

AR17 - Service Users' Handbook



Service User's Handbook

Section 1 Welcome to

Tel: 08448247788

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Part 4 – Service Contract (2 copies – Service User's and Provider's)

- | If you require a copy of this handbook in large print, or in a language other than English, please ask any member of staff.
- | This copy issued to:
- | Room number:

Important: Part 2 of this handbook must be sent to your regional **CQC** office when it is first brought into use. The **CQC** must also be sent a copy within 28 days if the content of any of the documents in Part 2 are changed in any way.

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PART 1 WELCOME TO

- | On behalf of and all of our staff, we welcome you, your family and your friends. We hope that you will be happy with us at and will continue to enjoy your current recreational and social pastimes and contacts in addition to those which we can offer you after joining us.
- | We want you to continue to enjoy your day-to-day life in the same way that you do at present.
- | The contract of admission (attached) states that the first month of your stay will be on a trial basis, to ensure that you are satisfied that you have made the right decision. At the end of the month, we will consult with you and, if appropriate and with your permission, your family, and seek your views as to whether you wish to stay with us or move elsewhere. If you decide to stay with us, your admission will be confirmed. If you decide to leave, we will support you fully in that decision, and help you to find alternative accommodation.

The Background of

Wellbeing Residential started in the winter of 2005, and has developed 3 residential sites with an accompanying home care service in Lincolnshire and Manchester

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Section 2 Statement of Purpose

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PART 2 'S STATEMENTS OF PURPOSE

AIMS & OBJECTIVES OF

Welcome

Accommodation for persons that require nursing or personal care

- | A pre-admission assessment will be carried out to assess the suitability of the match between your needs and the services and facilities of the home. The suitability of your admission will be discussed with you and, if appropriate and with your permission, your representative(s).
- | Emergency admissions will be accepted only in exceptional circumstances, where the health or safety of the Service User is under threat, and normally only through a professional referrer such as Social Services. In this event, the suitability of the proposed Service User will be discussed with the professional referrer to ensure that the needs match the services offered, and the normal pre-admission assessment will be carried out within 48 hours of admission.

care objectives

The Home aims to: *Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. *Treat all people who live and work at The Home and all people who visit with respect at all times. *Uphold the human and citizenship rights of all who live, work and visit here. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Details of Registered Provider, Nominated Person and Registered Manager

| Registered Provider:

- | Name:
- | Address:
- | Experience: Over a Decade in the Care Industry

| Nominated Person:

- | Name: Bob Dhaliwal
- | Address: ,
- | Experience: Over a Decade in the Care Industry

| Registered Manager:

- | Name: Ms Tracey Klue Tracey@wellbeingcaregroup.com 01775760563
- | Address: ,
- | Qualifications: Registered Manager Award Level 5, complimented by numerous care associated training certificates

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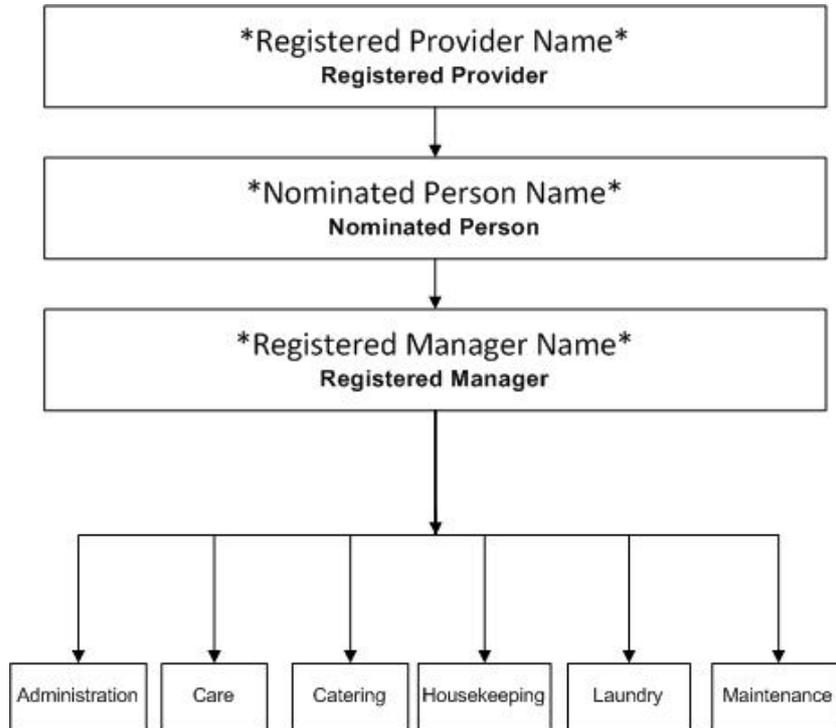
- | Experience: Over 15 Years in the Care Industry

