


OAKLANDS  
— REST HOME —



*Service User Guide*



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# 1. Introduction to the Home

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Oaklands Rest Home, a residential and dementia care home, situated in an attractive setting close to public transport, shops, churches and is only minutes away from the town of Marchwood.

The Home is owned by The Patel Family and the Manager is Mrs Nicola Ray, an Experienced Manager who has been a Registered Nurse as well as being a Manager of a residential Home for many years. All are committed to ensuring that the home provides the highest standard of care. The two sons help to run the Home this is a real family business which can be seen by the comfortable, homely surroundings.

The Home has 29 rooms and is registered for 29 residents. It is set in its own grounds, with a lovely lawn area for residents to relax in and enjoy. Ample parking is available for visitors and they are always welcome to stay and spend time with their loved ones.

All rooms are single, 26 with en-suite facilities. All rooms are comfortably carpeted and furnished including televisions. Residents may personalise their rooms by bringing small items of furniture including a favourite armchair if they wish. A telephone can be installed in the room if required but the account will be the responsibility of the resident or representative. There are two communal lounges, a library and two dining areas all comfortably furnished and situated around the building for easy access by all residents. Additional bathrooms and shower wet rooms equipped with a variety of bathing apparatus to suit our residents' needs are also available. Good home cooking of the finest quality is provided and special diets are catered for with prior consultation. Throughout the year we have many parties and gatherings for our residents including a Fireworks Night, Christmas party and Summer BBQ's.

At all times we endeavour to give our clients their own choice, rights and independence, privacy and dignity. Our team of experienced and qualified staff are on duty 24 hours a day to meet all the needs of our residents. Stimulation therapy is provided on a daily basis for those who wish, including arts and crafts, flower arranging and board games.

## 1.1 Comments from Residents and Relatives

***"It's lovely"***

***"The Home is working well to provide the very highest standards and yet provide a homely atmosphere"***

***"The owners have made a tremendous change for the good, have improved facilities and catering"***

***"We have very good communications with the owners"***

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## 2. Statement of Purpose

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### 2.1 Aims and Objectives

It is the objective of Oaklands Rest Home to provide care to all service users to a standard of excellence which embraces fundamental principles of good care practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care in the home. It is a fundamental ethos that those service users who live in the home should be able to do so in accordance with the home's Statement of Values.

It is the objective of the home that service users shall live in a clean, comfortable and safe environment, and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of service users and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

To meet these client needs the care service within the home is designed to achieve the following objectives:

- To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life.
  - To ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.
  - To ensure that each service user's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
  - To ensure that the care service in whole is delivered in accordance with the Statement of Terms and Conditions agreed at the point of moving into the home.
  - To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user care needs to be met.
  - To manage the care service efficiently and effectively to make best use of resources and to maximise value for money for the service user.
  - To ensure that all service users receive written information on the home's procedure for handling complaints, comments and compliments, and how to use it.
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## 2.2 *Philosophy of Care*

Oaklands Rest Home aims to provide its service users with a secure, relaxed, and homely environment in which their care, well-being and comfort is of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing will be sensitive to the service users' ever-changing needs. Such needs may be medical / therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and service users are encouraged to participate in the development of their individualised Service Users' Plan of Care in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other service users and with recognition of the following core values of care which are fundamental to the Philosophy of our Home:

CORE VALUES OF CARE		
Privacy	Dignity	Rights
Independence	Choice	Fulfilment
Security	Respect	Equality

All care staff within the home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and developments in care practices as may be laid down in appropriate legislation, regulations and CQC guidance.

## 2.3 *Facilities and Services*

The following services are offered to our residents as part of our programme of care:

- Fully trained staff in 24 hour attendance
- Monthly evaluation of all care aspects
- Good home cooking with choice of menu
  - Provision for special diets
- Laundry Service
- GP Visits
- Dentist (charged)
- Optician (charged)
- Chiropodist (charged)
- Weekly Hairdressing Visit (charged)
- Daily Newspaper (charged)
- Library
- Daily Activity Programme
- Fund Raising Activities
- Entertainment and Outings
- Residents' Association Meetings
- Passenger Lift
- Private telephone installation and calls (charged)



## 2.4 *About the Registered Provider*

### 2.4.1 *Contact Information*

**Name:** Mr Samir Patel

**Address:** Marlacourt Ltd  
97 Lions Lane  
Ashley Heath  
Ringwood  
Hampshire  
BH24 2HJ

**Tel No:** 02380 845759  
**Fax No:** 02380 845759  
**Mob No:** 07775 942318  
**Email:** samir@oaklandsresthome.co.uk

### 2.4.2 *Experience and Qualifications*

**Experience:** Having completed his Law Degree undertook the Management of a number of Recruitment Agencies. Over seeing the day to day operations and auditing of sales and recruitment procedures. After 5 successful years decided to adapt his knowledge to the Care industry.



