



Sunbury Nursing Homes Ltd Terms and Conditions

Services/Items included in fees:

- Full day and night nursing care
- Full board and lodging
- Laundry including personal items

Services/Items not included in fees:

- Medical and other specialist health care services which are not provided under the National Health Service
- Medications and other prescribed items which are not available on National Health Service prescriptions
- Personal professional services such as hairdressing, manicures, chiropody, etc.
- Personal television and telephone service in bedroom
- Personal requirements such as tissues, talcum powder, shampoo, steradent, toothpaste, confectionery, biscuits, fruit cordials, newspapers and magazines.
- Transport to and from the nursing home for any reason including hospital visits when NHS transport is not available.

Additional Services/Items

- Any requirement for services/items which are not included in the fees will be provided on request and charged on the basis of cost plus 10% service/handling charge per service/item. Details of current charges are available on request.
- Invoices for these services/items are issued monthly in arrears and are due for payment on receipt of invoice.

Payment of Fees

- The amount and method of payment of your fees is stated in your SNH Admission Agreement form or the Placement Agreement form issued by Social Services or Primary Care Trust as appropriate to your funding status.

Temporary Absence

- In the event of you being temporarily absent from the Home (due to admission to hospital for example) your accommodation will be kept for you throughout the period of absence subject to the provisions of the relevant admission / placement agreement.

Trial Period and Termination

- These arrangements are detailed by the relevant admission / placement agreement.

Clothing and personal requirements

- It is a condition of admission that arrangements are made for you have an adequate supply of day and night clothing and personal requisites such as a face flannel, body flannel, talcum powder, shampoo, tooth / denture cleaning items throughout the stay.

Cash and Valuables

- Sunbury Nursing Homes Ltd cannot accept any responsibility whatsoever for your possessions, valuables, and personal effects of any description and if you bring or have brought into the Nursing Homes any such items you do so entirely at your own risk and you should effect your own comprehensive insurance cover against loss or damage or any other insurable risk.
- For reasons of security we strongly advise you against retaining cash and valuables.
- Any personal requirements can be obtained through our stores on the account thus alleviating any need for cash transactions.
- Staff are not permitted to undertake shopping errands for you on a private basis.

Fixtures and Fittings

- For safety reasons installation and repair of any electrical appliance, fixture or fitting must only be undertaken by our maintenance staff or appointed/approved contractors.

Telephones

- Except for a pay phone in each building telephone facilities for patients to make outgoing calls are not provided but patients may have a private line installed in their room at their own expense.
- Facilities are available for patients to receive incoming calls and their relatives and friends are most welcome to telephone to enquire of the patient's progress or to pass a message. Telephone numbers are detailed on page 10 of this handbook.

Television

- Television sets are not provided except in designated sitting rooms.
- Patients are most welcome to have their own television set installed in their room or we can arrange for a set to be rented and charged to the account.
- A television aerial point is installed in each room.

Pets

- We regret that patients are not permitted to keep pets on our premises.
- If a visitor brings a pet onto the premises it is imperative that the pet is properly supervised at all times.
- Dogs must be kept on a lead at all times while on the premises.

Smoking

- In the interests of health promotion and fire prevention, we operate a "No smoking in the Workplace" policy, therefore patients and visitors may only smoke outside of the buildings.