Staff Profile

- | A list of current staff and their qualifications is available on request and on display in the Home. In addition to the staffing levels shown the Manager of the Home works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be increased at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the Home is staffed by the appropriate number and skill mix throughout the day and night, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve NVQ level 2. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.
- | New employees are inducted to National Training Organisation Standards within six weeks of employment, and complete an NTO approved foundation level training course during their first six months. We manage and train our employees with the aim that all of our carers achieve QCF Diploma Level 2. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action, health and safety and a range of other areas.

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Organisation of The Home



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Description of Our Services and Facilities

Services Offered:

- | Personal care, all meals, laundry, room cleaning, social activities, personal grooming including hairdressing.
- | Hairdressing, chiropody, physiotherapy, opticians and dental services are also available from independent contractors at reasonable rates. will arrange for the Service User to have access to these services; the contractors will state their costs and terms of business directly to the Service User. You should normally receive and deal with payments to such contractors yourself, but if this is not possible you are asked to discuss the matter with the Manager with a view to agreeing suitable alternative arrangements.
- | Service User Care Plans are reviewed on an individual basis, according to assessed need, at least every month.

The physical environment:

- | Service User at enjoy the following facilities:
 - | A full automatic fire alarm system, and an emergency lighting system;
 - | A room call system covering each room;
 - | A distinct dining area, where the menu choice for several days in advance is displayed;
 - | The Care Home is Registered to provide care for persons requiring personal care without nursing, most of the rooms have a private WC, and all have a hand wash basin..

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Room Dimensions

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Communications

Service User / Principal carers committee

- | The committee provides a recognised forum for the airing of the views of Service Users and principal family carers. Participation in decision-making is encouraged and valued. A member of staff acts as secretary to the committee.
- | Any funds raised by events are held in a separate account, the signatories of which are one staff member and one Service User representative, and are available only for use in ways approved and controlled by the committee.

Keeping in touch

- | Visitors are very welcome at the home at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your well-being. We will always try to enable you to speak directly to the person telephoning, and if that is not possible we will pass on messages for you.
- | Visitors are asked to sign in and out in the visitor's book to comply with health and safety requirements. We also request that all visitors comply with health and safety notices, and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge.
- | Special news, details of staff changes, changes in the organisation of the home, minutes of the Service User's meetings and advance notice of events will be posted on a notice board in a public area.
- | A telephone for your use is available, at wheelchair users' height, and with a comfortable seat adjacent. Any member of staff will help you to access the telephone if you need help. It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills. You are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff.
- | Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly.
- | Links with the community are encouraged. Your Key Worker will help you to maintain your network of friends and family, and also help you to visit shops and places of interest.

Property Location

- | The Care Home is situated in the heart of the town, with excellent transport links within a couple of hundred yards.

Call bell system

- | A call bell system call point is located in your room and at appropriate points throughout the home, enabling you to summon assistance from staff at all times. You should always feel comfortable calling for help at any time of the day or night, whenever you require it.

Therapeutic Activities

- | has a policy of actively promoting the maintenance of Service Users' normal social networks and social activities. Each Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies such that that staff are made aware of these, and the Service User is offered access to those networks and activities which are appropriate and desired. The policy of the home is that activities and networking support are a part of normal daily living, and support for access will be available at all times. The Home possesses some specialised equipment for the use of Service Users with sensory loss such as loss of sight and hearing

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Making a Complaint and Giving Compliments

- i We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, and we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.
- i Our commitment is that:
 - i All complaints will be taken seriously;
 - i All complaints will be acted upon with fairness and impartiality;
 - i You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
 - i If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
 - i Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- i Service Users and their representatives may take their complaints to persons in authority outside the home. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded Service User, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

<p>Director of Social Services:</p> <p>Spalding and Bourne County Offices, Newland, Lincoln, LN1 1YL Telephone: 01522-552222</p> <p>Salford Salford Civic Centre, Chorley Road, Swinton, Salford, M27 5AW</p>	<p>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p>
<p>Local Clinical Commissioning Group:</p> <p>(Saplding and Bourne) NHS South West Lincolnshire CCG South Kesteven District Council Offices, St Peter's Hill , Grantham, Lincolnshire, NG31 6PZ</p> <p>(Salford) St James House - 7Th Floor ,Pendleton Way, Salford, Lancashire, M6 5FW</p>	<p>The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk</p>