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## 2.5 About the Director Of Operations

### 2.5.1 Contact Information

**Name:** Mr Anish Patel  
**Address:** Marlacourt Ltd  
Oaklands Rest Home  
Veals Lane  
Marchwood  
Hampshire  
SO40 4WW  
**Tel No:** 02380 845759  
**Fax No:** 02380 845759  
**Mob No:** 07899 922002  
**Email:** manager@oaklandsresthome.co.uk

### 2.5.2 Experience and Qualifications

**Experience:** Anish has a wealth of experience in both private and public sectors, with a proven track record in the care industry. His strong commitment to the care industry highlighted by his current participation in the NVQ IV in Management in Care/LMC

**Qualifications:** NVQ IV Management in Care / LMC  
Courses/Skill Areas

- Behavioural Management
- Team Managing/Building
- Child Protection Issues
- Difficult, Disturbed & Dangerous behaviour
- Adult Abuse Awareness
- Health & Safety at Work
- Managing Time and Stress
- Person centred Care & People with Dementia
- Bereavement & Loss Counselling
- Communication/Customer/Client Interaction
- Computer Literate
- Risk Assessment

## 2.6 About the Manager

### 2.6.1 Contact Information

**Name:** Mrs Nicola Ray  
**Address:** Oaklands Rest Home  
Veals Lane  
Marchwood  
Southampton  
Hampshire  
SO40 4WW  
**Tel No:** 02380 845759  
**Fax No:** 02380 845759  
**Email:** nicola.ray@oaklandsresthome.co.uk

### 2.6.2 Experience and Qualifications

**Qualification:** Bsc (econ)(hons) Welfare Studies; Registered Nurse (Psychiatric); NVQ level 4 in Care Management; ILM Level 3 Leadership; Diploma Welfare Studies; City & Guilds Family Welfare; CSE Sociology; Level 3 Admin

Courses/Skill Areas: Previously registered manager for 10years in South Wales in a 35 bedded home- 23 general beds with a 12 bedded EMI unit caring for residents with Dementia needs.

Before this she was a Unit Sister in a 12 bedded unit for adults with psychiatric needs.

Nicola has always worked in the private sector since qualifying in 1994.

Skills include - Management in care & Staff management, Care planning, Mental capacity act, Risk assessments, Dementia awareness, Abuse awareness, Person centred care, Health and safety at work, Infection control, Moving and handling, Food safety and hygiene, Recording and reporting, Staff Supervision

## 2.7 Staff

POSITION	IN POST	QUALIFICATIONS	EXPERIENCE
Manager	1	NVQ IV Management in Care / Registered Nurse	Strong commitment to the care industry highlighted by achievement of NVQ IV in Management in Care and being a previous Registered Nurse
Senior Care Assistants		All have statutory required training.	NVQ level 3 is held by some of the senior carers and all others are working towards it.
Care Staff		All have statutory required training	The carers have a wide variety of experience and backgrounds. All have undertaken in house training as standard and most have completed of working towards NVQ Level 2
Cleaners		Fire, COSHH, NVQ	Maintains high standards of cleanliness throughout the home.
Chef		Food Hygiene, NVQ	Experience in catering

### 2.7.1 Staff Training

All staff are competent to care for the individual client condition.

