

Contract of Care  
The Village Residence /Respite Care.



**Main Correspondence Address:**

**The Village Residence**

**Dublin Road**

**Drogheda.**

**041 9893288.**

A92 X862

**Person in Charge**

**Michael McCaul 041 9893203 or 041 9893204**

**041 9893201 or 9893202 Administration**

**041 9893205 Meadowview**

**041 9893209 or 9893210. Sunnyside**

**Butterfly Cottage Tel:**

**Red Robin Tel:**

**Forget me Not Cottage Tel :**

Web: [thevillageresidence.ie](http://thevillageresidence.ie)

Short Stay Care CONTRACT

With

Contract of Care  
The Village Residence /Respite Care.

**Resident's Name:** -----

**Date of Contract:** \_\_\_\_\_



You are very welcome to The Village Residence. You have chosen The Village Residence as the place you would like to live.

The aim of the staff who work here is to provide you with a high standard of personal and social care.

We will work with you to provide you with the enhanced support you may require to live your life that respects your wishes aspirations and hopes



### **Your Rights in The Village Residence Residents Rights .**

You have the right to make your own decisions and you have the right to seek help if you need to assist you in making decisions.

You have the right for your privacy

You have a right to ensure your dignity is upheld

You have a right to feel protected

You have the right to say no.

You have the right to be cared for and receive healthcare.

You have the right to special care and enhanced support if you need it.

You have a right to education and to be kept informed.

You have a right to live.

You have a right to express your sexuality

You have a right to vote

You have the right to have your culture, language and religion respected.

You have the right to have your identity upheld

You have the right to have your say and at all times to be listened to.

You have the right to have my family and friends

You have a right to see this centre as the place you live and see it as your home.

You have the right to healthy and adequate food

You have the right to go places and see people.

You have the right to be talked to and to be listened to.

Like all human beings you are happiest when you know you belong.

**The Health Act 2007 (care and welfare of residents in designated centres for older people) regulations 2013 require:**

The registered provider shall agree in writing with each resident, on the admission of that resident to the designated centre concerned, the terms on which that resident shall reside in that centre.

The agreement referred to in paragraph (1) shall relate to the care and welfare of the resident in the designated centre concerned and include details of—

- (a) the services to be provided, whether under the Nursing Homes Support Scheme or otherwise, to the resident concerned,
- (b) the fees, if any, to be charged for such services,
- (c) where appropriate, the arrangements for the application for or receipt of financial support under the Nursing Homes Support Scheme, including the arrangements for the payment or refund of monies, or
- (d) any other service of which the resident may choose to avail but which is not included in the Nursing Homes Support Scheme or to which the resident is not entitled under any other health entitlement.

**This document, referred to as a Contract of Care sets out in writing, the terms on which a resident resides in The Village Residence.**

**The services provided as outlined in this document are funded by the Health Service Executive. All services as outlined in this contract are funded by this programme.**

**The Health Service Executive introduced 'long-stay contributions' from the 1st January 2017 which includes Respite Care. Please note that Residential Support Services Maintenance and Accommodation contributions came into effect from the 1st of July 2017 in The Village Residence. The maximum applicable nightly rate is €25.29. You will only be charged at the**

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**assessed daily rate if you receive more than 30 nights of residential support in a rolling 12 month period.**

**You will receive a letter and explanation leaflet on this charge prior to admission. Please contact Administration Support on 041 9893201 for any queries in relation to this charge.**

### **Philosophy.**



The Village Residence is committed to providing a high standard of individualised care to all residents in accordance with best practice, in an environment in which all care focuses on the resident as an individual, safeguarding their wellbeing, interests, customs, values and beliefs and respecting that residents have the ability to make decisions for themselves..

Every day the team here will work with enthusiasm, compassion, dedication and respect for you. We aim to add value to improve the quality of your life.

Our ethos is to recognise your uniqueness and talents and respond in a meaningful way by promoting your independence and choice in a comfortable, homely setting.

If palliative care is required, our goal is to achieve the highest possible quality of life for you and how best to support your family and friends.

Our overall philosophy is to promote your individual wellbeing **Services to be provided to you:**

**(a) the services to be provided, whether under the Nursing Homes Support Scheme or otherwise, to you,**

**The Services provided under the Nursing Home Support Scheme are outlined below.**

**Note:**

You are eligible for specific services if you who hold a medical card and you will be supported to avail of relevant allied health care services free of charge.