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Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Location Spalding And Bourne

Lincs2Advice , 5 Mill House, Carre Street, Sleaford, Lincolnshire, NG34 7TW

Location Salford

**Mind in Salford
The Angel Centre
1 St. Philips Place
Salford
M3 6FA**

**0161 212 4880
info@mindinsalford.org.uk**

N/A

Arrangements for your voting rights can be made through the:

South Holland District Council (Spalding) South Holland District Council Priory Road, Spalding, Lincolnshire, PE11 2XE

South Kesteven District Council (Bourne) 3 Abbey Road, Bourne, Lincolnshire, PE10 9EF

Salford City Council (Salford) Electoral Services team, Salford Civic Centre, Chorley Road, Swinton, M27 5DA

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on admission and subsequently published on the notice board in the home, and copies are available from the manager at any time.

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Complaints Form

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):

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Privacy and Dignity

- | We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy:

- | All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs.
- | Service Users' personal rooms will have a lock fitted such as is appropriate to their needs, and the Service Users will be provided with a key unless a documented risk assessment indicates that this is inappropriate. Decisions in this respect will be recorded in the Service User's Plan and signed as agreed by the Service User or Advocate.
- | All Service Users will have access to a locked cabinet in their room, or to a locked cash box.
- | Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed.
- | Any building or equipment fault which reduces the privacy of any Service User must be reported to the Registered Manager.
- | Staff will not discuss Service Users or their affairs within earshot of anyone not directly concerned with their care. Discussion of Service Users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip.
- | Service Users will always be offered privacy for personal discussions.
- | Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- | Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

Service Users' dignity:

- | Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- | You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- | Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity, such as feeding, you will be offered privacy and sensitivity in order that you are not embarrassed.
- | Bedrooms, bathrooms and WCs have locking mechanisms on the doors, and staff are trained to knock and wait for your invitation before entering the room.

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Section 3 Service User Guide

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PART 3 Service User's Guide

PHILOSOPHY OF CARE

All people who live and work at The Home and all people who visit will be treated with respect at all times. We aim to offer skilled care to enable people who live here to achieve their optimum state of health and well-being. We uphold the human and citizenship rights of all who live work and visit here. Individual choice and personal decision-making are the right of all Service Users and will be supported by all the people who work here. The right of independence will be respected and encouraged for all Service Users by the caring activities within the Home. The individual uniqueness of Service Users staff and visitors will be recognised and these people will be treated with dignity and respect at all times. The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner. We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Principles and Values Underpinning Our Services

- i is committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Because of this, in the first instance, is committed to meeting the needs of those people entrusted to our care. Usually we see no conflict between meeting the needs of Service Users and those of workers. Where such conflict exists, the needs of Service Users must take precedence. The basic principles underlying our support to vulnerable people include:
 - i **Privacy of Service Users** - The care worker recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both their personal affairs and their belongings. Written permission will be sought for access to Service Users' records.
 - i **Confidentiality of Information** - The Service User's rights to confidentiality must be safeguarded. The care worker will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in their care.
 - i **Access to Information** - Every Service User has a right to information about the objectives of their care and a detailed explanation of the service being offered.
 - i **Discrimination** - The care worker will not discriminate against Service Users on the grounds of race, nationality, language, gender, religion and beliefs, age, sex or sexual orientation or social standing. The care team must not discriminate between Service Users who pay directly for their service and those who do not.
 - i **Personal Dignity, Independence and Individuality** - Irrespective of the severity of their physical difficulties or mental infirmity, this will be respected and maintained. The care worker will recognise and respect, regardless of circumstances, the uniqueness of each Service User and their intrinsic value as an individual. Dignity in social care occurs when each person is valued and treated with respect in all aspects of their daily life whatever their circumstances or level of dependency. To have skilled, sensitive care to enable the Service User to achieve the highest possible quality of life.
 - i **Fulfilment of aspirations** - To have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. Service Users will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
 - i **Consultation** - Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. They will also be fully involved in and fully informed about, the individual assessment of their care needs. Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. 's commitment will be to find the best and most cost effective way of meeting the Service

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User's needs and aspirations. Service Users will be supported to make informed choices about their future, which should be incorporated into their personal Care Plan.

