Kingsley HEALTHCARE

What changes on 11 November. What to do, and what to stop.

LIVE WEDNESDAY 11 NOVEMBER 2026

For care home teams · the Hub and Revenue at a glance

Contracts are now **built, signed and kept in Care Compass**. This is what you do from your first admission on 11 November, and what you can stop filling in.

Who does what · ALL USERS

THE CARE HOME
Reviews and **confirms** each contract, chases the signatures, **completes the admission**.

THE CARE ADVISORY HUB
Sends the confirmed contracts for signature. Sending is all the Hub does.

THE REVENUE TEAM
Checks the contracts in Care Compass, adds the financial accounts to Coldharbour and sets up the direct debit.

What to do · FIVE THINGS, EVERY ADMISSION

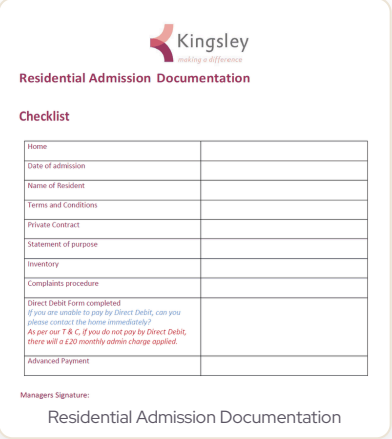
1. **Review and confirm** the contracts.
   The Care Advisory Hub then sends them out for signature.

2. **Complete the admission** on the day the resident moves in.

3. **Add the resident to Coldharbour.** UNTIL FURTHER NOTICE
   This one is coming off your list soon. We will tell you when.

4. **E-mail the Revenue Team about the admission, as usual.** UNTIL FURTHER NOTICE
   No need to attach the signed contracts: Revenue see them in Care Compass.

5. **Complete the admission checklist.** UNTIL FURTHER NOTICE
   This one is coming off your list soon. We will tell you when.
   The form is **Residential Admission Documentation**, shown here.


Kingsley
making a difference

Residential Admission Documentation

Checklist

Home	
Date of admission	
Name of Resident	
Terms and Conditions	
Private Contract	
Statement of purpose	
Inventory	
Complaints procedure	
Direct Debit Form completed *If you are unable to pay by Direct Debit, can you please contact the home immediately?* *As per our T & C, if you do not pay by Direct Debit, there will a £20 monthly admin charge applied.*	
Advanced Payment	

Managers Signature:

Residential Admission Documentation

Still yours to do · NOTHING HAS CHANGED HERE

Chasing the bill payer for their signature is still the home's. You have the relationship, so you make the call.
The system also sends a reminder automatically after **3 days** and again after **7 days**.

Turn over: seven things you no longer do, and who to call.

Kingsley HEALTHCARE

What you no longer fill in. Stop from 11 November.

LIVE WEDNESDAY 11 NOVEMBER 2026

Seven things to stop, and why

Stop doing these · FROM WEDNESDAY 11 NOVEMBER

STOP Building the contract in DocuSign

WHY Care Compass generates every contract from the financial assessment and the room booking. Nothing is typed twice, and nothing is sent from DocuSign.

STOP Saving signed copies to folders or FileStream

WHY A fully signed contract is attached to the opportunity, to the contract record and to the stay. There is nothing left to file.

STOP Sending signed contract packs to Revenue by e-mail

WHY The Revenue Team find signed contracts in Care Compass themselves. They see exactly what you see. No manual e-mails needed.

STOP Completing the resident admission form

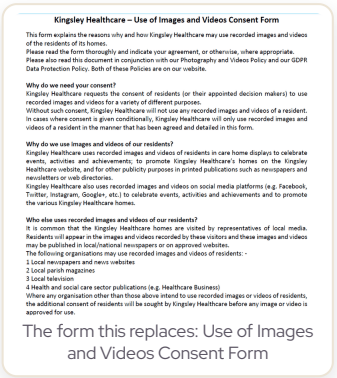
WHY Everything you captured on it is now held in **Care Compass** and **Coldharbour**, and some of it in **Nourish**.


Kingsley
Resident Admission Form
Home:
Resident Details
Title: First Name: Surname:
Date of Birth:
Next of Kin Details
Name: Relationship:
Address: Postcode:
Telephone Numbers:
Home: Mobile: Work:
Email Address:
Billing Details (if different from above)
Name: Relationship:
Address: Postcode:
Telephone Numbers:

The form this replaces: Resident Admission Form

STOP Completing the GDPR image and video consent contract

WHY It is captured in **Nourish** as a mandatory assessment. CRM, activities and hospitality can all see the consent there. If you need Nourish access, speak to your manager.


Kingsley Healthcare – Use of Images and Videos Consent Form

This form explains the reasons why and how Kingsley Healthcare may use recorded images and videos of the residents of its homes.
Please read the form thoroughly and indicate your agreement, or otherwise, where appropriate.
Please also read this document in conjunction with our Photography and Videos Policy and our GDPR Data Protection Policy. Both of these Policies are on our website.

Why do we need your consent?
Kingsley Healthcare requests the consent of residents (or their appointed decision makers) to use recorded images and videos for a variety of different purposes.
Without such consent, Kingsley Healthcare will not use any recorded images and videos of a resident. In cases where consent is given conditionally, Kingsley Healthcare will only use recorded images and videos of a resident in the manner that has been agreed and detailed in this form.

Why do we use images and videos of our residents?
Kingsley Healthcare uses recorded images and videos of residents in care home displays to celebrate events, activities and achievements; to promote Kingsley Healthcare's homes on the Kingsley Healthcare website, and for other publicity purposes in printed publications such as newspapers and newsletters or web directories.
Kingsley Healthcare also uses recorded images and videos on social media platforms (e.g. Facebook, Twitter, Instagram, Google+, etc.) to celebrate events, activities and achievements and to promote the various Kingsley Healthcare homes.

Who else uses recorded images and videos of our residents?
It is common that the Kingsley Healthcare homes are visited by representatives of local media. Residents will appear in the images and videos recorded by these visitors and these images and videos may be published in local/national newspapers or on approved websites.
The following organisations may use recorded images and videos of residents: -
1 Local newspapers and news websites
2 Local parish magazines
3 Local television
4 Health and social care sector publications (e.g. Healthcare Business)
Where any organisation other than those above intend to use recorded images or videos of residents, the additional consent of residents will be sought by Kingsley Healthcare before any image or video is approved for use.

The form this replaces: Use of Images and Videos Consent Form

STOP Starting a new lead for a returning resident

WHY Use **Readmit** on their discharged stay. It clones the previous opportunity, so their history and contacts stay joined up.

STOP Starting a new lead or opportunity for a respite conversion

WHY Discharge the respite stay, then use **Readmit** on that discharged stay. A permanent stay means new permanent contracts, so you still need a financial assessment, a room and contracts.

Before you confirm, call us · ANY CONTRACT QUESTION

Ring first when

- A bill payer has no e-mail and cannot sign in person at the home
- A bill payer cannot pay by direct debit
- Any other contract-related query

CONTRACTS & CARE COMPASS
Nelka
Ext. 2731

CONTRACTS & CARE COMPASS
Aaron
Ext. 1951

Step by step: the two-page **Quick Reference** (02) for care home teams. Can't sign in? Kingsley IT, as usual.