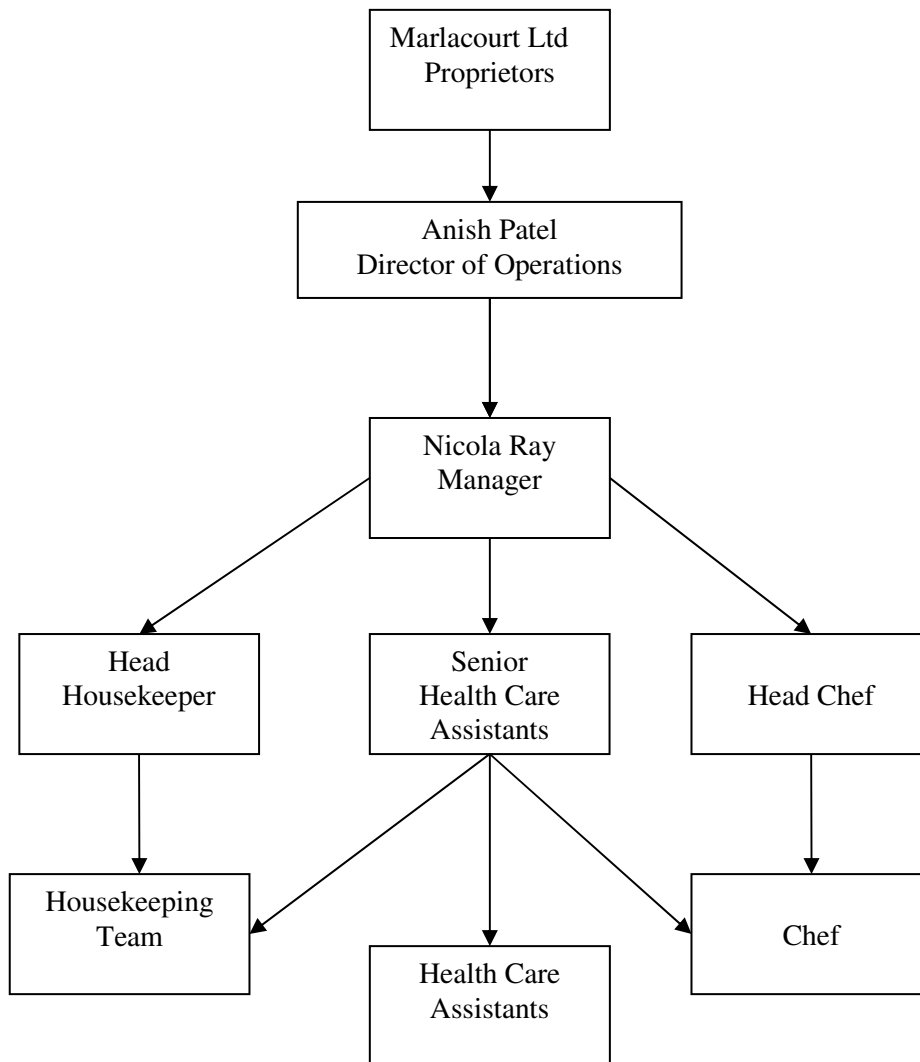
All staff receive regular in-house training covering a wide range of care issues.

Regular study days are taken to keep the staff updated with new procedures and legislation.



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## 2.8 Organisational Structure





## 2.9 *Your Needs*

### 2.9.1 *Age Range and Sex of Residents*

Oaklands Rest Home provides accommodation suited to an age group of over 65 years, and can also accept residents with dementia. Male and female residents are catered for at Oaklands Rest Home with any special requirements being identified during the assessment.

### 2.9.2 *The Range of Needs we Meet*

We are able to take residents suffering from a wide variety of conditions such as:

- Dementia
- Parkinsons Disease
- Diabetes
- Respite Care

This list is not exclusive and all potential residents will undergo a pre-admission assessment prior to moving to the home. Where needs cannot be met, the client, relative or care manager will be informed immediately to enable alternatives to be sought. We like to recommend that service users visit the home and question the staff as to how their individual needs can be met. This is not always possible however and trial periods of stay can be arranged which are highly successful and invariably become a “settling in period”.

#### 2.9.2.1 *Level of Care*

The Home is registered to care for the elderly with dementia and residential needs.

### 2.9.3 *Nutrition*

We provide a wholesome, nutritious, varied and appetising menu designed to fulfil the dietary requirements of the residents.

Breakfast is served from 8.00am. Our carers will discuss the service users’ requirements on admission and the chef will be instructed accordingly.

Mid morning coffee/tea is served with a choice of biscuits.

Lunch is the main meal of the day and is served in the dining room, or residents own room as you prefer, at 12.30pm. There is a choice of meal which can be provided as soft food, liquidised and a variety of other choices to suit everyone’s needs.

