



COUNTRY COUSINS
EST 1959

CLIENT REGISTRATION FORM

Strictly Confidential

Country Cousins, 3rd Floor, West Point, Springfield Road,
Horsham, West Sussex, RH12 2PD
Tel: 0845 601 4003

PERSONAL DETAILS

NAME:

Address:

County: Postcode:

Telephone: Mobile:

If the client is not currently living at the address stated above, please provide the full details below:

Address where client is currently staying:

Postcode: Telephone:

Distance to the nearest town? Walking distance to the nearest shops?

NAME OF PERSON DEALING WITH BOOKING:

If different from above - please advise relationship to client:

Address:

County: Postcode:

Telephone (home): Mobile:

Email:

Telephone (office): Fax (office):

ALTERNATIVE PERSON WE CAN CONTACT IN CASE OF AN EMERGENCY

(i.e. Representative on holiday.) This field **MUST** be completed.

Name:

Address:

County: Postcode:

Telephone: Mobile:

NEXT OF KIN DETAILS (If different from above)

Address:

County: Postcode:

Telephone (Home): Mobile:

NAME OF DOCTOR/GP:

Address:

Telephone:

ACCOUNT TO BE SENT TO:

Address:

County: Postcode:

Telephone: Mobile:

Reason why help required:

DATE HELP REQUIRED From: To:

HOUSEHOLD DETAILS

Type of accommodation:

No of bedrooms:

Method of cooking:

Gas: Electricity: Solid Fuel: Aga: Raeburn:

Microwave: Calor Gas:

Washing Machine: Yes No

Dishwasher: Yes No

Central Heating: Yes No

TV: Yes No

Name of nearest Railway Station:

What animals (if any) in the household:

Details of all people living in the home:

Is there a cleaner, if so how many hours per week:

If Car Driver required, please state make of Car available for use:

Manual Automatic

Is adequate Insurance cover in place being arranged

Non Smoker required? Yes No Preferred

Non Smoking Household Yes No

DAILY ROUTINE

MEALS

Please state any special dietary requirements:

Please indicate when the main meal should be provided:

SLEEP

Morning: Waking time Getting up time:

Does the Client rest at regular times? Yes No Time(s)

Night:

At what time does the Client a) prepare for bed?

b) retire for the night?

Is assistance needed at night (e.g.. Toileting)? Yes No

N.B. If the answer is yes, a night call charge may apply.
Please note Country Cousins are there to provide assistance in an emergency only.

Details of Country Cousin's Accommodation:

Arrangements for housekeeping: (i.e Shopping)

Time off for Country Cousin: Morning Afternoon

SOCIAL ACTIVITIES

Will the Client:

Enjoy the companionship of the Country Cousin? Yes No

Prefer to remain alone? Yes No

Does the Client enjoy specific television programmes/interests/hobbies:

Does the Client have regular visitors? Yes No

How many? How Often?

Is anything specific required of the Country Cousin?

Does the Client go out to regular appointments/clubs/visit friends etc?

RELIGIOUS / CULTURAL REQUIREMENTS

In order to give full information to Country Cousins, the following questions must be answered. Please complete both sets of questions if there are two people in the household.

PERSONAL DETAILS OF CLIENT 1

Name: Date of birth:

Height: Weight:

Nature of illness or disability:

Any sensory loss (e.g. speech, hearing or sight?)

Is assistance required with feeding? Yes No

Any behavioural changes? Yes No

In cases of senility, what degree (e.g. mild, moderate or severe)?

Is mobility restricted?

Wheelchair? Yes No

Hoist? Yes No Make and Model:

Time of waking: Time of retiring:

Is assistance required with any of the following and if so how much:

Bath/Shower? Yes No

Washing? Yes No

Dressing? Yes No

Does the Client need prompting to take medication? Yes No

Is toileting help required? Yes No

Is there a commode? Yes No

Degree of incontinence (e.g. mild, moderate or severe)?

Incontinence Aids? Yes No

Any other useful information which will assist us in providing the correct level of care:

PERSONAL DETAILS OF CLIENT 2

Name: Date of birth:

Height: Weight:

Nature of illness or disability:

Any sensory loss (e.g. speech, hearing or sight?)

Is assistance required with feeding? Yes No

Any behavioural changes? Yes No

In cases of senility, what degree (e.g. mild, moderate or severe)?

Is mobility restricted?

Wheelchair? Yes No

Hoist? Yes No Make and Model:

Time of waking: Time of retiring:

Is assistance required with any of the following and if so how much:

Bath/Shower? Yes No

Washing? Yes No

Dressing? Yes No

Does the Client need prompting to take medication? Yes No

Is toileting help required? Yes No

Is there a commode? Yes No

Degree of incontinence (e.g. mild, moderate or severe)?

