

# Introduction to Crossways (No. 8)

## Residents' Guide Incorporating Licence Agreement for New Residents



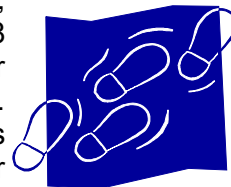
**This guide is accurate as of April 2011. It is subject to change and if an application for accommodation at the care home is made, a paper copy with any corrections (if any) will be sent.**

# INTRODUCTION TO CROSSWAYS

## *A Step in the Right Direction*

### **Crossways Ethos**

Crossways is a Christian Charitable Trust run for the purpose of providing accommodation, high standard of care and support in a care home (No 8) for up to 16 people a hostel for 18 people and 6 single-person self-contained flats for people with mental health problems. Our aim is to help achieve the highest quality of life possible to everyone who comes to us. Although all our full time staff are Christians, it is not required that anyone who comes to us for help has any particular belief but we ask that everyone who comes to us respects other people and their beliefs in the same way that yours should be.



### **Treating each other fairly**

In the same way that Crossways treats everybody equally, we ask that everyone who comes to us respects other people, their beliefs and lifestyle. This means that residents, staff members and visitors will treat each other in way that they would expect to be treated themselves. Bullying, abuse and being disrespectful will not be tolerated.

### **What You Can Expect From us in the Care Home**

There are at least two staff on duty 24 hours a day (usually 5 or 6 during weekday daytimes), which includes 2 members of staff who sleep-in overnight. The actual number may vary according to occupancy levels and activities. When we chose our staff, we look for people with a variety of caring and practical skills, able to offer advice, care and support and we expect that all staff will treat everyone with consideration and respect, irrespective of their beliefs or abilities. We provide additional on-going training in a variety of mental health issues and although it has limited mental health training, we are in the process of getting the majority of our staff trained to NVQ level 3. The Registered Manager Jacky Taylor has been employed at Crossways since 1996 and therefore has developed considerable experience in mental health and residential care. Penny Jones is a qualified RMN and other staff are on a graded system which reflects their experience in mental health care.

*A summary of Crossways' Statement of Purpose is included at the back of this booklet (A full version is available on request)*

### **What We Expect From You**

We feel that people who come to us should be committed to working in partnership with us in achieving as much growth towards personal independence as possible. We expect you to be committed in making Crossways a base where you can look towards the future. We will help you develop links with other people in the area so as to prepare you to be more independent.

### **Age Range of People We Help**

Because of the above, we only accept applications from people who are aged 18 – mid-50's and therefore we regret that we do not provide care for older adults (65 and older), or people who are seeking 'rest home' care. For current residents who are over 50, we would look with them and their keyworker as to whether Crossways remains the best place for their needs and as part of the care plan and help if necessary, with any planned move.

### **Your Room**

Our hope for anyone who comes to us, is that they are able to feel this is their home, and appreciate the benefits of being able to personalise rooms with small items of furniture or pictures. Our bedrooms are all single rooms and each is fully furnished with ensuite/adjacent shower, toilet and wash-basin. There are also communal areas such as a bathroom, 2 TV lounges, a "chapel" or quiet room with piano, a residents' kitchen with its own dining room, a general dining room, a laundry and outside, 2 spacious gardens.



### **Taking Responsibility For The Home**

To encourage towards self-development, we ask you to be responsible for your own self care and assume some responsibility for the house. Thus we expect everyone, with support if necessary, keep their bedroom and shower room clean and tidy as well as involvement in cleaning, vacuuming and dusting the communal parts of the house. In order to maintain the place pleasant to live in, we ask everyone to take reasonable care of the furniture, fittings and equipment within their room and house.





Over the last 10 years we have made changes to our home so as to make it more suitable for people with mental health problems. We feel we would be able to help people with auditory disabilities or other sensory loss but given the structure of the building, we regret we cannot provide facilities for people with physical disabilities which severely impair movement.

### Alcohol & Drugs



We do not allow alcohol (or illegal drugs) to be brought into or consumed in the house or grounds and we will confiscate any if found. Although you are free to consume alcohol off the premises, we ask that you do not drink so much that you return to the house drunk and abusive to others. You should seek medical advice as it may have an adverse affect with any medication you may be taking.