Late supper for those who wish is served with a choice of tea, coffee and night time drinks, at a time of their choosing. A carafe of water or variety of juices will be available in rooms at all times.

### 2.9.4 *Pets*

Certain domestic pets can be accommodated by prior agreement with the Manager.



## *2.10 Our Policies and Procedures*

### *2.10.1 Criteria for Admission*

Prior to admission, potential residents will be comprehensively assessed to establish whether the home is able to meet their identified range of needs.

- Prospective new residents should be compatible with those already living in the home.
- There will be a suitable room available for occupation.
- All residents will be admitted to the home on a one month trial basis / Residents may chose to be admitted for a trial period.

### *2.10.2 Emergency Admissions*

Emergency admissions will be accepted on an initial short-term basis to allow a full assessment to be undertaken, provided there is a suitable bed available.

Staff in the Home will undertake an in-house assessment within 48 hours of admission, following which a decision will be made as to whether or not the placement is appropriate.

## *2.11 Consultation Arrangements*

The Home periodically holds meetings with the residents and their relatives and/or friends to which all are invited. Details of scheduled dates for meetings will be displayed.

The Proprietors, Directors and Manager value our residents' opinion and welcome any suggestions they can provide.

## *2.12 Maintaining Contact with Family and Friends*

The home has an "open visiting policy". This means it is possible to visit residents at any time of the day or night. It is advisable however to check with the person in charge, prior to arranging an out-of hours visit, that the resident is awake and prepared to receive visitors.

- Facilities are available for residents to meet with visitors in private.
- Residents who wish to make or receive telephone calls may have access to the cordless handset, which can be taken to their bedside.
- Residents who are able to choose, are at liberty to have a private telephone line installed in their own room (charged)
- A fax machine is available for residents to send or receive documents.
- The staff will provide assistance if required with letter writing.

All personal mail will be delivered to residents unopened on the day it is received where possible, otherwise as soon as is practicably possible after delivery to the home.



## *2.13 Social Activities, Hobbies and Interests*

Residents are encouraged to pursue their interests within the Home. An activities programme including Bingo, Giant Connect 4, Board Games, Nintendo Wii and Parties is offered to all residents who wish to participate.

Regular visits from the Church, Hairdresser, Chiropodist also encourage social behaviour.

## *2.14 Emergency Procedures and Fire Precautions*

The home has a fire detection and alarm system installed that includes automatic smoke detectors, emergency lighting, alarm bells and fire call points. All parts of the fire detection and alarm system are routinely serviced and tested by external contractors assisted by our in-house maintenance staff. When the alarm bells are tested residents and visitors will be informed of the time they take place and any visitors will be expected to evacuate the home and assemble at the designated assembly point.

The home is equipped with fire fighting equipment, which includes a variety of extinguishers, that staff are trained to use. The home is divided into zones to facilitate and easy evacuation procedures. All staff receive initial fire training as part of their induction to the home and thereafter attend a minimum of six monthly lectures on the correct action to be taken in the event of fire. This includes at least one fire drill in which evacuation techniques are practiced.

Written procedures are prominently displayed around the home describing action to be taken in the event of fire.

## *2.15 Religious Services*

The management of the home recognises the right of the individual service user to live the lifestyle of his/her choosing, subject to an appropriate Health & Safety Risk Assessment of the individual. The Home has a comprehensive policy that summarises the arrangements in place to enable service users to attend their chosen places of worship and / or receive visits from their appropriate Ministers of Religion.

## *2.16 Complaints Procedure*

Please find a full copy of the complaints procedure in Section 3.





## *2.17 Care Plan Reviews*

Care plans will be discussed with the resident and their relative or advocate on admission and this will be a record of their needs to make their stay at Oaklands Rest Home as comfortable as possible.

Arrangements will be made for regular reviews of the care plan which will involve the resident and their choice of relative/friend or other. Should any changes wish to be implemented prior to a review this can be arranged.

## *2.18 Accommodation*

Accommodation is provided over two floors which are all accessible by a passenger lift. There are a total of 29 single rooms; of these 26 have en-suite facilities.

There are toilets and bathrooms throughout the home, which also have assisted facilities and separate accessible shower rooms.

There are two large lounge areas for the residents to relax in, along with a library and two dining areas. Meals can be taken in the residents own rooms if required.

