

TERMS AND CONDITIONS

- The home will accept residents of either sex.
- Acceptance of residents with a communicable infectious condition is at the discretion of the manager
- The fees include full board and lodging, 24-hour care as deemed required by needs assessments, social activities and laundry including personal laundry. Whilst every possible care is taken with laundry, **ALA Care Ltd** does not accept liability for loss or damage to items of clothing undergoing laundry or dry-cleaning. It is respectfully requested that all clothing is named with stitched on name labels. Failure to do this could result in clothing being placed in wrong rooms.
- Provision for hairdressing, chiropody and physiotherapy are available as required.
- **NOT COVERED BY FEES:** Dry-cleaning, optical and dental charges, telephone, hairdressing and chiropody costs, personal toiletries, emergency transport costs (i.e. Hospital appointments etc) and additional staffing costs to cover accompanying client. The fore mentioned extras will be charged to the client or their representative.
- Fees will be expected monthly in advance. In the event of a resident leaving the home, one month's notice or one month's charge is required.
- On vacating a room, a three-day charge is made for refurbishing.
- Fees will be increased generally by the current rate of inflation. Sufficient notice will be given (of at least one month). Fees more than 14 days in arrears will be subject to interest at 4% above Bank Base Rate.
- Smoking will be restricted to an outside area.
- Damage to property will be charged to account of person responsible.
- Responsibility for residents' personal belongings cannot be accepted by A.L.A. Care Limited. Insuring personal belongings is the responsibility of the resident. Safe keeping of personal items can be arranged.
- In the event of temporarily vacating the Home, the resident's accommodation can be held by payment of the full fees for the first month, and thereafter at 90% of the full amount.
- Any complaints by the residents should firstly be made to A.L.A. Care Limited following the 'Complaints Procedure' as supplied.
- All residents have the right of access to their personal records.
- **ALA Care Ltd** operates private residential care homes registered with the local registration authority.
- Occasionally, it may become necessary to ask a resident to leave the Home, the reasons could include:
 - (a) THE RESIDENT REQUIRING SPECIALIST NURSING CARE.**
 - (b) CONTRACTION OF A COMMUNICABLE DISEASE**
 - (c) BEHAVIOUR PROBLEMS DISTURBING TO OTHER RESIDENTS.**
 - (d) FEES IN ARREARS, IN EXCESS OF FOURTEEN DAYS.**
- All residents are required to abide by the terms and conditions above.
- The acceptance of all residents is on the basis of a 4 weekly trial period.