- i **Personal Choice** - The care worker will support each individual Service User to exercise, to their full potential, personal choice in opportunities and lifestyle. The care worker will ensure that the person for whom they care has a say in decisions about the provision and extent of their Care Plan, the frequency and regularity at which it is reviewed, and over the withdrawal of any service. Where, for reasons of mental frailty, the person who is being cared for is not able to participate fully in the development and review of the Care Plan, consideration will nevertheless be given to his or her wishes, as far as these are expressed and are practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.
- i **Review** - The Service User will have a regular review of their individual circumstances at which they have a right to be present.
- i **Services Information** - The Service User will be fully informed about the Services provided by .
- i **Legal Rights** - The Service User will be fully informed about their legal rights.
- i **Medication** - The Service User will be fully informed about their medication needs and to make decisions about their medical treatment whenever possible.
- i **Family and Friends** - The Service User will be supported to maintain continued access to family, friends, facilities and the community.
- i **Complaints** - The Service User will have access to a formal complaints procedure and will be able to be represented by a friend or adviser if they so wish.
- i **Supporting independence of Service User** - The Service User will be supported to take risks to the extent that they do so on the basis of their own informed opinion. Service Users will have the opportunity to think, act and make decisions without reference to another person, and without other unreasonable restrictions. This will include the capacity to incur a degree of calculated risk.
- i The principles outlined above must be guided by prior commitments imposed by health and safety or statutory requirements.

Confidentiality

- i Our policy is that any information about Service Users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, some information will be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge. The Service User or, where appropriate, their principal Carer will be consulted where appropriate before information is released.
- i Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way.
- i Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
 - i Making sure our services meet your needs;
 - i Helping staff to review the support they provide to you to help them achieve the highest standards;
 - i Investigating complaints or legal claims;

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- i Auditing of our services.
- i Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:
 - i GPs;
 - i District Nurses;
 - i Other health professionals;
 - i Social workers;
 - i Care Quality Commission.

Gifts, Wills and Other Documents

- i Employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the home may be a beneficiary under a Will of any past or present Service User. Gifts to staff are subject a clients mental capacity and must only be of small value.

Service User's Personal Fulfilment

- i The aim of is to actively help Service Users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise.
- i Staff will take an interest in things that Service Users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service Users in continuing to use their skills and in following their interests if they so wish, and in facilitating a varied range of new skills and interests for Service Users to pursue if so desired.
- i Service Users will be involved in the devising of their Care Plan, and if they are unable to communicate effectively then a family member, friend or external advocate will work on their behalf.
- i Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service Users' potentials. They will attend to the complete needs of the individual person irrespective of how the Service User's disabilities affect them. All Service Users are equal and unique human beings and will be offered help and Services according to their own unique needs, irrespective of race, gender, sexuality, culture or state of health.

Risk Taking & Risk Management

- i Staff at understand that there is a delicate and difficult balance between Service Users' self-determination in risk taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others. The issue is further complicated when a Service User may not be able to make informed decisions, for instance because of communication difficulties.
- i The assessment of risk is addressed as part of the admission process for each person and the results are integrated into the Care Plan. By this process of integration the views of the Service User, principal carer, family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.
- i The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which aims to undertake to meet the Service User's own wishes about their lifestyle:
 - i Privacy and use of rooms and bedrooms;

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- i Going out alone;
- i Visitors;
- i Visiting outside ;
- i Attendance at clubs and centres;
- i Going to places of worship and other external activities;
- i Engaging in leisure and recreational pursuits;
- i Carrying identification;
- i Restricted areas in , such as the kitchen and outbuildings;
- i Bathing;
- i Use of stairs;
- i Degree of independence.

Service Users and Equal Opportunities

- i All Service Users have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practice.
- i Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.
- i All complaints will be recorded in such a way as to highlight repeated problems.

Becoming a Service User

- i The first step is to visit our organisation with your principal carers or friends to look around and be introduced to our Service Users and staff. The Registered Manager or one of our senior staff members will be very pleased to provide transport and an escort for a visit if you telephone the home to ask. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at . This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and the home as to whether admission to the home is appropriate. In common with all records regarding Service Users, the assessment(s) will be made with your full knowledge, your co-operation, and the records will be shown to you and be available to you at any time.

If you are assessed as a Service User, you will be allocated a Key Worker Care Assistant who will help you with your individual personal and recreational needs.

