funding for fees may change.

If this situation occurs, we would urge you to speak to our Finance and Operations Manager, Mrs Maxine Gregory, as soon as possible. She will be able to talk through your individual circumstances and signpost you to some options although we are not able to recommend any particular course of action.

We have experience in dealing with local authority assistance with property disregard, deferred payments and private top-up payments for existing residents.

Whilst we do not accept new residents with local authority funding, we will work with existing residents to obtain the necessary funding if possible. However, any local authority funding would need to be topped-up by a third party to meet our standard fees. This top-up would be agreed and payable to the local authority. A residential charge will be assessed by the local authority which would be payable directly to the home. This is based on an assessment of the pension income of the resident. Social Services will conduct this assessment.

If you are in a position where funds are running low and there is no option to top-up the local authority allowance, we would, unfortunately, need to ask you to find alternative accommodation. Our standard fee would be payable for the notice period.

If you receive Continuing Healthcare funding and you are deemed no longer eligible, the fees would then become the responsibility of the resident/advocate. Again, in this circumstance, we would be able to accept local authority funding with private top-up to meet the full fees.

### **Complaints Handling Process**

It is a fact of life that sometimes things go wrong and it is important that you feel you can raise any concerns with us.

We welcome any questions or concerns from a resident or their family and we ask you to speak tell us if there is any aspect of the service provided that they are not happy with. All of our staff are trained to listen to residents and report any issues to senior staff who will do their best to resolve the situation and respond to you.

We hold regular residents' meetings which families are also very welcome. This allows our residents to voice any concerns or suggest changes. The notes from these meetings are always placed on our Residents Notice Board and we will act on all concerns raised.

If you don't feel the response you receive is adequate or the issue is still outstanding, please speak to one of the Management Team as soon as possible. They will then carry out a formal investigation and try to bring the matter to a satisfactory conclusion within 7 days.

If you feel that the Management Team has not satisfactorily resolved the issue, you may feel that you need to escalate the issue to our registering body. Their details are:

Care Quality Commission, South East Area  
Citygate  
Gallowgate  
Newcastle Upon Tyne, NE1 4PA  
Tel: 03000616161  
Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)

## **Ending Your Contract**

Whilst we hope that you will be very happy with Country Lodge, there may be circumstances where you decide to leave. This may be a move to another home closer to family or due to financial circumstances. Whatever the reason, our aim is to reduce the stress that such a move can cause.

We ask for a 4-week notice period to be given in writing if you wish to terminate the residency at Country Lodge. We would hope that we have been able to have a conversation with you before you make this decision so that we can assist you where we can.

There are also some situations where we would need to give notice to end the contract. Again, this would be a 4-week notice period. Notice would be given in the following circumstances:

- We are no longer able to provide appropriate care for the resident as their needs have changed
- A doctor advises different care for the resident that we are not able to provide
- The resident and/or family are in breach of a material condition of the Contract

This list is not exhaustive

In the event that a resident displays unsuitable or disruptive behaviour or their presence in the home causes a risk to the health and welfare of themselves or other residents, it would be necessary for the Home to take action more quickly. If this situation were to happen, we may need to ask you to remove the resident immediately for the safety of themselves and other residents. This is in line with our duty of care to all our residents and staff.

In the event that fees remain unpaid 2 weeks after the invoice due date, and we are not aware of any issues, we may have to terminate the contract. In this circumstance, we will give you 7 days' notice to make alternative arrangements.

## **Inspecting Authorities**

Country Lodge Nursing Home is regulated by the Care Quality Commission. This is the organisation tasked with monitoring and inspecting all healthcare providers including hospitals, doctors and care homes. We are inspected by them every two years and we are issued with a rating. Our current rating is Good which means that we provide good care across all areas.

Our kitchen is also inspected by the local Public Health Department of Adur and Worthing Council. Again, a rating is issued which indicates our hygiene, preparation and cooking practices. Our current rating is 5 which is the highest available rating.

