

Introduction to Moxham House: The Residents' Guide



April 2018

AN INTRODUCTION TO MOXHAM HOUSE

- A step in the right direction -

Moxham House - Part of the wider Crossways Community

Crossways Community is a Christian Charitable Trust which provides accommodation and high-quality care and support to people with mental health problems.

As part of Crossways Community, Moxham House provides residential care to up to 17 people as a Care Quality Commission inspected and registered residential care home. The rest of the Crossways Community comprises:

- Culverdale, supported accommodation providing more independent living for 22 people,
- Bethel Court, housing six people in self-contained flats,
- Hempson Court, a two-bedroom flat, currently housing two Moxham House ex-residents, and
- Earl's Road, a self-contained one-bedroom flat.

A business plan is in place for the development of further supported accommodation in the future. Culverdale, Bethel Court, Hempson Court and Earl's Road all represent possible follow-on accommodation options for Moxham House residents.

Although we are a Christian registered charity it is not a requirement that anyone who comes to us shares our belief.

Moxham House

At Moxham House, our aim is to provide outstanding care and the highest quality of life for those we support, achieved through constructive, reflective partnership and dialogue with all stakeholders.

We place importance on everybody treating each other fairly. In seeking to treat everybody equally we ask that everyone who comes to us exercises the same quality in respecting other people, their beliefs and chosen lifestyle. Residents, team members and visitors should therefore treat each other in the way that they would expect to be treated themselves.

What residents can expect from Moxham House

Our commitment to residents:



We desire to be a community of caring and compassionate people.



We seek to provide a safe place to live in, to work in, and for others to visit.



We want to be positively responsive to the needs of our community.



We seek the most effective ways to support people in our community.



We aim to be well-led in our desire to be an outstanding provider of care.

Practical Considerations

Disabled access:

While we are able to support people with auditory disabilities or other sensory loss, we regret that we cannot provide support for people with physical disabilities which severely impair movement due to the design of the building.

Age range of those we can support:

We are registered to support people from the age of 18. There is not an upper age limit, however, an older person will be assessed according to needs in the same way a younger person would be, while considering any physical needs.

Our Moxham House Team

We choose our team carefully to ensure that we can provide for all the needs of our residents. We expect that all members treat everyone they meet with respect, irrespective of their lifestyle choices, beliefs or abilities and require our team to attain NVQ Level 3 (or higher) in Health and Social Care. The team, in partnership with our residents, always seek to improve and to provide an outstanding service. We believe that residents at Moxham House should be able to work in partnership with the staff team to tailor their support to enable them to live as independently as they are able.

A minimum of two team members are always on duty at Moxham House. Between the hours of 9am and 9pm there can be up to 7 members of the team actively providing support. At night, after 11pm, two members of the Moxham House team will sleep in the house, and can be called upon to help as required, along with two further team members who can be reached on the pager.

The support we offer:

Alongside many local resources, including adult education, Moxham House runs its own skills training. This may be through group work but it may also be in the form of one to one encouragement to assist and guide self-development. To cater for individual needs and provide individualised support, each resident has their own Key Worker, who will create a care plan with the input of each resident. If a care plan has not already been agreed by referring professionals, this will be created within the first week of being at Moxham House. The care plan is tailored to each resident's needs to ensure that they take priority and are met in the most suitable way, and will evolve and develop alongside residents through regular reviews.

Moxham House is our Residents' home

Accommodation:

- Fifteen of the 17 residential rooms in Moxham House are ensuite with showers. The two which are not have their own private adjacent shower or bath and toilet. There is one communal bathroom containing a bath.
- All rooms are redecorated in a neutral colour before new residents arrive, however, we want residents to feel Moxham House is their home and so we encourage new residents to personalise their rooms.
- All rooms are fully furnished although new residents are able to bring their own furniture if they wish (provided it is safe) and pictures to put up on the walls.

There are communal areas for residents to use and enjoy, including a bathroom, two spacious lounges, a newly refurbished large kitchen, a conservatory, dining room, a creative (art and music) studio, laundry facilities, and large gardens to the front and rear. Residents' use of the gardens is welcomed and residents are often found actively involved with their maintenance. Some residents enjoy growing their own plants and vegetables.