- i The Registered Manager or one of our team will visit you in your home, or in hospital if necessary, and will document a pre-admission assessment with you. This initial set of information will form part of your Care Plan which illustrates and reviews how your family and our staff gain understanding of how we can use our skills for an overall improvement to your health and wellbeing.
- i If you have any questions please discuss them with your Key worker, or contact the Registered Manager, who will be very happy to answer any questions. The home manages pre-admission and admission according to a detailed Policy and Procedure, a copy of which is available within the home and on request.

Living in the home

Car Parking

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- Car Parking is available in the car park provided.

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Smoking

- In accordance with legislation, the home allows smoking in designated rooms only. Smoking is therefore not permitted anywhere else on the premises.

Fire Precautions

- carries out a full fire risk assessment on its premises and procedures, takes steps to ensure that the risk of fire is minimised, has sound practices in place as a precaution against any the incidence of fire, ensures that staff are well trained to avoid fire risks, and takes steps to ensure everyone's safety in the event of a fire. is subject to inspection by the Fire Brigade in addition to our own fire safety surveys and assessments, and is covered by an effective fire alarm. If you become aware of any potential fire risk, please immediately inform a member of staff.

Hobbies, Interests and Activities

- Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests please let us know so that we can make arrangement for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally you are free to choose whether to join in or not. There are quiet corners in where you can relax if you wish to be peaceful. The Care Home provides a varied and comprehensive activities schedule, with the use of our minibus. All Social Care Equipment that is deemed necessary under a residential care facility without nursing is available. The Facilities offer an environment which caters for the individuals needs

Religious observances

- Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private or individual devotion on the premises.

Meals

- We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises from fresh produce purchased locally. We are happy to provide meals for visitors, if reasonable notice is provided. Meals are prepared on the premises, from fresh produce wherever possible. We are happy to provide meals for visitors, if reasonable notice is given.
- At present, mealtimes are:

Early morning drinks	As requested by the service user
Breakfast	As requested by the service user
Tea & coffee	In the Morning as requested
Lunch	as requested by the service user
Evening meal	as requested by the service user
Tea & coffee, & supper	in the evening as requested

Services Available

Shopping

- Should you wish to go shopping, your Key Worker or our activities organiser will take you. The Care Homes Operate a Mini Tuck Shop Trolley with Basics for Hygiene, Food and Drink, however we offer a full shop service via any of the major online shops that provide a delivery service. The local Newsagents arrange for Reading Materials.

Transport

- Our policy is that all Service Users will have transport arranged for them for appointments, and whenever possible, they will have access to a Health Service Ambulance. An escort to appointments will be provided by .

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- | Taxis will be arranged (charged to the Service User at the full cost) if necessary for relevant appointments where other arrangements cannot be made and properly adapted coaches for disabled Service Users will be hired for outings where possible.
- | All Service Users will be supported to have access to a vehicle for personal transport and all efforts will be made to assist the Service User in retaining their independence.

Keeping pets

- | Wherever possible, the keeping of pets will be encouraged on the basis of their beneficial and positive influence on Service Users' lives. We also have regular visits from the (well behaved) pets of Service Users and relatives.

Medical Services

- | You are encouraged to retain your own GP, who may attend to you when requested. However, if your GP cannot attend to you in the home, or you wish to change GP, we can provide you with a list of local GPs for you to choose from and we can ask the practice to register you. You can of course choose the gender of your GP.

A visiting physiotherapist can be arranged

- | The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Service Users

A visiting chiropodist can be arranged

- | The Community Chiropodist may attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Service Users

Dentist or Optician

- | You may also request to see a dentist or an optician as required, and they can be seen at the home, or by accompanied visits to their practices. Again, they will charge the Service User as appropriate.

Community Nurse

- | If you are assessed as "residential", you can have visits from the Community Nurse.

Counselling Services

- | There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled.

Personal Development

- | will support you in gaining access to suitable education and All staff are promoted to enroll with our training provider for vocational training. We expect at least 50% of our staff to be on the training programme courses in the community in order to enable you to maintain your interests.

Communication

- | To assist you in maintaining contact with your family and friends, offers:
 - | A public telephone and an extension which can be used in the privacy of your own room;
 - | The ability to have your own telephone in your room (at your own cost);
 - | Fax facilities;

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- Further Information regarding the Contact facilities can be sort from the care home manager.