### **Your Choice**

It is important to us that our residents feel comfortable as this is their home. We are very happy to cater for dietary requirements, including diabetic, gluten free, vegetarian, etc. We also find out simple likes and dislikes so that we can ensure your meals are how you like them.

We are also happy to help with any religious requirements. We have good relationships with the contacts with our local churches but will also reach out to other religions for you. Just let us know what you need and we will do our best to accommodate you.

It is important that you feel comfortable with those caring for you. However, it may not always be possible to meet specific requests for care staff. All our staff work on a rota basis and whilst we do take your requests into account, we also have a duty of care to our staff that they are not discriminated against.

It is proven that pets can have a calming effect and we welcome well-behaved pets as visitors. Unfortunately, we are not able to accommodate pets permanently due to the vulnerable nature of some of our residents. Please speak to the Manager before bringing visiting pets with you.

### **Contents Insurance**

The Home has an insurance policy in place that provides cover for property up to a total of £1,000. The first £250 of any loss is not covered under a policy excess. If you have items with an individual value of over £100 or total value over £1,000, we recommend you arrange your own insurance cover. We are unable to cover any item that has previously been raised with the family as a concern by our Management Team.

### **In the Event of Resident's Death**

In the of a resident passing away, full fees will be charged for a minimum of 3 days following the date of death to a maximum of 10 days to allow for the room to be cleared.

Should the room not be cleared at the end of the 10 days, we reserve the right to clear the room and dispose of all items as we feel appropriate, unless we have agreed an alternative with the family.

### **Registration and Contact**

Country Lodge Nursing Home Ltd is registered with the Care Quality Commission and is owned by Country Living Care Group. Dr Will Andrews and Mrs Deborah Andrews are the Directors of both companies.

Mrs Deborah Spokes is the Registered Manager for Country Lodge and is the responsible person for the service. Mrs Maxine Gregory is the Finance & Operations Manager for the Home.

If you have any queries regarding vacancies, the care of a resident or would like more information regarding our services, please contact Mrs Deborah Spokes. Any queries regarding contracts, finances or general queries should be directed to Mrs Maxine Gregory.

They can be contacted by telephone on 01903 830600 or by email as follows:

Deborah Spokes      debbie.spokes@countrylodgenursing.co.uk  
Maxine Gregory      maxine.gregory@countrylodgenursing.co.uk.

## **Legal Information**

We have a legal obligation under the Consumer Rights Act 2015 to ensure that all information we provide is factual and up to date. However, due to the nature of our business, things can change. All information is correct, at the time of issue but we will ensure that we make you aware of any changes prior to arranging an assessment or admission.

You also have rights under the Act as the purchaser of services. One key point that we must highlight to you is the Right of Cancellation where a contract is signed away from the Home. Any cancellation must be received by the Home within 14 days of the date of signature. This is not applicable if the contract is signed at the Home.

If you wish the residency to start prior to the end of the 14-day period, we are very happy to do this. We would ask you to sign a document which states that you have requested the service to commence and that you agree to pay for services received to date in the event of cancellation. Signing this document does not change your right to cancel just allows us to commence the service.

Our permanent contract for services is attached to this document for your information. Should you require details of our respite contract, this can be obtained through our website at [www.countrylodgenursing.co.uk](http://www.countrylodgenursing.co.uk) or from the Home.

## **Further Information**

### **Admission**

Everyone is unique with different needs and preferences. Our Manager or Deputy Manager will undertake an assessment of your relative prior to moving into Country Lodge to ensure we can meet all your requirements.

### **Building Access**

The building is accessed by visitors via the main front door. Out of hours staff will endeavour to open the door as quickly as possible, but please note these are busy care times. Please sign in at reception.

### **Compliments & complaints**

We welcome feedback and are always delighted to hear from anyone who has any concerns or ideas. We are always delighted to hear about anyone who has gone above and beyond to make a difference. *Please see the Key Information for more details*

### **Contract**

Our standard contract is enclosed. Please ask for a copy of our Respite or Continuing Health Care Funded contracts if required.