Residents' access to rooms:

Residents are provided with keys which allow access only to their own rooms as well as all exterior doors, meaning residents can come and go as they wish at any time. The back door may be used by residents during the day but is kept locked after dusk. However, resident's room keys can be used to gain access after this time.

For safety reasons, visitors to Moxham House are required to use only the front door (which is kept locked), and to sign into the Visitor's book provided.

Accessing resident's rooms is sometimes required to enable us and our contractors to comply with Health and Safety regulations and to perform maintenance. We are mindful of respecting residents' privacy, and so where we have prior notice that entry to rooms is required, we will inform residents at the earliest opportunity. However, where situations arise for which prior notice is not possible, or the situation is of an urgent nature, we would request that residents respect our need to access their rooms without their permission in exceptional circumstances. All contractors used by Moxham House are required to comply with policies to keep residents and their property safe.

Repairs and decorations:

We are responsible for the repair and maintenance of the house, including residents' private spaces except in cases where a resident has unreasonably or intentionally caused damage to the house. In this situation, residents may be expected to pay for the cost of repair or renewal. We encourage residents to report anything which needs repairing or replacing at the earliest opportunity. Residents should not decorate or structurally alter their rooms or other parts of the house without the manager's permission. Rooms will be redecorated as and when it becomes necessary and any special requests to change wall colours will be considered with the manager.

Kitchen and Dining:

The kitchen is available for use from early in the morning to late into the evening, but is locked at night time for health and safety reasons. However, the dining room, containing seating and a breakfast bar, with tea and coffee making facilities and cereal bars and fruit, is open 24 hours a day.

All meals are provided with a range of options that reflect both nutritional and health needs and personal choices.

- For breakfast, there is a choice of cereals and porridge and there will always be bread available to toast. Support can be given, where necessary, to residents to prepare a cooked breakfast.
- Lunch is usually from 12:30, where again there are a variety of options available and where any necessary support can be provided.
- During the week, there is a fresh home-cooked meal in the evenings from 6pm, served so that residents can sit and eat together in comfort. At weekends, the cooked meal is provided at lunchtime, with a lighter tea or supper in the evenings.

As residents become increasingly independent and develop skills including meal preparation, or require greater flexibility in relation to meal times due to care plan developments, support is provided to ensure that residents are eating well. Up to £35 can be provided directly to residents to purchase their own food which can be stored in their own cupboard, fridge or freezer space. This money can be used for buying lunches to prepare if residents have commitments away from the house during the day, want to eat later in the day, to have a favourite breakfast item always available, or to prepare and cook an evening meal, all depending on the individual resident. Whatever the circumstances, the team at Moxham House can support residents to eat as they wish. In order to comply with Health and Safety legislation only the offered methods of cooking and heating food in the kitchens are allowed.

Cleaning and Laundry:

Residents manage their personal care to the best of their ability, as well as sharing the responsibility of keeping the communal areas of the house and room clean. However, the team are always there to support residents in the areas that are more challenging for individuals.

Moxham House has a dedicated laundry room with washing machines and driers available. The washing machines are free of charge to use, although residents are required, and will be supported, if necessary, to supply their own laundry products, which support will be given to purchase if necessary. There is a small fee (currently 50p per cycle, but subject to review) for the tumble driers, but washing lines are available for free drying in good weather.

Medical Services & Medication:

While living at Moxham House all residents must register with a local GP surgery, and will be given support to do so if necessary. Residents are free to choose which practice they attend, those with no preference are registered with Kingswood Surgery (Kingswood Road, Tunbridge Wells, Kent, TN2 4UJ, 01892 511833) with whom we have a long-standing relationship. Any support to access other medical services, e.g. hospitals, dentists, will be provided.

A local pharmacy dispenses medication for residents in weekly dosette box. Initially the team will hold medication securely and dispense according to residents' prescriptions, providing support to residents to ensure that medication is taken properly. Over time, as residents develop and gain confidence, and subject to a consultant-led assessment, they are supported towards self-medication.

If a hospital admission is required, a resident's room will be kept available for up to six weeks, at which point the situation will be reviewed. Depending on the circumstances, this period may be extended for up to one year. The local authority funding the place will be liable for the cost of residence at Moxham House during the hospital stay.