Fees

- You will be given a contract of admission together with this handbook. In brief the arrangements on fees are:
 - If you are fully self-supporting, meaning you are not in receipt of support from a Social Services Department, then you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to the home, for example by setting up a standing order. Fees are proportionately refundable on discharge.
 - Privately funded Service Users whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. An application should be made for this support well in advance of reaching the relevant capital level in order to ensure both continued payment of fees, and preservation of capital.
 - If you are supported by a Social Services Department or other public body then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their portion directly to the home. Your benefits will be paid into your bank account, or that of your representative, and the portion due to must be paid to regularly, with a minimum frequency of every two weeks. Those in receipt of benefit are entitled to a weekly general spending allowance. If the allowance is paid to the home by Social Services etc, the allowance will be given to the Service User weekly by . If the benefits are received by the family of the Service User, then they are responsible for delivering the allowance to the Service User and paying the balance to the home for fees.

Other charges

- Where the home supplies items such as toiletries for purchase by Service Users, payment should if possible be made at the point of purchase to minimise administration costs. All such items are sold at normal retail prices. If payment is not made at the point of purchase, a credit account will be kept for the Service User and an invoice raised, otherwise an account will be kept and invoiced in arrears at the cost to the Provider. (If left blank, defaults to payment in cash as goods are supplied.)

Elections

- You are fully entitled to vote in all local and national elections while you are Service User in the home, for the constituency in which the home is located. We will ensure that you are recorded on the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you in the Register for an election. If you wish, the home will arrange for a postal vote.

Key Workers

- In order for you to receive quality care, we have initiated a Key Worker system. You will be allocated a Carer who will be your Key Worker for your needs. They will undertake to identify your needs with you and ensure that they can be met through a Service User Plan to ensure that your health gains are maximised.
- The aim of the Key Worker system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect. The Key Worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and social and medical circumstances, all of which will be entered into your Care Plan.
- The Key Worker will also assess your psychological and physical capabilities. Previous work and hobbies will be noted, as well as your preferences with regard to activities and food, and a personal programme of care will be devised accordingly. Your preferences and responses with respect to each activity session, both individual and group, will be recorded in the Service User Plan.
- Your Key Worker will be the main point of contact for you and your principal carers/relatives, and will be available to answer any questions, to support your daily care routine and to simply have a chat with you whenever you so

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wish. They will also arrange for meetings to review your Service User Plan periodically with you and your family or friends, and to measure the progress of your care programme.

- | Obviously not everyone gets on with each other. If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and, where appropriate, a new Key Worker will be assigned to you if this is appropriate.

Personal property

- | Service Users are encouraged to bring personal possessions into the home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and room is made available.
- | In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of that the Service User is responsible for keeping a record of their property if they so wish, and to ensure its safekeeping.
- | Lockable space is provided in each room for small items of value. By special arrangement, the home will arrange for the safekeeping of items of value, for which it will accept responsibility.
- | The home insures Service Users' property to a total of 250 each. Any single items of value, or property which totals more than 250 should be insured by the Service User personally.

Electrical safety

- | All electrical equipment brought into the home on or after admission must be presented to the Maintenance department before use in order for its safety to be checked.

Risk and hazard

- | We encourage Service Users to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations we request that Service Users ask for food to be appropriately stored, such as in a refrigerator. Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.

Service User's checklist

- | The following checklist is meant as a guide to help with your requirements in the home:

Clothes (as a minimum):

- | 3 sets of day clothes;
- | 7 sets of underwear;
- | 3 sets of pyjamas or nightdresses;
- | Dressing gown and slippers;
- | Shoes and appropriate hosiery.
- | Where possible we would ask that you please see that the items are clearly and permanently marked with your name in order to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use.
- | We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for hand-washing is limited. We will be happy to arrange for your clothing to be collected together for laundering off the premises by, for instance, your family, if you prefer. Dry cleaning is

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arranged off-premises, at your own expense.

Toiletries

- | Toothbrush, toothpaste/denture cleaner.
- | Soap, face flannel.
- | Shaving material.
- | It is important that you bring with you any items such as:
 - | Spectacles, magnifying glass;
 - | Hearing aid;
 - | Walking stick;
 - | Writing materials, stamps;
 - | Radio/TV.
- | Please bring with you all medications that you are currently using, plus your Health Service Medical Card.

Inappropriate behaviour

- | Inappropriate behaviour is the systematic maltreatment, or physical, sexual, emotional or financial abuse of one person by another.
- | is committed to preventing inappropriate behaviour and if a Service User, carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member, or use the formal complaints procedure.
- | Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

Fire safety

- | We ask for your cooperation in paying attention to fire safety and fire prevention.
- | The following points should be observed:
 - | Please abide by the smoking rules; smoking is only allowed in formally designated smoking areas.
 - | Please do not store possessions next to a source of heat.
 - | Please turn off your electrical equipment when you have finished with it.
 - | Make sure that you have all of your personal electrical equipment checked by our maintenance engineer before you use it in the home.
 - | When you are leaving the home please notify a member of staff; similarly, do so when you return, so that the staff are always aware of who is on the premises.
- | Please ask your visitors to sign our visitor's book, so that staff are aware of who is on the premises.