Incontinence Aids? Yes No

Any other useful information which will assist us in providing the correct level of care:

Average Daily Hours

(This figure should be the average number of hours taken by a Country Cousin to complete all daily tasks - Minimum Wage regulations apply details below).

MINIMUM WAGE - DAILY AVERAGE HOURS AGREEMENT

Our carers are introduced to our Clients on a self-employed basis. Recent Employment Tribunal Decisions have confirmed that our Country Cousins would probably fall into the category of carers, who undertake what the National Minimum Wage Regulations 1999 describe as 'unmeasured work.' Although the Country Cousin is staying with the Client throughout the day and night, they obviously do not work for the whole time that they are there and their working hours can vary from day to day. Therefore in order for us to ensure that our Country Cousins receive the minimum wage, all Clients are asked to provide an estimate of the average number of hours, per day, that they feel it would take for a Country Cousin to carry out the agreed tasks during their stay with them. This also allows us to brief future Country Cousins on the average daily hours that are involved with each assignment, enabling them to make an informed decision as to whether to accept the assignment or not. If at any stage you have reason to believe that the Minimum Wage is not being met, please contact the Business Centre on 0845 601 4003 and we will contact you to discuss the matter further. Please note that the agreed average hours will only be altered following full investigation and consent.

I ACCEPT THE TERMS OF BUSINESS ENCLOSED.

Signature:

Date:

Please state in what capacity you are signing: Client/Representative

Please return this form and a cheque for the Registration Fee (inclusive of VAT) as detailed in the Pay Rates & Agency Fees sheet together with the signed Acceptance of Terms and Conditions of Business sheet, in order for the registration to be processed.

We collect Your personal data so that we can provide services to you using Cousins. By completing and returning this form you agree that Your data may be used in this way and that it may be disclosed to individual Cousins for this purpose. Any sensitive data such as racial or ethnic origin, religious beliefs or health which We collect from You will only be used for the purposes of selecting a Cousin. We will keep any information We hold about The Assignment for up to seven years. By signing these Terms You expressly consent to the processing of this data for these purposes.

We may also use Your data to send You information about Our services in the future. We may also disclose Your data to organisations within the same group of companies, third parties who provide a service to Us or who are acting as Our agents and parties to whom We may transfer our rights and duties for any reason.

If you do not want to receive information about services We or other companies in our group of companies, please tick this box

If you do not want to receive information from any of Our carefully selected associates and other companies, please tick this box

TESTIMONIALS

“I wanted to let you know how excellent we have found your service, looking after my Dad. I immediately felt relieved when I first contacted you because I was dealt with efficiently, with care and with clear and precise information. All the help I received from the office was perfect and the actual care was reassuring for us as family. The carer enhanced my father’s dignity, worked with humour and respect and seemed to do everything with a lightness of touch.”

Oxfordshire Client’s Representative - February 2012

“Just wanted to say thank you to all at Country Cousins for the support you have given us over the last four years. You have never let us down and over the years we have met some interesting and caring people. We would have no hesitation in recommending you.”

Vale of Glamorgan Client’s Representative - March 2012

“I wanted to put in writing my gratitude and admiration for the care given to my parents. The carer returned on many occasions. Her warm, creative approach to any problem and sense of humour, combined with lots of skill and common sense, endeared her to all the family. There was a real bond between them and I do feel that the carer touched our lives for the better, in difficult circumstances.”

Norfolk Client’s Representative - April 2012

“I feel compelled to write to you about the lovely lady who was assigned to look after my mother. We could not have wished for a better person to look after her and we, as a family, could not fault the carer’s utter professional and caring nature whilst she lived in with our Mum. The carer is an absolute asset to your company.”

Manchester Client’s Representative - February 2012

TESTIMONIALS

“I wanted to put on record my gratitude and appreciation for all that the carer did to support me. It was obvious as soon as the carer arrived here that she had a wealth of care experience and knowledge of high level care needs. She was conscientious, discreet and very perceptive. She picked up the routine in record time. Over the weeks she has had no hesitation in going the extra mile to help me. She has a professionalism and dignity which are so reassuring.”

Dorset Client’s Representative - August 2012

“I want to say how very well the carers looked after my Stepmother. During the last year she has had many happy times. The carer’s company as well as their care made her live in the present rather than the past. She was thinking about what she wanted to do rather than dwelling on what she could no longer do. The carers both worked very hard, above what could reasonably be expected. They fulfilled the role of companion and friend, rather than that of paid help.”

Essex Client’s Representative - October 2012

“I am writing to thank you for providing me with a carer at very short notice and for giving me the support which was felt necessary. The carer proved to be a credit to your organisation. He afforded me the comfort of knowing I would be in good hands. Added to which, I found him to be the most delightful companion for various activities. In fact, I could not have asked for more, especially as his sense of humour is very compatible with my own. Thanks again for giving me the reassurance I needed, in such a charming person.”

Berkshire Client - October 2012





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