**Services to be provided to resident:**

**The availability of a short stay care bed is subject to occupancy levels within The Village Residence The maximum length of stay within a short stay bed can range from a few days to up to 30 days or less.**

**Nursing Care**



Nursing Care is provided 24 hours per day, 7 days per week and includes the assessing, planning, implementing and reviewing your plan for your care. While nursing staff facilitate your plan of care, it is your plan of care.

**Health Care Assistants**



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Health Care Assistants support the Nursing Team in providing individualised care to all residents. **There is no extra charge for this service.**

### **Hygiene staff**



**Hygiene staff** support nursing staff in ensuring that the household is kept cleaned to the highest possible standards.

**There is no charge for this service.**

### **Home Maker Staff**



Home Maker staff support nursing staff to ensure each day that each household is maintained in as homely a way as is possible. Home maker staff are trained in food hygiene and will serve you with meals and drinks as you need.

**There is no charge for this service.**

### **Maintenance Staff**



Maintenance staff work closely with nursing staff to ensure that all equipment and the environment is kept safe and that all repairs are carried out when required.

**There is no charge for this service**

- **Medical Officer/Doctor**



- You will be seen and have your medical condition, if any, reviewed by your own G/P or by the G/P attached to this service. Your general practitioner will prescribe any medications you may need and/or review medications you are currently prescribed. This is normally undertaken within 24 hours of you coming to the household. You will be seen by the doctor/medical officer if there is a change in your current condition or if you were to become ill. The Medical Officer visits The Village Residence



twice per week or more often if required. **There is no extra charge for this service**

From 5pm each evening until 8am the next morning Monday to Friday, and from 5pm on Friday evening until 8am on Monday morning and on Bank Holidays, Medical cover is provided by North East Doctor on Call Service. Tel:1850 777 911. **There is no extra charge for this service**

### Physiotherapy-



Physiotherapy may be available to you in relation to your mobility issues, post stroke care and in respiratory conditions. If required you would normally be referred to the physiotherapist by the nursing staff in the household. There is **no extra charge** for this service.

### Occupational Therapy



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Occupational Therapy may be available to you for functional seating, pressure care and equipment or advice that will assist you with everyday living activities. If required a referral to the Occupational Therapist will be

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facilitated through the nursing staff in your household, following nursing assessment and if there is a need identified. There is **no extra charge** for this service.

### Speech and Language Therapy



— A Speech and Language Therapist may be available within Services for Older Persons, Louth, to carry out assessments on residents, following an identified need such as problems with swallowing. Referrals are made by nursing staff in consultation with the Medical Officer. There is **no charge** for this service.

### Dietician



— Access to dietetic services is arranged through the Clinical Nurse Manager. **There is no extra charge for this service.**

### Chiropody



- Chiropody services are available to you on a sessional basis at **no extra charge**. First referral to chiropodist is carried out by the nursing staff within the centre, and following assessment and treatment by the chiropodist you will be reviewed on a regular basis depending on need.

### Catering



All your meals are cooked fresh each day in our Main Kitchen. Special diets and requests can be catered for. The kitchen operates seven days per week from 7 30am until 7 30pm.**There is no extra charge for this service**

### Hairdressing



Hairdressing services will be available to you weekly. **There is a charge** for this service as per HSE patient's private property interim guidelines 2006. Hair dressing services are normally provided at the resident's expense. This service is delivered on a needs basis and all residents are reviewed by the hairdresser on a regular basis. If you prefer to have your hairdressing undertaken by someone that you are familiar with outside this centre, staff will help facilitate this for you.

### **Activities, Recreation and Occupations**



A variety of activities and recreational events are available in each household for you facilitated by staff who work closely with nursing staff in ensuring that your days are filled with different activities, recreational opportunities and occupational interests. There is **no charge** for participating in activities.