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Service User's Handbook

Section 4 Contract – Service User Copy

Tel: 08448247788

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This agreement is between:

- | "The Provider": whose registered office is at
- | "The Service User": the person named in Schedule 2 (see below).
- | "The Advocate": the person named in Schedule 2 (see below).

1. The Service and Charges:

1.1. The Provider agrees to provide the care Services set out in the Service User Plan to the Service User upon the terms and conditions set out below.

1.2. This contract consists of this document together with all preceding and following correspondence, provider information and informal promises, including the contents of any brochure, booking details, Service Users handbook and Service User Plan.

2. The Service User shall pay the Provider:

2.1. A weekly/hourly fee of £_____ for the Service specified.

3. Fees are charged as follows:

3.1. Fees invoices are raised Invoices are normally created based on a monthly in advance. in arrears. Payments are due within fourteen days and must be paid by cheque or standing order.

3.2. Fees are charged in minimum units of one day, being one seventh of the weekly fee, in respect of a 24-hour period between midday one day and midday the next, or part thereof.

3.3. In the event that a third party, such as a relative of the Service User to which this agreement refers, agrees to make payments to the Provider in part or full payment of the fees charged to the Service User under this agreement, then that third party will be regarded by the Provider as bound by the terms of this Contract, and liable for the payments agreed.

4. Payment by the Service User to the Provider may be made in one of two ways:

4.1. **Wholly self-financing Service Users:** In the case of wholly self-financing Service Users, payment will be by standing order Invoices are normally created based on a monthly in advance., two weeks after the beginning of the Invoices are normally created based on a monthly in advance., without reminder.

4.2. Persons partly or wholly funded by a third party:

4.2.1. This contract applies to all self-funding Service Users, who have a direct relationship with . In the case of Service Users wholly or partly funded by third parties such as Social Services, a Clinical Commissioning Group, or an Insurer, the contract is complementary to but does not replace any direct and relevant contracts which the Provider has with those bodies;

4.2.2. In the case of Service Users wholly funded by a third party, the Provider will execute a separate contract for fee payment with the third party, and this contract will only apply insofar as it refers to matters other than the payment of fees;

4.2.3. In the case of Service Users partly funded by a third party, this contract will apply in full, except that the fees due from the Service User will be the additional amount payable by the Service User to fund the difference between the part payment made by the third party and the full fee.

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5. Summary of the Services provided, and the respective charges:

5.1.

Date of this agreement:	
Date of commencement of contract (admission):	
Date of termination of contract (short stay only):	
Agreed weekly fee on admission:	£
Room type agreed (single or double):	
Funding source(s) agreed (delete as appropriate):	Self
	Third Party
	Social Services
	Health Authority
	Other (specify)
Room number agreed:	
Type of care (tick):	Residential – Lower rate
	Residential– Higher Rate
	General Nursing
Other (specify):	

5.2. The weekly fee includes accommodation and normal personal and nursing care.

5.3. The weekly fee excludes:

5.3.1. Hairdressing

5.3.2. Chiropody, opticians etc

5.3.3. Purchase of new clothing

5.3.4. Newspapers where specifically for the Service User

5.3.5. Laundering of delicate items which cannot be laundered in the high temperature commercial washers used by the provider.

6 Additional Charges

6.1 Charges additional to fees should be paid day-to-day by the Service User as goods and Services are consumed, otherwise an account will be kept and invoiced 4 weekly in arrears at the cost to the Provider. , otherwise an account will be kept and invoiced in arrears at the cost to the Provider. (If left blank, defaults to payment in cash as goods are supplied.)

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Schedule 1 – TERMS AND CONDITIONS

1. Commencement and duration

1.1. This care Agreement will commence on the date of commencement of Service as stated in the Summary of Agreement. The first month of this care Agreement will be regarded as an assessment period. This is to enable the Service User to decide if the arrangements are right for them. Seven days notice of termination is required by either party during this period. In the event of either or both of the parties choosing to terminate the agreement, the agency will provide the Service User with information about alternative providers and support them in making a choice, and support their transfer. At the end of the assessment period the Provider will arrange a meeting of those persons concerned with the service, with the objective of reviewing the decision and deciding on permanent arrangements

1.2. Following the assessment period termination will occur when the following applies:

1.2.1. Either party gives four weeks' notice.

1.3. In the case of the temporary absence of the Service User from their home the fees payable during the absence will be offer of 5% after a prolonged absence, this is only after a request has been made, but made at the discretion of the company. of full fees subject to a maximum period of Will be decided at the discretion of the company. Absences of longer than six weeks will be individually negotiated.