Alcohol & Drug Policy:

Within Moxham House, although some residents are free to choose to visit local pubs and do so occasionally, it is requested that they do not return to the house drunk or act disrespectfully towards people or property.

Crossways Community as a wider organisation does not allow alcohol, illegal drugs, non-prescribed drugs taken for recreation, or psychoactive substances (legal highs) to be brought onto any of Crossways' property or consumed in any Crossways' properties and grounds.

If residents were found to have engaged in illegal or disruptive activity on or off property then action will be taken. It will be reported to the appropriate authorities and residents will be evicted from Moxham House. Any breach of our policy regarding alcohol and drugs may result in eviction from Moxham House. For some residents, there may be a requirement not to take legally obtainable substances on professional advice. e.g. caffeine, and where there is a failure to adhere to this advice, this may also result in notice being served which may ultimately lead to eviction.

Smoking:

Smoking is not permitted anywhere inside Moxham House, including in residents' room. However, there is a large smoking shelter with seating on the patio area of Moxham House.

Wi-Fi:

Wi-Fi is available at Moxham House, albeit subject to conditions set out in a contract agreement.

Pets:

Small pets may be permitted at Moxham House, though agreement from the Manager must be gained. Where it is agreed that a resident may keep a pet, responsibility for their feeding, welfare, cleanliness and all other costs lies solely with the resident.

Fire Precautions:

Moxham House is fitted with fire extinguishers and a comprehensive fire alarm system. When the fire alarm is activated, unless residents have been informed that it is a routine test, the building should be exited immediately, calmly and by the nearest fire exit. If responding to the alarm at night, warm clothing and suitable footwear should be put on and the building left by the nearest safe fire exit. We have regular fire drills to practice this, which residents are expected to be a part of. A roll call is carried out and therefore if residents leave the building for any reason during the night, we politely ask that our signing in/out book is used so that we can account for all residents.

Personal Property & Insurance:

Although theft within Moxham House is extremely rare, residents are encouraged to take reasonable precautions to protect their property. It is therefore advised that residents keep rooms locked when they are out, keeping the key on their person. Subject to available space, residents may store, for a short period of time, valuables or cash in the home's safe, for which a receipt will be issued.

Insurance for residents' personal property is provided, covering damage caused in ways beyond residents' control up to the sum of £500. This excludes accidental or deliberate damage. Where residents own any personal property which is worth more than £500, they are encouraged, and can be supported if necessary, to take out personal contents insurance.

Visitors:

Visitors are given a warm welcome at Moxham House. We politely request that visitors call at a time convenient to the resident they are visiting, and do not visit when residents are engaged in agreed care plan activities. Professional visitors are able to visit residents at any time according to clinical need. Visitors may remain at Moxham House until 10pm and are unable to stay overnight. There are several B&Bs and hotels in the vicinity.

Contact:

Many residents have their own personal mobile phones. However, a payphone is available for both incoming and outgoing calls and is situated to provide some privacy. The phone number is 01892 521542. The office phone number is 01892 529321. Residents should not give out this number except to allow family and friends to contact the team.

The postal address is:

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

Residents' Views:

We value residents' contributions, opinions and views about how we can achieve our objective of becoming an outstanding care provider. We have regular house meetings where all the residents can give their thoughts on relevant issues to them. If there are more urgent matters, or residents wish to discuss something in confidence, key-workers, other team members or the manager are always available.

Residents are invited to take part in surveys twice a year. The purpose of these are to collect information which can be used to improve the support given and the environment in which is provided. These surveys are anonymous to promote the provision of honest opinions, though no resident would ever be penalised for expressing their views. Where changes to life or routine at Moxham House are planned, for example the menu, redecoration or new members of staff or residents, consultation meetings are held where residents are encouraged to express their views. While the team will strive to accommodate as many residents' suggestions as possible, they may be restrained by legislation.

Activities at Moxham House:

Moxham House offers a wide range of supported activities during the week. Residents are asked for their contributions and ideas for new groups or activities which they would like to try or would increase their skills. Listed below are just a few examples of groups offered:

- Media studies,
- Boxercise, run by a Czech boxing champion (a nominal fee is payable by those taking part),
- Art and craft, including pottery, held in a dedicated studio space,
- A ramblers group who enjoy fair weather walks which may include a pit stop for a drink and natter.
- The art of motorcycle maintenance.
- Taking active involvement in the running of the house; the shopping, the cleaning and generally helping to take care of the house and grounds.