**Should you wish to go on events away from the centre or on holidays, the centre will support you in planning for this.** A supply of Daily and weekly National and Local newspapers are available at **no extra charge.**

### **Pastoral Care**



Mass is held on Wednesdays. **There is no extra charge for this service.** Pastoral and spiritual care is available through any denomination depending on the spiritual beliefs of every resident

### Laundry



—Laundry services are available to all residents. Personal laundering of clothes is provided by a local laundry service. It is collected on Tuesdays and Thursday's .We ask that all residents' clothes are clearly marked. Laundry is collected and returned twice weekly Please discuss with Unit Manager. **There is no extra charge for this service.**

**Other Services :**

**Dental –**



If you require Dental treatment, the Centre Manager or Staff Nurse in Charge will ring the dental treatment within Louth Community Care (042 9332287) and make an appointment for the you to have dental treatment. This treatment is covered by the Medical Card scheme so there is **no charge** to you if you hold a medical card. A list of all private and public dentists is available in each household where dental services are required urgently



**Optical**

–The Unit Manager or Nurse in charge will contact the Optician of choice for you, and request an application form for eye treatment. On receipt of this form the Unit Manager or Nurse in Charge completes same and forwards it to Optical Services, Louth Community Care Dublin Road Dundalk.. Confirmation is received back within ten (10) days (approx). An appointment is then arranged with the Optician.

**There is no charge to the resident.**



## Hearing



— The Medical Officer would send a letter to Hearing Aid Department, Louth Community Care requesting an appointment for the resident. An appointment will be received back to attend Dundalk). Medical Card covers this appointment so there is no charge to the resident.

## TRANSPORT



The Health Service Executive may provide transport for you to attend Medical appointments but, **not** for private, social or family outings. There is a charge for private transport, and this is an agreement between you the resident and the private provider.

### **BED ALLOCATION:**



On coming to live here, you will be allocated a bedroom in your house in accordance with your needs. You will not be moved unless there is a specific reason for doing so, and with full consultation with you and/ or their family/representative.

If for any reason you request to be moved, then everything reasonably practicable will be done to accommodate your request.

There are a limited number of single rooms on Sunnyside and Meadowview, but all rooms within the Butterfly Cottage, Red Robin Cottage and Forget me Not Cottage are single rooms with ensuite.

### **Fire Safety**

In addition each prospective resident will have a risk assessment completed in relation to fire safety before they are considered for admission to the centre. The reason for the inclusion of fire safety is that older people may present with an increased fire risk because of:

Being an Older adult

- Because of impaired mobility.
- Experience of being deaf or hard of hearing
- Being blind or visually impaired.



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All residents on admission will have a personal fire risk assessment in relation to fire.

A personal evacuation egress plan (PEEP) will be undertaken with the resident.  
Each new resident will have a familiarisation orientation period in relation to fire safety.

## **PERSONAL BELONGINGS**



You are welcome to bring in personal items e.g. photographs, alarm clock, radio or any other personal items from their home which can ease the transition into residential services. You are welcome to bring in furniture with you and we will document any furniture that you bring in. You will be given a receipt for same. We ask that items such as linen, quilts or pillows are fire retardant in nature.

The household will make every effort to care for personal property and items.

In a situation where you have money or other valuables with you then you are provided with a locked space to keep these items safe. If you wish to keep money or cards safe then a locked safe is available to you. These will be returned to the resident on discharge.

However you are entitled to keep on your possession any items you wish as you would normally do.

### **Personal clothing**



– Items of clothing and personal possessions **must** be clearly and permanently marked. We will do everything possible to look after the resident's personal clothing, but, since the introduction by relatives of new items of clothing and the removal of old items, is out of our control, we cannot take responsibility for any items of personal clothing which are damaged or mislaid. A copy of all clothing and other items brought into the hospital will be documented by staff. Relatives should ensure that any items of clothes brought into the hospital are marked.