### Smoking

All other communal areas downstairs are non-smoking areas. People can choose to smoke in their bedrooms but we ask that they make themselves aware of the fire and health risks and comply with the policies provided.



### An Average Weekday.

**8.00am** The kitchen is opened to enable you to make breakfast. Staff knock on door if not already up. Breakfast ends at 10.15am.

**10.15am** Community jobs or activities of daily living which may include cleaning your room or part of the house or your personal washing,

**At times varying between 10.30 and 11.15am** We have groups twice a day so as to provide a variety of activities, some discussion, some practical and fun with the basic aim of providing a rehabilitative structure. With your keyworker you have the freedom to plan your day activities, all we ask is that you spend the day constructively, this could include hobbies, voluntary work, adult education courses etc. These can take the place of groups. You and your keyworker can plan a programme to prepare you for a fulfilling future.

**12.30pm** Lunch & lunchtime till 1.15 pm

**1.30pm** Chapel time. We have a time each weekday where staff and those residents who are interested can join a time of prayer, singing and reflection. You are free to come to these meetings or not.

**2.15pm** Afternoon group until approximately 3pm. Occasionally there is a group at 3pm or 4pm

**6pm** Evening meal

**9pm** Tea, coffee and squash are available throughout the day in the dining room.

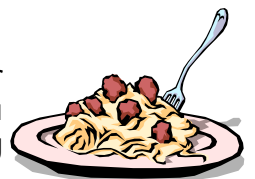
Bread and spreads are provided in the residents' kitchen for toast throughout the day.

### Weekends

We do not provide any groups at weekends as this gives an opportunity for people to use the free time as they choose. However we occasionally provide trips out.

### Meals

We provide a varied and balanced menu which cater for people who have dietary needs or other preferences as far as practicable. Initially you will have all your meals cooked for you to give you an opportunity to meet other people here. In time, you can plan to start making some meals yourself with an allowance provided.



### Meal times are as follows:

*Weekdays (Monday to Friday)*

**Breakfast 8 am – 10.15 am**

**Cereals & toast**

**Lunch 12.30 pm**

**Self prepared meal – a variety of items are provided for you to choose from to cook**

(Staff are available, if you are not used to cooking or need extra help)

**Tea 6 pm**

**Main meal**

*Weekends (Saturday & Sunday)*

**Breakfast 9 am – 11 am**

**Cereals & toast**

**Lunch 1 pm**

**Main meal**

**Tea 5.30 – 6.30 pm**

**As week-day lunches/sandwiches**

So that we can cater appropriately, if you wish to book out for a main meal please let us know sufficiently in advance i.e. by 2pm for a weekday evening meal or 11am for a weekend lunch.

## Key-Worker System

Every resident soon after they move in is allocated a named Key-worker. The Key-worker will meet with each individual and agree goals that can be worked towards achieving whilst here.

## Access to Your Room



For security reasons the front door is kept locked at all times and visitors to the home can enter only by ringing the door bell. You will be given a key which will open both your own room door and the front door. Therefore if you wish to go out in the evenings, you will be able to return to house without needing a separate key. For safety reasons or in case there is a fire, please record on the In/Out board if you go out, and if you go out between 11pm – 8am we ask that you note this in the overnight book. The back door may be used during the day but is kept locked after dusk. Staff will occasionally need to come into your room. This will be done in such a way as to retain your dignity and privacy, and whenever possible only with your permission. In return we ask that you respect the privacy of other people.

## Repairs and Decorations

We will be responsible for the repair and maintenance of the home, except in cases where you are responsible for the damage, in which case you may be expected to pay for the cost of repair or renewal. If you find anything that needs repairing or replacing you should report this to us. You should not decorate or structurally alter your room or any other part of the home without the permission of the manager. Your room will be redecorated for you every few years and your choice of decor will be taken into consideration. For your own safety and the safety of other people, we do not allow any method of cooking or heating other than that which is provided within the home. In exceptional circumstances other arrangements may be needed.



## Laundry Facilities

We have our own laundry room (near the back door) where you can wash your own clothes and bedding (your own or the ones we provide). There is no charge for the washing machine but we ask that you buy your own washing powder and if you wish to use the electric dryers rather than use the washing lines, there is a coin meter.