### **Dietary requirements**

If you have any special diet or nutritional needs, this will have been discussed during your assessment and this information passed on to our Chef and their team. Soon after you move in, our chef will meet with you and discuss your needs and preferences further, to ensure that we provide you with healthy, nutritious and delicious meals that suit you.

### **Electrical items**

If you would like to bring any electrical items into the home, you are very welcome to. However, all items will need to be PAT tested by our maintenance team. There is a small charge for each item. Our Manager will speak to you regarding this during your admission.

### **Housekeeping**

The Housekeeping Team, led by Mrs Debbie Cotton, will clean your room on a daily basis. We have a laundry tagging system and your own personal laundry basket into which your washing, ironed and folded clothes will be placed on a daily basis, before they are returned to you. Should you have any hand wash or dry-cleaning requirements, please do discuss these with Debbie.

### **Internet & TV**

The aerial connection in your room will connect you to Freeview channels. There is WiFi access to the Internet throughout the home for those with their own computers, tablets or phones. Please request the Wi-Fi password and network name from staff.

### **Library**

We have a small (but growing!) number of large print books available for your use. Please do ask staff to show you those currently available.

### **Local amenities**

We have a list of local amenities – restaurants, cafes, museums etc. should you wish to take a trip with a friend or relative. We also have details of local taxi companies suitable for wheelchair access.

### **Maintenance**

For all routine maintenance and building issues, there is a maintenance log book held in the Nurses' office where you can request staff enter details of issues that require attention. Our Manager and maintenance staff review this daily and attend to matters according to priority. Safety concerns do have to be addressed first, but staff will be able to inform you when a maintenance issue will be resolved.

### **Medical equipment**

The Manager will assess your medical needs prior to moving into Country Lodge. All rooms come with a fully adjustable hospital bed as standard and Nurse call systems. Touch on/dim/off lamps are also available as are a variety of specialist mattresses to make you as comfortable as possible.

### **Meetings**

This is your home and we want to ensure that we always provide you with the very best service and care. We hold regular resident/family meetings to give you the opportunity to tell us how we are doing, what we can improve upon and make any suggestions about what else you would like.

Details of these forums will be displayed on the board in the Reception Area. You are warmly invited to attend. Please feel free to make suggestions at any time of course.

### **Newspapers**

If you require a newspaper or magazine, we are happy to arrange a delivery for you from our local newsagent. *Please see the Key Information for more details*

### **Opticians, dentists, physiotherapists and hearing test appointments**

All appointments can be arranged for you as required through our local GP or privately if you would prefer. *Please see the Key Information for more details*

### **Pets**

Sadly, pets are not allowed at Country Lodge due to the vulnerable nature of some of our residents. If you are a dog lover, you will be pleased to know that the owner has a much-loved dog that visits regularly! *Please see the Key Information for more details*

### **Religious support and services**

Please let us know how we can assist you in practicing your faith in any way we can. We have a strong relationship with the Parish here – both Anglican and Catholic. Please refer to our activities board for additional information and arranged services.

### **Smoking**

You are welcome to smoke in the designated area. If you require access, please speak to the Manager, as we need to ensure appropriate risk assessments have been completed. However, Country Lodge has a strict no smoking policy inside the building.

### **Telephones & Video calls**

Each room has a telephone access point with a large number telephone in place. Should you require additional telephone equipment please speak to staff to discuss your needs.

### **Valuable Items**

We would remind you that your personal possessions are your responsibility. If you would like us to secure items in our safe, please speak to the Home Manager who will be happy to arrange this for you. For items of high value, please ensure that you make your own arrangements to insure them for loss or damage.

### **Visitors**

Friends and relatives are always welcome and may visit at any time. We are very happy to include visitors for lunch and afternoon tea and home-made cake is always on offer. 24 hours' notice is ideal and for larger parties a small charge will be incurred. Their family or friends may also take out residents for lunch or an outing whenever they wish.