### **Residents Money-**

**We ask that Residents do not bring into the Centre large sums of money, and where available that each prospective resident requests that a relative or friend would manage their monies for them while they are resident here.**

### **SAFETY**



- Residents, Visitors and Staff have a responsibility for Safety. Safety Regulations **must** be complied with. Your co-operation is essential at all times.
- All medications, alcohol, cigarettes etc. brought into the Centre are to be handed to the Manager or Nurse in Charge. Relatives and visitors are asked **not** to bring substances or food into the Units without first consulting with the Ward Manager or Nurse in Charge. This is a Food Hygiene Regulation.
- **The Unit has A NO SMOKING** policy in place. With The introduction by the HSE of Smoke Free sites **Smoking is strictly prohibited within the Unit and on the grounds of Boyne View. Exemptions following a risk assessment are facilitated**
- We request that the Unit Manager or Nurse in Charge be informed when a resident is leaving the premises and **again** upon their return. Residents are welcome to go out with their relatives but for safety reasons must sign in and out, with an estimated time of return

- Residents are asked to fill out the temporary discharge book which outlines the time a person is leaving the centre, where they are going and an expected time of return. This is solely for the purposes of your safety
- Access to and from the Unit is via a ground floor access door There are rails along either side of the corridors in the Unit to assist with mobility.

### **VISITING:**



Residents in The Village Residence have the right to receive visitors to support meaningful contact with family members if they wish to do so and also to participate in the life of the wider community.

Visitors are asked to sign in the visitor register.

Visitors will be assisted to become familiar with the fire evacuation plans for the centre.

Please inform the nurse on duty if there are special circumstances which we should take in the event of an evacuation for any visitor.

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The resident's right to decline a visitor will be respected at all times.

You have the right to maintain meaningful relationships with people who are important to you. Visiting is an essential part of that right.

### **Definitions**

The terms visitor, essential service provider, important service provider, and compassionate circumstances

### **Nominated Support Person**

Each resident should have the opportunity to identify one nominated support person. The nominated support person should normally have unrestricted access to the resident for most of the day. If is considered necessary to limit access in the morning or evening when staff and residents are occupied with getting up or preparing for bed, when then at a minimum the nominated support person should have access from at least mid-morning to late afternoon or into evening.

This is in addition to and not instead of visitor access as outlined below. The nominated support person should comply with the infection prevention and control measures that apply to a visitor when they attend the any of the households. The nominated support person is a partner in care. Access of the nominated support person to the resident they support will only be limited if the nominated support person is subject to self-isolation or restricted movement or otherwise represents an infection risk to staff or residents

Visitors are required to sign in on entry to the facility (regulatory requirement). Visitors should be guided in performing hand hygiene when they arrive and before signing in. The sign in may be in the format of an acceptance of personal responsibility for their behaviour and for unavoidable risk.

The resident's right to decline a visitor will be respected at all times.

VISITING IS NOT PERMITTED WITHIN RESIDENT'S BEDROOMS EXCEPT WITH THE EXPRESSED APPROVAL OF THE RESIDENT AND NURSE IN CHARGE.

### COMMENTS, COMPLIMENTS, COMPLAINTS



We are anxious to develop and improve the service we offer. We gladly welcome any comments or suggestions you may wish to make, to the Manager or Nurse in Charge.

We provide a comment card to residents and/or their relative/representative on which they can write their comments/suggestions. Signing of this card by the person completing it is optional or you may wish to remain anonymous.

There is a HSE leaflet “**Your Service, Your Say**” available in the Centre. By completing this leaflet and placing it in the box provided, your comments,

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compliments or complaints will be dealt with in accordance with the HSE Complaints Procedure.

If you have an issue or concern or a complaint, please do tell any staff member.

Your issue concern or complaint will be treated with the utmost respect.

Your complaint, concern or issue will be recorded using a first point of contact complaints form.

If possible the resolution of your issue, concern or complaint can be dealt with urgently.

The Centre is required to be compliant with S.I. No. 628/2022 - Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) (Amendment) Regulations 2022

Each resident aware of the complaints procedure as soon as is practicable after the admission of the resident to the designated centre concerned, and

(b) display a copy of the complaints procedure in a prominent position in the designated centre, and where the provider has a website, on that website.

We shall ensure that the complaints procedure provides for the following:

(a) the nomination of a complaints officer to investigate complaints;

There are currently three complaints officers onsite as nominated by the Health Service Executive

(b) that complaints are investigated and concluded, as soon as possible and in any case no later than 30 working days after the receipt of the complaint;

We do ensure that all complaints are investigated and concluded no later than 30 days after the receipt of the complaint.

(c) the provision of a written response informing the complainant whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process;

The person in charge along with the registered provider nominee ensures the provision of a written response informing the complainant whether or not their



complaint has been upheld, the reasons for the decision and any improvements recommended along with details of the review process.