### *2.18.1 Price Guide*

Our rooms are charged from £480per week.

These prices are EXCLUSIVE of the following:

- Toiletries
- Newspapers
- Hairdressing
- Chiropody

Invoices will be sent out monthly in advance. The above is purely a guide and is negotiable dependant on circumstances and needs. Residents who are social services or part social services funded are decided by the local authorities under individual personal circumstances.





## 2.18.2 Room Size Guide

Room	Type	Area Size (square metres)
Bedroom 1	Single	12.41
Bedroom 2	Single, En-Suite	16.93
Bedroom 3	Single, En-Suite	15.89
Bedroom 4	Single, En-Suite	14.46
Bedroom 5	Single, En-Suite	14.60
Bedroom 6	Single, En-Suite	14.80
Bedroom 7	Single, En-suite	14.90
Bedroom 8	Single, En-Suite	14.60
Bedroom 9	Single, En-Suite	14.80
Bedroom 10	Single, En-Suite	16.20
Bedroom 11	Single, En-Suite	12.01
Bedroom 12	Single, En-Suite	16.20
Bedroom 14	Single, En-Suite	16.68
Bedroom 15	Single, En-Suite	12.21
Bedroom 17	Single, En-Suite	19.00
Bedroom 18	Single	10.00
Bedroom 19	Single, En-Suite	23.00
Bedroom 16	Single	12.14
Bedroom 20	Single, En-Suite	21.10
Bedroom 21	Single, En-Suite	18.44
Bedroom 22	Single, En-Suite	15.89
Bedroom 23	Single, En-Suite	14.46
Bedroom 30	Single, En-Suite	19.00
Bedroom 24	Single, En-Suite	14.60
Bedroom 25	Single, En-Suite	14.80
Bedroom 26	Single, En-Suite	14.90
Bedroom 27	Single, En-Suite	14.60
Bedroom 28	Single, En-Suite	14.80
Bedroom 29	Single, En-Suite	16.20

## 2.19 Privacy and Dignity

The staff at the home will at all times respect the right to individual privacy. All staff are trained in the principles of maintaining privacy and dignity as laid down in our aims and objectives and in the clients' charter.

### 3. Complaints Procedure

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Are you unhappy about the care your relative or friend is receiving?

At Oaklands Rest Home we all try very hard to ensure that we deliver only the very best care, service and attention to our clients and their families. We believe that relatives deserve to be treated with the utmost respect and should be given every assistance by our staff to cope with any difficulties that might arise from their relatives' stay in our home.

We sincerely hope that any complaints will be of a nature that can be dealt with quickly and courteously at the time any particular incident occurs, however, we will respond to any complaint immediately, and advise in writing the result of our investigation of the complaint within 28 days.

Our policy is to encourage Residents, relatives, friends and representatives of residents to feel free to express their opinion on any aspect of the running of the home. In this way wishes of all parties can be taken into consideration and ongoing improvements can be made.

If possible the problem should be discussed with the resident's Carer, who will do their best to resolve the problem quickly and satisfactorily. Should it not be possible to resolve the matter informally then Residents or their representatives have the right to see the Manager privately. If at this stage the issue can still not be resolved, the complaint should be sent in writing to:

The Proprietors  
Marlacourt Ltd  
97 Lions Lane  
Ashley Heath  
Ringwood  
Hampshire  
BH24 2HJ

A complaint may also be made directly to the Care Quality Commission. The Home is registered with the CQC through their Registration and Inspection Unit, and encourages residents, relatives or their representatives to contact them about any issues at any time.

The contact details for the Care Quality Commission are as follows:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161

## 4. Terms and Conditions

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The acceptance of a person to stay in a rest home involves a special relationship of intimate care. You are assured that we do our utmost to care for our clients in all circumstances. However, to do so we have to maintain an extensive establishment at a substantial financial cost and therefore we have to define the relationship in business terms.

Listed below are our basic conditions of admission for our mutual benefit.

- A letter from a General Practitioner or Hospital Consultant may be required on admission.
- All drugs, medications and treatment creams must be handed in on admission. Relatives and visitors are asked not to bring in medications or foods without consulting the Manager or Registered Nurse In Charge.
- Clients are asked to discuss smoking arrangements on admission. Smoking is restricted to designated areas of the home. Guests and visitors are also asked to comply with this rule.
- At the date of admission the fees are as follows:

£..... per person per week for a single room.