## Local Groups & Training

We are fortunate to be located near to the local Mental Health **Resource Centre** which runs several groups during the week and details of these are on our notice board. There is also a Reachout group held locally every other week. This is an assertive outreach group for people with mental health problems. The local branch of **Shaw Trust** is at Tonbridge, it offers courses and work experience in their shop.



**Winfield Trust** is based in the grounds of Crossways and is a computer training centre for people with mental health problems. As well as learning how to use a computer for word-processing and spreadsheets, it can offer training towards nationally recognised qualifications. If you wish to take part in these whilst with us, we can assist you in arranging funding from your local authority.



**Adult Education Centre** is about a 15 minute walk away in the centre of town, and **West Kent College** is a 15 minute bus journey away. These both run a broad range of practical and vocational courses.

## Places of Worship

If you would like to find a local church or other place of worship, we keep a list of those in the area in the office. We also have a short service each weekday lunchtime (1.30pm) to which you are invited.

## Confidentiality

We will keep certain records, relating to your personal circumstances, medical information, next of kin, relatives, your personal care plan, etc., which will be used to assist staff to provide the best possible care for you. These records will be treated confidentially (and protected by the Data Protection Act 1998) and are only available to us and professionals with responsibility for your care.



## Other People Having Access to Your Information

So as to ensure that everyone here are treated appropriately, it is a requirement for care homes such as

Crossways to allow access to personal files to certain officials, one of these being the Care Quality Commission (CQC) Inspector. As professionals they will endeavour to respect your privacy and only see information necessary to ensure that your welfare is being maintained. On the licence agreement (for people who come to us) we give the option of allowing access to personal files to people such as officers from the local authority that pays for your care. Please note they do not have an automatic right to see your information without your permission.

### **How Crossways is Funded**

Crossways receives almost all of its funding from the fees it charges. Each year a budget is set so that as far as possible, we have sufficient income to pay all the bills. We also maintain some money in reserve to allow for emergencies. There are no plans in the foreseeable future to sell the care home. In the extremely unlikely event that this may occur, we would discuss this with you and give you as much notice as possible.

### **Weekly Charge for Staying at Crossways**

Unless you come as a privately funded resident (i.e. you pay your fees from your own savings), your place at Crossways will be paid for by your local authority. Depending on your circumstances, you may be required to pay a contribution towards the fees, this amount will be set by your local authority.



### **The Period of Time We will Charge Fees**

We will charge fees for your stay at Crossways from the day you are expected to arrive (or date of arrival if earlier) until the date you leave. Unless we agree otherwise (or our contract with your local authority if they are paying your fees states otherwise), we will charge extra, in the event of the following:

- You leave without giving notice (up to 30 days)
- In the event of your death (up to seven days)

The total weekly fee for your stay with us will be agreed between us and your Care Co-ordinator (or your local authority funding your care), This will be reviewed each year and you will be notified of any agreed change once it has been confirmed. You may request details of any fees or other monies payable directly to us on your behalf. If you pay us any money in cash or cheque we will give you a written receipt.

### **What the Weekly Charge Includes/Does Not Include**

The weekly charge include food and board, water charges, heating & lighting, renewals, replacements and the administration costs of the home. From time to time other items not central to the care you receive may be charged for, most of these are listed at the back of this leaflet. We reserve the right to add or remove items from the list but we will be tell you if this occurs.



### **Personal Money**

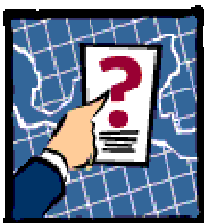
If you come to stay with us, you will probably be able to claim Income Support/Incapacity Benefit (and possibly Disability Living Allowance). If your local authority is helping to fund your stay, they will assess how much you need to contribute. This is a legal requirement and we have no involvement in their decision. If you are required to make a contribution (usually about £70—£83 a week), this can be done either directly to the local authority or if you prefer we can collect your benefit on your behalf, pay you your personal allowance into your bank account and we will refund your local authority directly. Either way, we can assist you with your claim for benefit and arrange to help you budget.