### **Voting**

All residents have the right to vote. Should you require any support in this matter, please contact the Manager who will be happy to assist you.

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**For more information and availability  
please contact our Manager:**

Mrs Deborah Spokes  
01903 830600

Email Manager, Mrs Deborah Spokes: [debbie.spokes@countrylodgenursing.co.uk](mailto:debbie.spokes@countrylodgenursing.co.uk)  
Email Operations, Mrs Maxine Gregory: [maxine.gregory@countrylodgenursing.co.uk](mailto:maxine.gregory@countrylodgenursing.co.uk)  
Website: [www.countrylodgenursing.co.uk](http://www.countrylodgenursing.co.uk)





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# Country Lodge Nursing Home

Quality care in beautiful surroundings

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**Cote Street, Worthing, West Sussex BN13 3EX**

Telephone 01903 830600

Fax 01903 693696

Company Registration No: 04229587

email: [office@countrylodgenursing.co.uk](mailto:office@countrylodgenursing.co.uk)

## **TERMS AND CONDITIONS OF CARE AGREEMENT BETWEEN A RESIDENT AND THE CARE HOME MANAGEMENT (CONTRACT)**

Resident's Name:

Room No:

**The date of commencement of this contract is XXXXX.**

### **1. WELCOME**

As a Resident coming into our Care Home we extend to you a warm welcome. We shall do our best to ensure that you are well provided for, your particular needs are met and your health and safety are our priority.

In matters relating to your health and welfare we shall consult with you and/or your family or adviser in accordance with your wishes.

### **2. GENERAL**

Country Lodge is run as a home-from-home with its own family community and we do our best to ensure that as a member of that community you will enjoy the life of the Home and your rights to privacy and independence, whilst obtaining the help you require to preserve and improve your quality of life. Care needs differ with each individual and it is our objective to work with you to identify your care needs and to provide the appropriate care and support.

### **3. REGISTRATION & ACCREDITATION**

Country Lodge is registered and accredited by the Care Quality Commission as an approved Care Home With Nursing. As such it is subject to regular inspections and unannounced visits by officers of the Care Quality Commission.

#### **4. INITIAL RESIDENCE**

As a resident you should be satisfied that your care needs are being met and you are receiving the amount and quality of help required. Our Manager should also be satisfied that we are able to provide the level of care you require and that you will benefit from this care.

It may take time to properly assess these care needs and to allow understanding to develop between each other. The initial four weeks of residence shall therefore be considered a trial period, at the end of which either party may terminate the agreement by giving one week's notice.

#### **5. STATUS OF AGREEMENT**

This agreement is between you the Resident and the Management of Country Lodge Nursing Home. It details the various conditions which apply during a resident's stay. Any variation to this agreement must be in writing and signed by both parties.

#### **6. SERVICES PROVIDED AND INCLUDED IN FEES**

This agreement is for 24 hour nursing care. This means the day-to-day care which is required in respect of your individual nursing and personal needs.

It includes:

- a)** Total nursing care by our qualified Registered General Nurses and Care Staff in the privacy of your own room. Co-ordination between our Nurses and your General Practitioner, Community Nurse, Hospital or other community services such as Physiotherapist, Dentist, Optician etc. Each of our residents has an individual Care Plan which documents all your personal and nursing needs and also your requirements regarding end of life care. All medication and drugs will be safely stored and dispensed in accordance with your doctor's instructions and reordered as necessary. Records are kept on all medication used.
- b)** Assistance with oral care, bathing, washing, dressing and mobility. Help with toileting, provision of a commode when necessary. Help with exercise and other activities plus entertainment. Regular monitoring of weight gain or loss.
- c)** Your own bedroom appropriately decorated and furnished. Also included is the use of our sitting and dining room facilities and gardens. You are welcome to bring in your own personal effects plus any furniture by arrangement, the cost of transporting these items is your responsibility. We welcome residents' bringing their own pictures, however a repair charge will be made for each picture hanging, shelf fixing hole or paint damage made for example by blu-tac.