**All fees are payable monthly in advance on the first day of each invoicing period.**

We recommend these should be remitted by standing order to:

Account Name:- Marlacourt Ltd.  
Account No:- 32604777  
Sort Code:- 54-30-03  
Bank:- Natwest


The standing Order will be £.....

Any late payments will be charged at monthly interest of 5% over Natwest base rate per annum (calculated on a daily basis)

The fees are subject to review in April of each year and at such other times as the Management may in its discretion consider it necessary. If the fees are to be increased, the client will be given notice of such an increase and the increase will not take effect until one month from the date of the receipt of the notice by the client.

- Fees include accommodation, full board, laundering of personal items and care as agreed. Registration with Doctors can be NHS or private. Clients treated under NHS will receive medical attention, drugs and medications available under the NHS. Other services can be arranged on request and will be charged as extras on the account.
- No gratuities shall be paid or gifts made to individual members of staff without the written consent of the management.



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- Visitors are welcome at all reasonable times, but in the case of seriously or terminally ill residents we are happy to receive visitors at any time of day or night.
  - Our existing insurance policies cover personal effects to the total value of £250.00 per client. If property of greater value is retained these must be covered by clients own insurance. Every care is taken, but clients are asked not to keep excessive amounts of money or valuable items in their rooms. A detailed list of such items must be handed in on admission and updated as appropriate thereafter. Valuables can be locked away for safe keeping when not in use, upon request to the Manager or Person in Charge. No responsibility can be taken for personal possessions not clearly or permanently named, for clothing items, woven name tapes stitched on or indelible laundry marked. Clients are encouraged to bring in personal items such as pictures, books, ornaments etc where practical at the discretion of the Management. If an item is defective or dangerous the management may require it to be removed. Transportation and Insurance must be the responsibility of the client. No additional apparatus for heating may be brought into the home without the permission of management. The items may be inspected as to their safety and the management reserve the right to refuse the client the use of the item. A laundry service is provided in respect of machine washable and dryable clothing. Although all due care will be taken, no responsibility will be accepted by the management for accidental damage of loss to clothing.
  - Residence in the home does not constitute a tenancy within the meaning of the rent act and the management therefore may terminate the license to occupy a particular room. Whilst every effort will be made to accommodate the client in a room allocated at the time of admission, the management reserve the right to re-locate the client to any other room in the home should this prove necessary or expedient due to repair or maintenance work or any other reason. If a room is vacated by the client permanently before the end of the agreed period without giving at least four weeks notice or, if the client stay is for an agreed period, the management reserve the right to make a vacant room charge at the rate of 90% of the full fee on a daily basis until either the vacancy is filled or (if sooner) the date when notice or agreed period would have expired.

#### *4.1 Conditions for immediate termination of residency*

- Disturbing behaviour, manifested by the resident, resulting in disruption or possible danger to the staff and other residents.
- Non payment of fees following written requests.
- A change in mental or physical health, which may require more specialized facilities.
- Following the advice of a general practitioner.

No vacant room charge will be levied in the event of death, but if payment has been made in advance the management will make a refund of the outstanding balance on a pro rata basis to the clients' estate. The clients' personal representatives are required to remove personal effects at the end of the period for which payment has been made or one week after the client's death.

Queries or complaints, if any, should be addressed to the Manager. If further queries or complaints arise, then these should be referred to the Directors, Marlacourt Ltd, 97 Lions Lane, Ashley Heath, Ringwood, Hampshire, BH24 2HJ. If the client is still unsatisfied then they should contact the Care Homes Inspector, Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA



## 4.2 *This is a Legally Binding Contract*

Please read the conditions shown before signing this form. Failure to do so does not exclude you from compliance with them.

I have read the conditions of admission and accept them.

Clients Signature: .....

Print Name in full: .....

Date: .....

Manager: .....  
(For and on behalf of Oaklands Rest Home)

Date: .....

In the case of residents on Supplementary Benefit whose fees are paid by the purchaser of the services the undersigned next of kin hereby agrees to pay any arrears which may fall due should the resident leave suddenly or, in the case of death, such arrears not being paid by the purchaser of services.

Signed: .....

Date: .....

Next of Kin (relationship): .....