### **Having Your Say – Community Meetings**

We value everyone's contribution towards the running of the house, and we regularly have a community meeting where people are encouraged to take part and give their thoughts on relevant issues. If there are more urgent matters, or you wish to discuss something in confidence, you can arrange to talk to your key-worker or another member of staff.



### **Surveys & Consultations**



Occasionally we will send out surveys which ask for any comments (good and bad) about any aspect of life at Crossways. These will be usually anonymous so that people can be free to write their honest opinions. As many areas of life at Crossways change from time to time, such as the menu, redecorating, new residents/staff, policies and procedures etc., we will at times hold consultation meetings either formally or informally where we can ask your opinion of the issue. Although sometimes we are required to act in a certain way, we will try to incorporate as many of your suggestions as we are able. Please bear in mind that other people at Crossways may have differing views and sometimes we have to compromise.

## Medical Services & Medication

While you are here you will be registered with a local GP of your choice (or we will find a suitable GP if you do not have a preference) and assistance can be given to help you access other medical services. Medication is usually dispensed by a local pharmacist in weekly cassettes. Initially we will keep the medication in the office and it to you when due, but when you are ready, you can be given the cassette each week to self-medicate. If at any time you need to go into hospital, we keep your room available to you for up to six weeks after which time the situation will be reviewed. This period may be extended for up to one year and you will be fully consulted during this time. You or your local authority will still be required to pay the weekly charge during any time your accommodation is being kept for you.



## Personal Property

Although theft at the home is extremely rare, you should take reasonable precautions to protect your property. Hence we advise that you keep your room locked when you are not in it and keep the key with you at all times. Subject to available space you may store, for a short period of time, valuables or cash in the home's safe. A receipt will be issued.



## Insurance for Personal Property

Crossways Community will provide insurance cover for personal property and effects to the sum of £500. If you have any personal property which is worth more than this sum you are advised to take out personal contents insurance in your own name. We can help you arrange this if necessary.

## Keeping in Contact with Friends & Family

The address for any post is:

**Crossways Community,  
8 Culverden Park Road,  
Tunbridge Wells,  
Kent. TN4 9QX**



We have a payphone which is situated in a corridor away from the main part of the house to provide some privacy. The phone number is: **(01892) 521542**. The office phone (if you want to contact a member of staff) is: **(01892) 529321**. *Please do not give your friends the office number except to contact you in an emergency.*



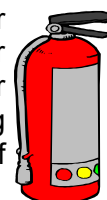
## Visitors

Visitors are welcome to come after 3:30pm weekdays and any time during the weekend. This is so that they do not come in time set aside for daily activities. Unfortunately there are no facilities for visitors to stay overnight, but there are several bed & breakfast places and hotels in the local area. Some people find other people visiting late at night uncomfortable so we ask that all visitors should leave by 10:00pm. In exceptional circumstances visitors may come at other times as agreed with the manager. This does not include Care Co-ordinators or other professionals who because of their work hours have to have meetings during the day.



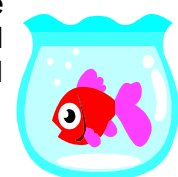
## Fire Precautions

The home is fitted out with fire extinguishers and a comprehensive fire alarm system. When you hear the fire alarm, you should leave the building calmly by the nearest safest fire exit, do not return to your room. At night quickly put on warm clothing and footwear, but do not take too long. We have regular fire drills to help practice this. By the front door we have a In/Out board, (and for overnight a signing out book) which we ask that when you go out or return, you mark yourself in or out. This is so that if there was a fire, the fire officers' lives are not put at risk looking for people who are out of the building.



## Pets

Pets are permitted subject to agreement of the Manager, and other people in the house. Please remember that some people find larger pets such as dogs intimidating and therefore may feel uncomfortable even if they are very friendly. If it is agreed that you can keep a pet, then you will be wholly responsible for their feeding, welfare, cleanliness and all costs.