- d) Domestic services such as laundering of personal clothing (not including dry-cleaning), bed linen and blankets, towels, etc. The provision of heating, lighting and electrical supply, and the cleaning of bedrooms, public rooms and corridors, etc. All towels, face cloths, soap, basic toiletries, toilet rolls and light bulbs are also included.
- e) Meals which consist of breakfast, lunch, afternoon tea and supper. Mid-morning and evening hot drinks are served with biscuits. Other refreshments can be provided when required at other times of the day.

**Meal times**

There is a daily menu with different choices which you will be offered on a daily basis.

Breakfast served from	07.30
Lunch served from	12.30
Supper served from	17.00

Any special dietary needs will be catered for and should be discussed with our Manager.

**7. ADDITIONAL SERVICES NOT INCLUDED IN FEES**

You may require a service such as hairdressing, chiropody, dentistry, hearing or sight tests, newspapers and magazines, purchase of clothing, etc. We can organise these services for you here at Country Lodge and you will be invoiced separately for them.

Subject to staff availability, we can provide a service to accompany a resident to non-medical appointment or social outing. This will be charged separately.

Costs are subject to change based on our suppliers. A separate list of costs, as at today's date, is attached to this contract for information but an up to date list is available from the Manager and will be advertised when changes occur.

**8. FIRE PRECAUTIONS**

Country Lodge has to comply with the various fire regulations and the recommendations of the local fire authority. You must co-operate with our staff in this respect and may also be required to participate in fire evacuation and other procedures. A copy of our Fire Regulations is displayed in the front hall.

## **9. FEES AND ROOM RESTORATION**

### **a) Deposit**

Upon acceptance of our offer of a place at Country Lodge Nursing Home, you are required to pay a £500 deposit. This deposit holds your requested room for you. Should you then not take up your place, this deposit is non-refundable.

The deposit will be held securely for the duration of your stay. At the end of your tenancy, the deposit will be returned to you, after deductions for repairs to your room caused by your personal effects, deliberate damage or outstanding fees.

### **b) Frequency of payments**

Fees are payable monthly in advance by you, the resident, or the person appointed by you to take responsibility for your affairs and will take effect from the date of your admission to the Home. Thereafter the fee will be invoiced at the beginning of each calendar month. Invoices are payable by direct debit, BACS or cheque. Invoices are due within 7 days from date of invoice.

Our preferred method of payment is by direct debit and a mandate will be forwarded to you. Any part of a day, including for arrival or departure, constitutes one day's fee.

### **c) Changes in Circumstance**

You are expected to have made provision for the payment of the fee agreed in this contract for the duration of your stay at Country Lodge. Failure to pay the contracted fee may lead to your being asked to find alternative accommodation within the Home or in a different Home.

We strongly recommend that you obtain independent financial advice to ensure that the fee can be paid and that you are receiving any benefits to which you are entitled. As part of our advocacy service under the Care Act 2014, we can put you in touch with Care Wise, an independent provider of financial advice recommended by West Sussex County Council.

### **d) Request for Information**

In the event that you, your family or advisors should feel it necessary to enlist the help of a Solicitor or other professional to try and secure any back payment of NHS funding, or have any other reason to make a request of our Management to find archived papers relating to you, the resident, either during your life or after your death, the Management's time to find and copy any such paperwork will be charged at an appropriate, hourly, administration rate. Additional photocopying charges will also be made. Please note this can often be very time consuming. A down payment for any such service will be requested before the work will be undertaken with the balance payable upon completion.

**e) Changes to CHC Status**

If you have been accepted into Country Lodge as a Continuing Health Care (CHC) Resident and the NHS determine that you no longer qualify for CHC funding, you will be expected to meet the standard tariff rate for the room you are occupying. Should this not be possible, we will, unfortunately, have to request you find alternative accommodation. Full fees are payable during this period.

**f) Cancellation of Reservation**

In the event of the cancellation of a reserved room, the deposit paid is non-refundable as per item a).