The team at Moxham House support and encourage residents to enjoy learning to plan their busy times, learning to be more engaged in activities and in learning to rest well. Support is also provided to residents in creating a personal care plan, finding hobbies, voluntary work or arranging further education as and when residents feel ready.

Weekends:

Whilst we have a reduced team during weekends, and consequently there are fewer arranged group activities, it is recognised that residents may be involved with an activity or hobby for which support is required. In this scenario, the team will aim to provide this support and facilitate such activities. For many residents at Moxham House the weekend is an opportunity to relax, use facilities such as the art studio or perhaps visit friends and family.

Local groups & training:

We are fortunate to be located close to the local Mental Health resource centre (The Hub), which runs several groups during the week, the details of which are updated on our notice board. Another local Mental Health Resource at Highlands House also runs groups and training for people with mental health problems. There is a branch of Shaw Trust in Tonbridge that offers courses and work experience. Some residents have taken advantage of direct learning courses at Kent College and Hadlow College which are easily accessible by bus.

Crossways Enterprises:

Crossways Enterprises is another part of Crossways Community, offering residents, when they are ready, an opportunity to develop workplace skills. Enterprises is located next to Moxham House, providing a familiar and supportive environment where new personal and job-based skills can be learned through helping run the tea room, upcycling furniture, selling items on eBay, and cultivating plants alongside residents from the wider Crossways Community. The aim is to help residents gain confidence and use Enterprises as a stepping stone towards further voluntary or paid employment. Every attempt is made to tailor the experience offered at Enterprises to the individual resident so that time can be constructively and enjoyably spent, while learning how to maintain a job and manage the working environment.

Spiritual needs:

Moxham House recognises spiritual needs of people. Although residents may not share our Christian beliefs, we want to help individuals in a holistic way that includes supporting residents with any spiritual needs that they may have. We can offer support in finding places of worship, exploration or meetings, making introductions with faith leaders or community members, or by offering space to answer any questions. Every weekday lunchtime (1.30pm) there is a short time of reflection to which all residents are invited.

Events:

Crossways Community holds several events over the year which residents are encouraged to get involved with. Every summer we have a garden party that includes stalls, games, various entertainment (including a live band) and food. As a Christian charity, we celebrate Christmas and residents are welcomed to join with the team and the rest of the community in a carol service held at a local church. There is also a residents' party at Moxham House, involving entertainment and food. We also have an annual thanksgiving celebration.

Residents' Information and Data Protection

Confidentiality:

We keep records relating to residents' personal circumstances, medical information and next of kin which are used to provide the best possible care. These records are treated confidentially, protected by the Data Protection Act 1998 and are available only to the multi-disciplinary team involved directly with each resident.

Access to residents' information:

To ensure that everyone at Moxham House is treated appropriately, it is a requirement that access to personal files is given to certain official bodies, including the Care Quality Commission (CQC). They will respect residents' privacy by only requiring information necessary to ensure that individuals' welfare is foremost, and to evaluate the standard of support and care provided at Moxham House. Our desire to be graded as 'Outstanding' is therefore a joint venture between residents, the team at Moxham House and its interactions with the multi-disciplinary team and the CQC. Residents are given the option to specify who their information is shared with, which could include representatives from the local authority paying

for residents' care and who do not have an automatic right to see personal information without prior permission.

Leaving Moxham House

Our aim is to provide a plan of support which assists people to achieve the skills and confidence to move towards increasingly independent living. The ideal situation is where residents feel able to move on to a more independent setting, having realised their goals through fostering positive relationships.

Moving out of care:

Self-development and aspiration is something to value, and something that the team at Moxham House seek to encourage in residents. We believe it is important to have personal aims and goals, seek to be as independent as possible and desire positive change which is the reason we encourage everyone to have a purposeful, active and structured day. Crossways seeks to offer a step-down approach, through Culverdale and the independent living flats, all under the umbrella of the community.

Who is Suitable to Apply to Culverdale?