## Reasons Why Someone May be Asked to Leave

Like any place we want people to feel welcome here, but we ask everyone to accept that there are some types of behaviour that mean we must ask them to find somewhere else to live. Except in cases of violence or illegal behaviour, we will always seek to resolve issues and only ask someone to leave as a last resort. The following are examples:

- Persistent failure to pay the weekly charge,
- Harassment of other people at Crossways on the grounds of race, sex, sexuality, disability, political, religious or other views,
- Failure to take reasonable care of your room and/or furniture, fittings and equipment of the home,
- Using the home for business of any kind, or for any illegal purposes, including bringing illegal drugs onto the premises.
- Behaviour which causes annoyance, nuisance, or physical harm to other people at Crossways (this might include bullying people or persistently asking people for money/loans/cigarettes/tobacco etc.)
- If your physical/mental health deteriorates and your personal care needs increase beyond that which we can provide for you.

### What Happens if You Are Asked to Leave?

If you are asked to leave, you will be given four weeks' notice in writing (or any other period of notice, your funding authority may require), although we reserve the right to ask you to leave sooner than this. Your Care Co-ordinator will be consulted so that all available support can be given in finding suitable alternative accommodation.

### Belongings Stored After You Leave

When you cease to live here you should arrange for the prompt collection of your personal belongings. Regretfully, there is very little spare space in the house so, if you fail to do this we will have to make arrangements to remove your property after your move.

### Complaints

We hope that everything about your stay at Crossways goes smoothly but sometimes there are aspects which you may feel you are not happy with. If you have any comments or complaints about any aspects of the services provided, you should initially speak to the person concerned. If this does not resolve the issue you should complete a Resident's Complaints Form (available from the Office) and hand it to the Duty Manager. We aim to resolve all complaints within two weeks. If you are not satisfied with the outcome, you should write to, or ask to see, the Chairman of the Directors. The Manager will arrange this for you. If the complaint is sufficiently serious you will need to put this in writing. If you wish to get independent advice or assistance on any aspect of this complaint procedure or any other aspect of the accommodation or care you receive, you can obtain advice and information from:

- The CQC Inspector (*see below*),
- the local Citizens' Advice Bureau
- From a solicitor
- From Assert (a local mental health advocacy service). Contact details 62 London Road, Southborough, Tunbridge Wells. (01892) 542088 or (01732) 464363 (They do not run a drop-in service).



### The Care Quality Commission (CQC)

The CQC Inspector is responsible for the registration of Crossways under the Care Standards Act and will visit occasionally. You can mention any matters (in confidence) about which you are unhappy during these visits or write to or telephone the Inspector at the following address:

**Care Quality Commission,  
CQC National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**



*Please note that this is a summary of the complaints procedure a complete version is available on request.*

### Important Addresses You May Require:

#### Local Social Services:

West Kent Social Services, Highland House, 10-12 Calverley Park Gardens, Tunbridge Wells, Kent. TN1 2JN (01892) 515045



#### Details of Local Health Care Authorities

*Mental Health:* West Kent NHS & Social Care Trust, 35 Kings Hill Avenue, WEST MALLING, Kent, ME19 4AX (01732) 520400

### Local GP

Unless you chose your own GP, the practice we normally chose for new residents is:  
**Kingswood Surgery, Kingswood Road, Tunbridge Wells. (01892) 511833**



### To Prospective Residents: - Valuing Choice

We hope that anyone who applies to Crossways does so because they feel that this is the best option open to them. We aim to provide a caring environment and are committed to maintaining high standards. We therefore welcome external independent inspection as a means of improving our service. We endeavour to implement as soon as practical any observations which would enhance the quality of care we provide.



### Moving out of Care

Everyone who comes to stay with us should have the intention of working towards being as independent as possible. This is the reason why we encourage everyone to have an active day structure and also why in 1995 we built our hostel (Culverdale), opposite our care home. Culverdale offers, for those people who are suitable, an alternative to living in a bed-sit or Housing Association flat. It provides 18 bedrooms each with ensuite facilities; the kitchens are shared with two or three others. At least one member of staff is around weekday office hours to provide general help during the day and they have an emergency pager system overnight.