**g) Fees in the event of death**

In the event of your death your advocate or next of kin is required to clear the room of all your effects within a maximum of 10 days. Fees are payable for a minimum of 3 days up to the maximum of 10 days. Any portion of pre-paid fees remaining after this period will be refunded to your estate or next of kin on a pro-rata basis. Where there are outstanding, unpaid fees after death, these will be charged to your estate or will be payable by your next of kin. If your furniture and effects are still in the room after the 10-day period following death, we reserve the right to class all items as abandoned and dispose of them.

**h) Fee Review**

Fees are normally reviewed annually and the new fee will apply from April. You will always be given a month's notice of the change in fees. Our fee increase will be based on CPIH plus 5%. Fee increases will apply regardless of funding source.

**i) Fee Reductions**

No reduction will be made in fees for missed meals or absences of a period of up to one week. However, if the resident is admitted to hospital and the hospital stay is longer than one week, the fees will be reduced by 20%. For any absence over one week, fees will be reduced by 20%.

**10. RESIDENCE**

As long as the conditions of the agreement are upheld you can enjoy possession of your private room. Residence may be terminated on the basis of provisions made under this agreement and it should be noted that notice is as provided in this agreement. No rights of tenancy exist or are implied. The benefits of this agreement are personal to you, the resident and are not transferable.

## **11. TERMINATION OF RESIDENCE**

Residence may be terminated in some instances. A normal period of notice of **4 WEEKS** must be given by either party to the agreement unless this is waived or is inappropriate. Some examples where termination of residence is appropriate are given below but these examples are not exhaustive:

- 1) A resident's care needs are different from those normally supplied by the home.
- 2) A doctor advises different care for the resident.
- 3) Change in financial status

The Home Management may only give seven days' notice when fees are not paid within the contract terms and are two weeks or more overdue

In exceptional circumstances, it may be necessary to give immediate notice where:

- 1) The resident displays unsuitable or disruptive behaviour
- 2) The resident's presence in the home causes a risk to the health and welfare of themselves and/or other residents.

## **12. DAMAGE TO FURNITURE AND EFFECTS**

The Management reserve the right to charge a resident for the replacement cost of any furniture, furnishings, defects or equipment which has been damaged by default, or wilful act. This shall not apply to fair wear and tear which is included in the fees.

## **13. ABANDONED EFFECTS**

If you move out of Country Lodge or die leaving effects in the room and no arrangements are made to clear these effects, we will make every reasonable effort to contact your next of kin or solicitor for instructions. In the absence of instruction and if no provision has been made within 10 days, our management will be entitled to treat the effects as abandoned. Our Manager may decide to keep the effects and use them elsewhere in the Home. We also reserve the right to donate them to a Charity of our choice.

## **14. ELECTRICAL APPLIANCES**

You may not bring electrical appliances into the Home unless we, the Management, approve these appliances for safety and they pass a PAT test. We must also agree on their suitability for use in the home. The cost of the PAT Test may be charged to your account.

## **15. VISITORS**

Visitors are always welcome in the home and there are no restrictions on visiting times, we do ask for consideration for other residents for very early/late visiting. If you wish to have a visitor to lunch please advise our Manager. A small charge may be made. All visitors are requested to sign in and out in the visitors' book situated on the desk in the Front Hall.

In exceptional circumstances, it may be necessary to bar a particular visitor. The circumstances where this would be appropriate are:

- At the request of the resident and/or advocate with Power of Attorney
- A visitor is abusive or violent to the visited resident, staff or other residents or a threat of violence is made.
- Where the health and safety of a resident or member of staff is considered at risk from the visitor in question pending an investigation.

## **16. MARKED CLOTHING**

All clothing should be clearly marked with your name on entry to the home. Our Housekeeper can help with this if it poses a problem.

## **17. PETS**

Pets are not accepted permanently into the home due to the vulnerable nature of our residents. Visitors are normally allowed to bring pets into the home with prior consultation with our Manager.