People, who are otherwise independent may, at times, need some support to overcome difficulties and temporary crises. The team at Culverdale are available to assist residents to live fully. However, as the ratio of team members to residents is less than in a hospital or care home, residents will need to have the following skills:

- To maintain a personal care and maintain a tidy living environment.
- To prepare and cook meals independently.
- To manage a routine to spend time productively.
- To demonstrate respect for other people, their feelings and lifestyle choice.
- To be experiencing stable mental health and be self-medicating.

The team provide support and advice but not at the level which would be received in a care home or hospital.

Bethel Court:

Situated immediately beside Culverdale is Bethel Court containing six flats for people who need minimal support. This is a further demonstration of the communities' desire to provide a safe step-down approach to support as we can offer advocacy as well as a limited amount of support. Further support can be purchased, just as would be possible in a private rental.

Hempson Court:

The organisation has a flat for two-people sharing within a 2-minute walk of Moxham House which offers more limited support to people who, whilst having demonstrated an ability and desire for more independence, nevertheless still need support from the Community.

Crossways Community are, at the time of writing, seeking to develop more accommodation in Tunbridge Wells in line with Hempson Court.

Alternatives to Culverdale/Bethel Court/Hempson Court:

Local Housing Associations provide high-quality single person flats on behalf of the local council. Should this option be the most appropriate for a resident we will assist in the application process. There is a waiting list and certain requirements must be satisfied before an application can be made. There is limited

support available for people who live in their own accommodation and private renting is only suitable for individuals able to manage their own care.

Termination of Residential Agreements

While Moxham House is committed to delivering outstanding person-centred care, there are exceptional cases when a residential agreement is terminated with a notice to leave. 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,
- Refusal to take prescribed medication,
- 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 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 or substances banned by Crossways onto the premises,
- Behaviour which causes annoyance, nuisance, or physical harm to other people at Moxham House or people supported by the community (this might include bullying people or persistently asking people for money/loans/cigarettes/tobacco etc.),
- A deterioration in physical or mental health resulting in personal care needs increasing beyond that which we can support.

Where residents are asked to leave, ordinarily four weeks' notice (or the period of notice required by the relevant funding authority) will be given in writing. However, we reserve the right to ask residents to leave sooner than this if it is necessary for the management of the house, especially the needs of the other residents. Care Co-ordinators will be consulted so that all available support can be given toward finding suitable, alternative accommodation.

Storage of Belongings:

When residents move from Moxham House, arrangement should be made for the prompt collection of personal belongings. Regretfully, there is very little spare space in the house so Moxham House is unable to store belongings for any period unless with the agreement of the Manager, and unless it is for a planned and short period with a collection date in view.

Complaints:

We hope that everything about a resident's stay at Moxham House is a good experience. However, if a resident has complaints we want them to feel able to express them. Sometimes, just speaking with a person such as a support worker may be enough. However, if this does not resolve the complaint, we would ask that a Resident Complaint Form is completed, which is always accessible to residents, and which will be submitted to the Manager. Moxham House will aim to resolve all complaints within two weeks but where a resident is not satisfied with the outcome, and provided it is within 7 days, an appeal may be lodged with the Manager who will then arrange for an appeal committee to meet. If residents wish to gain independent advice or assistance on any aspect of the complaint procedure or any other aspect of the accommodation or care received, advice and information can be obtained from:

- Care Manager/Care Co-ordinator
- Citizens' Advice Bureau
- A solicitor
- Assert (a local mental health advocacy service) - 2A Grosvenor Park Rd, Tunbridge Wells. TN1 2BD (01892) 554722 (They do not run a drop-in service).

The Care Quality Commission (CQC):

The CQC Inspector is responsible for the registration of Moxham House, under the Care Standards Act, and will visit as is necessary. During the CQC inspection you are at liberty to speak to the inspector in person, and confidence, about issues which you are unhappy about.