The registered provider may, where appropriate assist a person making or seeking to make a complaint, subject to his or her agreement, to identify another person or independent advocacy service who could assist with the making of the complaint.

The registered provider shall ensure that:

(a) all complaints received, the outcomes of any investigations into complaints, any actions taken on foot of a complaint, any reviews requested and the outcomes of any reviews are fully and properly recorded and that such records are in addition to and distinct from a resident's individual care plan; and

(b) as part of the designated centre's annual review, as referred to in Part 7, a general report is provided on:

(i) the level of engagement of independent advocacy services with residents, and

(ii) complaints received, including reviews conducted.

(7) The registered provider shall ensure that –

(a) nominated complaints officers and review officers receive suitable training to deal with complaints in accordance with the designated centre's complaints procedures, and

(b) all staff are aware of the designated centre's complaints procedures, including how to identify a complaint." This training has commenced. All issues, concerns or complaints are documented by any staff member receiving a complaint using first point of contact complaints resolution form.

Should the complaint remain unresolved, the complaint will be managed by one of the complaints officers as delegated by the person in charge in conjunction with the provider nominee who is also the General Manager of the services for older people in CHO8.

Each resident and their family has been provided with information on who they can go to if they have an issue concern or complaint. The person in charge has ensured that a copy of the complaints procedure is in a prominent place. The new website is currently under construction and this information will be provided under information for residents as well in the section information for staff

All residents and their families have been given information on who they could talk to if they had an issue, concern or a complaint. The process of dealing with an issue, concern or a complaint is the same.

The service keeps a record of all complaints and all compliments

An analysis is completed of all complaints to analyse trends or specific issues that may emerge.

Complaints, comments concerns or issues are welcomed and are viewed as an opportunity to learn.

The Centre fully participates in the Health Services Executive “Your Service, Your Say” comments and complaints system. Service users and their families are advised that complaints may be made openly or anonymously and that complaints will be dealt with thoroughly and sensitively as per the Health Services Executive Complaints Procedure. All complaints are dealt with through a Point of Contact Complaint Resolution or if not resolved through a Point of Contact Escalation Process.

The independent designated complaints officer for the service is Ms. Eimear Hickey, on behalf of the HSE, phone 0429334488. Ms. Eimear Hickey along with the Manager of Services for Older People is responsible for the appointment of an independent complaints investigator as per article 39 (5) to ensure that

- a. all complaints are appropriately responded to
- b. the independent person maintains the records specified under article 39 (7)

- c. Records pertaining to complaints are retained for a period of not less than seven years after the complaint has been investigated.