## **18. GIFT AND DEEDS**

It is the policy of Country Lodge for the management and staff not to accept gifts although gratuities for staff after a resident departs are acceptable and should be given to our Manager. Staff are not allowed to assist in the preparation of wills. Staff are not allowed to advise or be party to any financial arrangement for a resident nor to act as a witness or become an executor of a resident's will.

## **19. MONEY AND VALUABLES**

Most of our residents like to have "pocket money" and we recommend that this is kept by our Manager in the safe in her office. Any money handled by the home will be recorded and accounted for at all times. Any other money is your own responsibility and we cannot guarantee its safety if it is kept in your own room.

Any valuables kept in your room are your responsibility but we are happy to keep jewellery in our safe if you wish.

## **20. SMOKING**

Country Lodge is a non-smoking Home and smoking is therefore not permitted on our premises except in the designated smoking area. A risk assessment must be undertaken prior to access to the smoking area.

## **21. PERSONAL USE OF MEDICINES**

If you wish to keep your own medication we ask that you discuss this with our Manager. If agreed, appropriate arrangements can be made. No drugs may be kept in the home unless they are currently prescribed for the resident by a General Practitioner or Hospital Doctor. Over the counter medication can be provided on request by the Nurse on Duty.

## **22. INSURANCE OF CLOTHING AND EFFECTS**

The Management agrees to insure the residents' effects for up to £1,000, although the first £250 of each loss is not covered.

## **23. LOSS OR DAMAGE TO RESIDENTS' PROPERTY**

Residents who have property and effects in excess of the above amount, or single items in excess of £100, are strongly advised to arrange independent insurance.

## **24. PERSONAL INJURY**

We try to ensure that the Home, furniture, fittings and gardens are kept as safe as possible. However, no responsibility can be accepted for any accident or injury which may befall a resident which is due to causes other than negligence.

## **25. FUNERAL ARRANGEMENTS**

Fees do not cover funeral costs. These arrangements will normally be made by next of kin.

## **26. RESIDENTS' SUGGESTIONS**

Our residents are encouraged to comment on the running of the Home. Management and staff welcome suggestions by any resident or relative which can help us with their care or service given. Regular residents' meetings and surveys are held to ascertain your views.



## **27. COMPLAINTS**

Residents and their representatives are encouraged to seek advice and information from staff members on matters that they genuinely do not understand. We actively encourage our residents or their representatives to speak up if they are unhappy with any aspect of the service provided. Our staff are instructed to listen to residents and report problem areas to senior staff who will attempt to resolve the situation and respond within 48 hours.

If the response is inadequate, you must seek an answer from the Manager / Proprietor as soon as possible. They will investigate the circumstances and attempt to bring the matter to a conclusion, usually within seven days of receiving the information. Accurate records of all complaints will be made and the Inspectors of the Registering Authority are informed of serious matters. In the event of the situation being unsatisfactorily resolved, you may feel the matter is serious enough to contact the Registering Authority whose address is:

Care Quality Commission: Southeast Area,  
Citygate,  
Gallowgate,  
Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161  
Fax: 03000 616171  
Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)

If you fail to achieve a satisfactory resolution to your complaint, the final option available is to contact:

The Health Ombudsman  
21 Queen Anne's Gate  
London SW1H 4BU

Telephone 020 7915 3210

## **28. COMPLIMENTS**

It is important to us that you feel happy and comfortable with the quality of life at Country Lodge. Therefore, compliments are also recorded and testimonials may be displayed on our website and on the front desk so that the standards at Country Lodge can be seen to be effective.

## **FEES PAYABLE**

The fee payable from the commencement of residence shall be £xx each week.