Outside of these visits you may wish to write, or telephone the CQC, at the following address:

CQC National Contact Centre,

Citygate,

Gallowgate,

Newcastle upon Tyne, NE1 4PA

03000 616161

enquiries@cqc.org.uk

Other Useful Addresses:

West Kent Social Services, Highlands House, 10-12 Calverley Park Gardens, Tunbridge Wells, Kent, TN1 2JN
01892 515045

West Kent NHS & Social Care Trust, 35 Kings Hill Avenue, West Malling, Kent, ME19 4AX
01732 520400

Tunbridge Wells Hospital, Tonbridge Road, Pembury Tunbridge Wells, Kent, TN2 4QJ
01892 823535

Financial Information

How Crossways is funded:

The house receives almost the total of its funding from the fees it charges. Each year a budget is set to best ensure we can meet all the costs. We also maintain some money in reserve to allow for emergencies. We aim to include residents in our decisions for Moxham House both short and longer term. This is especially so where a decision may directly affect residents. In this case, residents will be given prior notice and regular updates on developments.

Weekly charge for residency at Moxham House:

Unless residents are privately funded, local authorities will pay the weekly charge for Moxham House. Depending in resident's circumstances, a contribution towards the fees may be required, the amount of which will be determined by the funding authority.

Fees:

Fees for residency will be charged from the expected (or actual, if earlier) date of arrival until the date of leaving. Further charges will be incurred (unless otherwise agreed, or where the local authority has an alternative payment arrangement) if:

- Residents leave without notice (up to 30 days)
- Residents pass away (up to seven days)

The total weekly fee will be agreed between Moxham House and Care Co-ordinators (or local authorities). This will be reviewed annually, with residents being notified of any changes. Residents may request details of any fees or other monies payable directly to us on residents' behalf. If residents pay us any money in cash or cheque a written receipt will be provided.

What the weekly charge includes and what it doesn't:

The weekly charge for residency includes food, water charges, heating & lighting costs, renewals or replacements and the administration costs of the home. From time to time other items not central to the care provided 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, notification of changes will be provided.

Personal money:

Residents are likely to be able to claim benefits. If a local authority is funding residency, an assessment will be made by them to determine the level of contribution required. The team at Moxham can assist residents in managing their money, in particular with making claims for benefits and arranging payments to be made to ensure that any contribution is paid in the most helpful manner for each resident.

Additional charges:

Activities: Some activities outside Moxham House such as holidays and outings, although heavily subsidised, may require a contribution from residents.

TV licence: People living at Moxham House who have a personal television 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 and passed onto the licensing authority.

Bedding: Moxham House will supply bedding. As residents become more independent and begin to prepare for less supported to accommodation, encouragement will be given to purchase their own.

Meals: Charges may be made if residents miss a planned meal or outing due to deliberate or repeated failure to keep to arrangements.

Guests dining: Residents' guests are welcome to dine at Moxham House, subject to the discretion of the team, which will incur a charge.

Room key: Due to the type of key used, they are expensive to replace. Therefore, a returnable £10 deposit which covers the cost if its loss or replacement. Subsequent key losses will also be charged at £10.

Self-medication: If residents start to self-medicate, they may choose to buy a personal dosette to be filled by the pharmacy.

Pay phone: Telephone calls can be made via the house payphone.

CARE LICENCE AGREEMENT

Between Crossways Community (Crossways) and

Your stay in **Room**.....at Moxham House, 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 considered.**
- ***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.

Charges:

As of **9th April 2018** new residents from Kent pay a weekly accommodation fee of **£535.79** plus a set amount of staff care time (whatever is needed for that particular resident, up to a total of 45 hours per week) at an hourly support rate of **£14.36**. This is what we have agreed with Kent County Council for residential and rehabilitative care. For those coming from other authorities we agree a spot contract price, based on the Kent contracted price.

Our agreement for the payment of your care is with your local authority or NHS Clinical Commissioning Group (CCG). 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 are funded by a local authority or if you are self-funding your stay at Crossways.

Your local authority / NHS CCG funding your care is	
Your weekly charge based on the above is	£

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:

- ****You will be required to pay all but £24.90 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 £24.90 each week direct into your savings/bank account. **Delete as appropriate.**

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.

A copy of the latest Inspection Report and Residents’ Survey is available in the dining room

Signatories:

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

I agree to live at Moxham house in keeping with the guidelines set out in this brochure and which I understand may be amended as it becomes necessary.

I am aware that smoking is prohibited inside Moxham House and I will not engage in any activity or take any legal or illegal substance that may adversely affect my well-being. I will take my medication as prescribed.

Signed.....
(on behalf of Crossways Community)

Date:.....

Signed^x.....^x
(Resident)

Date:.....