### Who is Suitable to Apply to Culverdale?

People who are otherwise independent may at times need some support to overcome a temporary crisis. The staff at Culverdale are available to assist where they are able. However, as the number of staff to residents is less than in a hospital or care home, you should at least have the following personal skills:

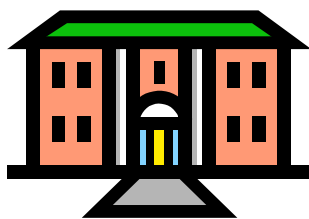
- Be able to care for yourself and your room
- Be able to cook all your meals for yourself
- Be able to occupy your day productively
- Be able to live in a house respecting other people feelings as well as having your own respected.
- Self medicating & stable on medication



The staff provide only limited support and advice and this is not at the level you would receive in a care home or hospital.

### Bethel Court

In 2007 a new block of 6 flats was completed in the garden of Culverdale. This provides more independence for people who need minimal support.



### Alternatives to Culverdale/Bethel Court

We are fortunate in having local Housing Associations who provide quality single person flats, on behalf of the local council. Should this option become appropriate for you we will assist your application. There is a waiting list and certain requirements you must satisfy before you can apply. There is limited support for people who live in their own accommodation and it is only suitable for people who are able to care for themselves.

### Further Information

If you would like further information please contact a member of staff.



**It is a legal requirement that we include the following information in this format. The information here is useful in comparing the care offered by different care homes. If you need a further explanation please feel free to contact us.**

### **SUMMARY OF STATEMENT OF PURPOSE - CROSSWAYS COMMUNITY**

<i>Registered Manager</i>	Jacky Taylor 8 Culverden Park Road, Tunbridge Wells, Kent. TN4 9QX. Jacky has been the care home manager since 2008. The organisation of staff responsibilities is available on request.
<i>Who intended for</i>	The community is intended for men and women aged 18 to 50+ with mental and emotional health problems. No nursing is intended to be provided
<i>Day Activities</i>	A changing programme of day activities and holidays is available to all residents. The current programme is discussed with and on display to all residents.
<i>Admission Criteria</i>	Applications from Social Services Care Co-ordinators for clients with mental health problems. No emergency admissions.
<i>Consultations</i>	Residents are consulted regarding the way Crossways is run via residents' surveys, house meetings and visits by the directors – including interviews with a selection of residents
<i>Health &amp; Safety</i>	The usual approved safety requirements are adhered to by Crossways. Residents are asked to be aware of safety notices in their rooms and food preparation areas. Detailed policies regarding all safety issues are available on request.
<i>Religious Facilities</i>	Residents are given every reasonable opportunity to discover and facilitate the religious services of their choice. Optional chapel services are led by Crossways staff and residents each day. A list of Churches and other places of worship is available to all residents.
<i>Contact with Others</i>	As well as your own room, the interview room and the chapel are available for private discussion with friends and relatives who are welcome to visit outside day programme hours. Representatives may visit when needed. A payphone is also available in a separate room.
<i>Complaints</i>	The Resident's Guide [this booklet] outlines the procedure to be followed in the event of a complaint.
<i>Service User Plan</i>	Each resident is allocated a key-worker. The key worker will help you to devise an individual care plan (also known as a Service User Plan) which will be reviewed every six months or as otherwise felt to be appropriate.
<i>Accommodation</i>	No 8 has 16 residents' bedrooms complying with minimum standards. Detailed specifications for each room is available in the full Statement of Purpose.
<i>Personal Development</i>	Discussion and practical groups are overseen by qualified staff
<i>Respect of Dignity</i>	All bedrooms have individual key access. Staff are not to enter except with the permission of the resident or in an emergency. Residents personal dignity is respected.

### **Examples of Additional Items Which are Charged For.**

**Payment for any of the following will be requested as or when they occur. The costs are the same if you are self-funding you stay at Crossways.**