The fee shall be paid by

A) The Resident

B) The Resident's Family

### **PERSON RESPONSIBLE FOR FINANCIAL AFFAIRS**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

I confirm that I have read these terms and conditions and agreed to abide by them.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Resident/Next of Kin/PoA

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Manager

***This Contract is a legally binding document and failure by either party to provide services or payment as laid down may result in legal action taken by either party.***

***This contract applies to all residents at Country Lodge irrespective of how funding or payment for our services has been organised.***



# Country Lodge Nursing Home

Quality care in beautiful surroundings

**Cote Street, Worthing, West Sussex BN13 3EX**

Telephone 01903 830600

Fax 01903 693696

Company Registration No: 04229587

email: [office@countrylodgenursing.co.uk](mailto:office@countrylodgenursing.co.uk)

## PRIVACY POLICY

Country Lodge Nursing Home takes its responsibilities with regard to your personal information very seriously.

Within the Home, data is only shared with those members of staff who need to know in order to provide the excellent care you expect. Apart from our Care Staff, this will include relevant information to our Kitchen Staff (e.g. allergies or swallowing difficulties), Domestic Staff (e.g. sight or hearing difficulties) and Administration Staff.

We will never share your information with any person or service outside the Home without good cause. To maintain continuity of care we will need to share your information with other service providers, such as your GP, Hospital, Therapists, Emergency Medical Staff, etc.

CQC also have a legal right to review the information held on our residents as part of their duty of care to ensure we are providing the correct care.

A copy of our Full Privacy Policy is available at the Front Desk for you to read or we will provide you with a personal copy upon request.

We do like to show our residents and activities on Facebook and our Website.

**Please indicate if we may use your photographs.                      YES                      NO**

Please sign below to indicate your acceptance and understanding of the Privacy Policy.

Resident: \_\_\_\_\_

Room Number: \_\_\_\_\_

Signed: \_\_\_\_\_

Name if not Resident: \_\_\_\_\_

Relationship to Resident: \_\_\_\_\_





# Country Lodge

NURSING HOME

Quality care in beautiful surroundings

## **ADDITIONAL SERVICES as at February 2020**

### **Hairdressing**

Cut	£10-£14
Shampoo & Set	£16
Shampoo, Cut & Blow-dry	£28
Other services	

<b>Chiropody</b>	£16
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<b>Newspapers and Magazine</b>	Cover price plus newsagent delivery charge
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### **Carer to accompany for non-medical appointment**

First Hour	£20
Per hour thereafter	£15
Use of Home transport per hour	£ 5
Any part of one hour is charged as a full hour	

<b>NHS Services</b>	At NHS cost per service
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### **Portable Appliance Testing (PAT)**

Per Item	£ 5
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### **Wall Repairs (including cost of installation)**

Per picture nail, shelf fixing or paint removed by adhesive	£15
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### **Intentional Damage**

Damage by resident/visitors	At cost
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### **Request for Information**

Per Hour or part thereof	£20.00
Photocopying per page	£ 0.10

Country Lodge Nursing Home Limited  
Cote Street, Worthing, West Sussex BN13 3EX  
Company Registration No: 04229587  
Telephone 01903 830600  
Fax 01903 693696  
email: [office@countrylodgenursing.co.uk](mailto:office@countrylodgenursing.co.uk)





# Country Lodge

NURSING HOME

Quality care in beautiful surroundings

## 14-DAY CANCELLATION WAIVER

Under the Consumer Rights Act 2015, you have the right to cancel the service within 14 days from the date of assessment and formal offer, which may be verbal. This is known as the cooling off period.

The cancellation must be in writing (by letter, email or fax) and sent prior to the end of the cooling off period.

However, if you wish to begin the care service prior to the end of this period, we ask that you sign this waiver. This does not remove your rights under the Consumer Rights Act 2015 but allows us to begin the care of the resident.

This waiver confirms that

- you wish to begin the service before the end of the cooling off period;
- you understand that you can still cancel the service within the 14 days without notice;
- you understand that you will be liable for fees covering the services used within the cooling off period.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Name of Resident if different: \_\_\_\_\_

Date: \_\_\_\_\_

Cote Street  
Worthing  
West Sussex BN13 3EX  
Tel: 01903 830600