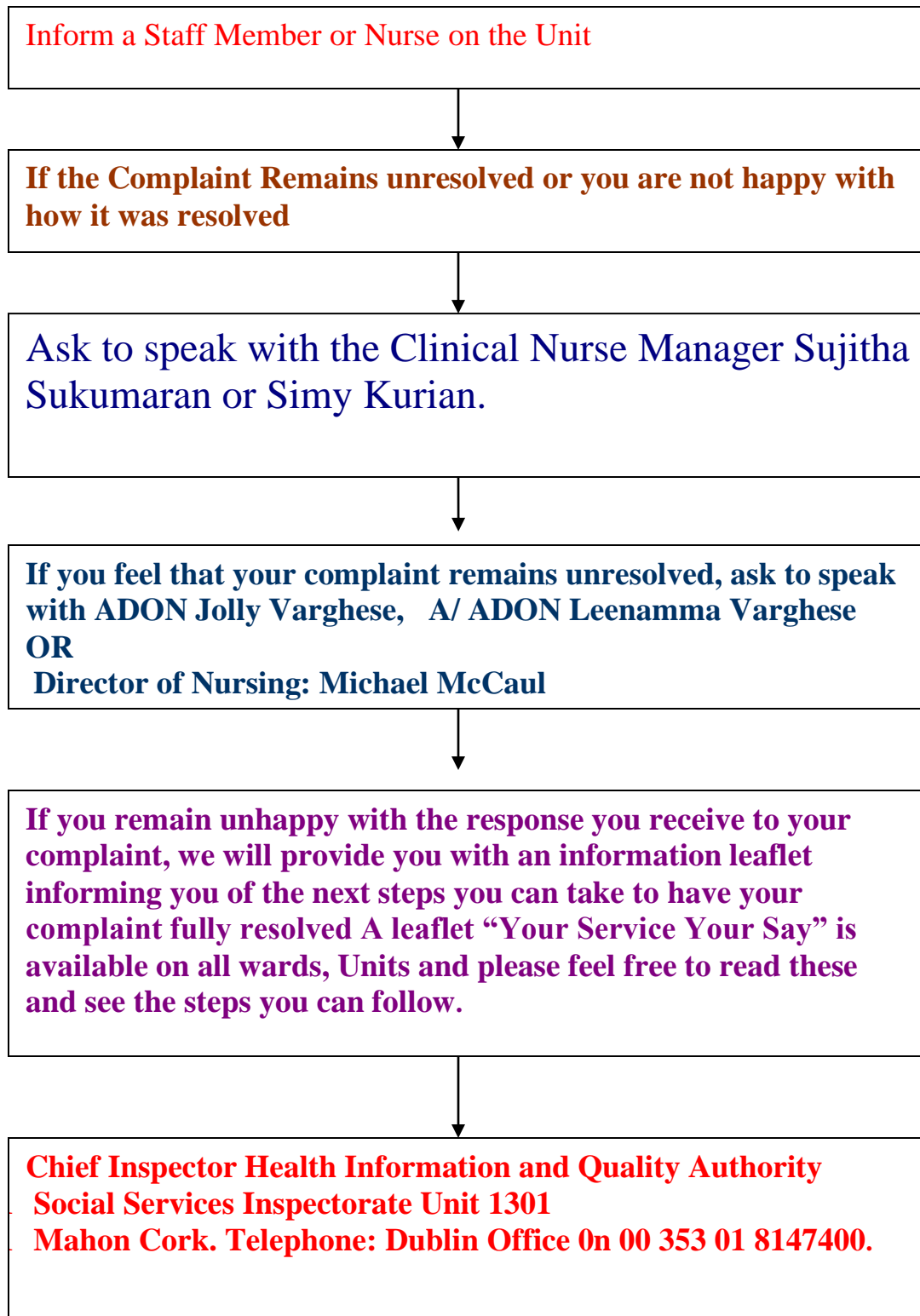
There are guidelines displayed throughout the Centre on the procedure involved in making a complaint, comments or compliments.

A Comments/Compliments Complaints Box is provided in different areas of The Village in order to help residents and their representatives give us any Comments, Compliment and Complaints.

Complaints, comments, issues, concerns are all dealt with as per the complaints process and the Key Senior Manager is responsible for the safe storage and handling of all complaints, concerns and issues in conjunction with the person in charge.

Complaints and complaints data including analysis of complaints are returned to the Regional Office of Consumer Affairs on a monthly basis through the named person to act on behalf of the Registered Provider. Since 2014, all complaints data are also compiled and returned to the Regional Director of Quality Improvement on a QPS Template. This is facilitated by the Registered Provider.

The local Manager with responsibility for the above is Michael McCaul . Michael McCaul can be contacted at 041 9893203.



## **ADVOCACY:**

Advocacy services can be accessed through SAGE Advocacy through the Person in Charge

## **ADVOCACY:**

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Advocacy Information for Resident's and Relative's  
The Village Residence

Advocacy is defined as any action that speaks in favour of, recommends, argues for a cause, supports or defends, or pleads on behalf of residents living in this service

Advocates are completely independent of this service. They are not staff members,

Advocates are trained to listen to residents, speak on residents behalf and ensure that the choices and decisions of residents are met.

Without strong advocacy at all levels, older people may not have access to needed supports as well as opportunities to exercise their civil and human rights. Additionally, strong advocacy may be required to prevent and/or address abuse, neglect and exploitation that older people may experience. Older people may need the support of advocates to become effective self-advocates.

There are a number of services you can access freely and in confidence.

SAGE ADVOCACY IS A NATIONAL ORGANISATION THAT PROVIDES FREE INDEPENDENT ADVOCACY AND SUPPORT SERVICES TO OLDER PEOPLE, ADULTS WHO MAY BE VULNERABLE AND MAY ALSO BE LIVING WITHIN RESIDENTIAL CARE FACILITIES.HEALTHCARE PATIENTS

Their team throughout the country will support you to ensure your voice is heard, to express your views and wishes, and to participate in decisions that affect you.