- Some activities outside of Crossways, such as holidays and outings. However most of these are subsidised by Crossways.
- TV licence - people living here who have a television (whether colour or black and white) in their room are required by law to pay £7.50 each year (or part year up to 31st October) towards the licence. This will be collected by us to pass onto the licensing authority.
- Laundry – whilst laundry facilities are made available to residents, a charge is made for the use of the tumble dryers - this charge is on display in the laundry. We provide washing lines for free drying of washing. You should also provide your own washing powder.
- Guests are welcome to dine with us at Crossways, a charge will be made to you for their meals. Many guests choose to pay for themselves.
- Bedding - Crossways supplies you with bedding. For your greater independence, you will be encouraged to purchase your own bedding for preparation for your own accommodation.
- Other than fair wear and tear, all damage to furniture/furnishings or the property has to be paid for.
- A charge may be made if you miss a planned meal or outing because you deliberately or repeatedly change your mind or fail to give adequate notice.
- Our room keys are of a special type that is versatile and designed to be secure, it is expensive to replace. Therefore there is a £10 deposit which covers the charge if it is lost and has to be replaced.
- If you start to self-medicate, you may be asked to buy your own cassettes which will be filled by the pharmacy.
- Telephone calls can be made via the house payphone.
- At the staff's discretion - a charge may be made if the Crossways' vehicle is used as an alternative to other transport.

# CARE LICENCE AGREEMENT

Between Crossways Community ("Crossways") and .....

Your stay in **Room....** at 8 Culverden Park Road is from .....

- \* **\*Your stay is expected to be a long-term placement i.e. longer than three months and therefore the first 3 months of your stay is a "settling in" period. A review of your stay will occur after this period and the opinions of other residents will be taken into account.**
- \* **\*Your stay is a short-term stay of not more than three months.**  
*\*Delete as appropriate*

Most of the details concerning your stay are included in this brochure attached to this agreement. The brochure was up to date when it was printed, information detailed in it may change due to changing circumstances. You will be informed in advance (either personally or through a residents' house-meeting) of any changes. As this brochure is general, it does not include the specific details of rent charged listed below.

## Charge

The weekly rent is paid for by..... **(your local authority)** and the weekly charge (up to **31st March 2012**) will be:

- A standard amount of **£785.41** per week
- An additional weekly amount of **£.....** will be charged if you have enhanced needs which require additional support. The additional amount will be based on an assessment by us of the help you may need (in addition to any information from you Care Manager or Psychiatrist) and we will inform you of this amount prior to coming to us to stay.

Our agreement for the payment of your care is with your local authority. We will invoice and receive direct payment from them each month. The fees we charge them will be reviewed each year and increased in accordance with any contract we may have with them. We will keep you informed about this.

- **Crossways does not provide nursing therefore there is no nursing contribution.**
- **There is no difference in terms, conditions or fee rates if you funded by a local authority or if you are self-funding your stay at Crossways.**

## Personal Contribution Towards Your Fees

Subject to any income or capital you may have, you should be entitled to receive benefit from the Department of Work & Pensions. Ignoring any DLA: *\*\*Delete as appropriate*

- **\*\*You will be required to pay all but £22.60 a week to your local authority as part payment of your fees. This is a legal requirement and Crossways does not have any control over this amount or any future increase.**
- **\*\*You are on Section 117 and therefore do not have to pay back any money to your local authority**
- **\*\*You have agreed with your Crossways/local authority for us to receive your benefit on your behalf and your local authority will either pay us the difference up to the total weekly charge or invoice us for the contribution. Crossways will pay you your personal allowance of £22.60 each week direct into your savings/bank account.**

## Care Plan

Prior to coming to Crossways, your Care Co-ordinator has prepared a care plan (to help implement any arrangements agreed at a CPA) and this will be incorporated into a new care plan at Crossways. This will be reviewed on a regular basis as necessary.

## Signatories

You are asked to sign two copies of this Agreement; one remains in your possession and the other will be retained by Crossways.

- ▽ A copy of the latest Inspection Report, Residents' Survey and if you are funded by a local authority, a copy of the contract we have with them is available in the dining room. A separate copy is available on request.

**I agree to live at Crossways in keeping with the guidelines in this brochure, which may be amended from time to time.**

Signed.....  
(on behalf of the Jacky Taylor, Registered Manager)

Date:.....

Signed **X**..... **X** (Resident)

Date:.....

## Data Protection Act 1998

Occasionally your local authority may wish to verify that you are receiving the appropriate level of care. Before they can see any information concerning you, you must give your permission to Crossways to show them your file.

**I \*authorise\*/do not authorise\*** Crossways Community to allow access to my personal file to an authorised representative of the local authority mentioned above. *\*\*Delete as appropriate*

Signed **X**..... **X** Date:.....