***RAPID RESPONSE SERVICE 0818 719 400 - Where urgent support is needed  
Sage Representatives can be available nationwide within 24 hours.***

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The Patient Advocacy Service is independent, free and confidential. They can support you to make a complaint about the care you have experienced in a Public Acute Hospital or a HSE-operated Nursing Home.

National Phone Line

**0818 293003**

**The National Advocacy Services for People with a Disability.**

*Provide a free and independent representative advocacy service to adults with disabilities across Ireland.*

**National Line: 0818 07 3000**

## **REVIEW OF PLACEMENT:**

When a risk is identified due to behavioural issues that cannot be managed by staff in the Centre, a referral is sent to Psychiatry of Old Age and/or Geriatric Day Hospital, Our Lady of Lourdes Hospital. Following review of the resident, the Care Team may identify an alternative placement where the resident's needs may be better met. This would be done in full consultation with the resident and/or relatives.

## **CIRCUMSTANCES IN WHICH A RESIDENT MAY BE ASKED TO LEAVE THE CENTRE:**

Where the resident fails to comply with Fire and Safety Regulations, and knowingly, deliberately puts other residents and staff's lives at major risk, it would be necessary to discuss such behaviours and request resolutions. In the absence of any change it would be necessary to terminate the residency, having

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given the resident every care opportunity. Where reasonably practicable, notice of termination will be given to the resident and/or next of kin/representative.

Where there are situations where a resident continually frightens other vulnerable residents, this will be examined closely and alternative accommodation may have to be sought. This is in order to Safeguard Vulnerable People at risk of abuse.

### **FEES:**

The Health Service Executive introduced 'long-stay contributions' from the 1st January 2017 which includes Respite Care. Please note that Residential Support Services Maintenance and Accommodation contributions came into effect from the 1st of July 2017 in The Village Residence. The maximum applicable nightly rate is €25. You will only be charged at the assessed daily rate if you receive more than 30 nights of residential support in a rolling 12 month period.

You will receive a letter and explanation leaflet on this charge prior to admission. Please contact Administration Support on 041 9893201 for any queries in relation to this charge.

### **Care of dying patient /procedure on death**

The staff are committed to meeting the physical, spiritual and emotional needs of the dying patient. All personal wishes of an ill patient are facilitated where possible.

Support is offered to the grieving relatives /next of kin who are encouraged to be present. We are a member of the Hospice Friendly Hospitals, whose ethos is to make the experience of dying and death more positive for the resident, the relatives and the staff.

When a death occurs we assist /advise relatives with regards to funeral arrangements

While it will be difficult, relatives will be invited to discuss their wishes in relation to end of life care.

### **INSURANCE:**



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The HSE provide Public Liability, Employer Liability and Professional Liability through State Claims Agency. A copy of the insurance can be made available on request.

**GENERAL:**

In addition to the terms and conditions of this Agreement, we shall be responsible to the Health service Executive for ensuring that Drogheda Services for Older Persons provides a quality and safe service.

I have read this contract (it was read to me) and I understand the content and I understand the fees applicable to me. I understand that I will be discharged from the centre within THE AGREED TIMEFRAME AS PLANNED PRIOR TO admission. I also understand that if I GO BEYOND THE SPECIFIED TIME, the HSE will continue to provide me with care services as outlined in this contract until my centre of choice is available or I am assessed as being ready for discharge home. I ALSO UNDERSTAND THAT THIS IS A SHORT STAY Unit and if I go beyond the planned length of stay then I will be liable for charges for any extra stay

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**Name of Resident**\_\_\_\_\_

**Address**\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Representative** \_\_\_\_\_

**Address**\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Relationship** \_\_\_\_\_

**Date**\_\_\_\_\_

**Person in Charge : Michael Mc Caul**

**Signature of Person In Charge** \_\_\_\_\_ **Date**\_\_\_\_\_

This contract must be signed on admission.

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The resident and/or their representative must be clear on the terms and condition of this contract within a short stay care bed in The Village Residence.

Original must be placed in the residents file and copy made available to the resident /representative and a copy will be kept in administration Department.