2. Payment

2.1. The Service User shall pay punctually (without previous demand) to the Provider the fees noted in the Summary of the Agreement.

2.2. The Provider shall be at liberty to vary the fees upon giving one month's prior notice to the Service User.

3. Benefit Payments

3.1. Benefit payments (such as Income Support) paid to the Service User or their representative during and following the residency in respect of the residency are paid for the purpose of paying fees charged by the home; other disbursements are fraudulent and failure to pay the Benefits to the home immediately on receipt will give rise to a report to the Department of Work and Pensions Fraud Unit

4. Interest

4.1. Interest shall be payable by the Service User on:

4.1.1. Overdue instalments;

4.1.2. All other sums payable or which become payable under this Agreement which are unpaid from the due date of payment

4.2. Interest will be charged at 4% above Bank of England Base Rate from time to time prevailing.

4.3. Any interest payable under sub-clause 4.1 above shall run from day to day and shall accrue after as well as before any judgement.

5. Terminations by the Provider

5.1. The Provider may give notice of termination in the event that any of the following events occur:

5.1.1. The Service User fails to pay any sum payable under this Agreement on its due date (whether previously demanded or not);

5.1.2. A bankruptcy petition is presented against the Service User or the Service User has a bankruptcy order or an interim order made against them under the relevant Insolvency Act at the time, or (in Scotland) becomes notour

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bankrupt or is sequestrated;

5.1.3. The Service User commits any breach of the terms and conditions (whether explicit or implied) of this Agreement;

5.1.4. Any attachment order is made against the Service User or any distress diligence execution or other legal process is levied on any property of the Service User;

5.1.5. The Provider considers with confirmation by a health professional or social worker that the Service User requires a level or category of Service which cannot be provided by the Provider then in any such event, and without prejudice to any other rights and remedies which the Provider may possess, the Provider shall be entitled to terminate this Agreement and, subject to the provisions of clause 6 below and any pre-existing liabilities of the Service User hereunder, neither party shall have any rights as against the other.

5.1.6. The Service User exhibits behaviour which the Provider considers, with confirmation by a doctor or independent care worker, is persistently unsociable to such an extent that they seriously affect the well being of staff of the agency.

5.2. The provider will in no circumstances ask a Service User to leave unless alternative accommodation is available.

6. Liability of the Service User with respect to termination by the Provider

6.1. Upon termination of this Agreement pursuant to the provisions of clause 4 above the Service User shall pay to the Provider on demand all sums payable under this Agreement up to the date of termination.

7. Termination by Service User

7.1. Upon termination of this Agreement by the Service User, the Service User shall forthwith pay to the Provider all sums payable under this Agreement.

8. Advocacy

8.1. If, through illness or infirmity the Service User is unable to sign this care Agreement themselves, the person who signs this care Agreement accepts the responsibilities detailed within the Agreement including the payment of fees and other charges.

9. Insurance

9.1. The provider's insurance policies cover accidental and other damage to Service Users' personal effects up to a maximum value of 250 per Service User per incident.

10. Notices and Services

10.1. Any notice or other information required or permitted to be given by either party under this Agreement shall be deemed to have been validly given if served personally upon that party or if sent by first class pre-paid post, either to the address of that party, as stated above, or to their last known address.

10.2. Any notice or other information sent by first class pre-paid post shall be deemed to have been received by the other party within 48 hours after the date of posting.

11. Acceptance

11.1. This Agreement shall be deemed to be made on the date when it is signed by the Provider, or when the Service commenced, whichever is the earlier.

12. General

12.1. Where two or more persons are stated to be the Service User in Part 1 of the Schedule each of those persons shall be jointly and severally liable for the performance of the obligations of the Service User set out in this Agreement.

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Schedule 2 – The Parties

The Service User and/or The Advocate			
Surname:		Surname:	
First name(s):		First name(s):	
Address:		Address:	
Tel No:		Tel No:	
Signed by the Service User or Advocate:			
Signed for and on behalf of :			
This agreement is dated the:			
Day of:			
In the year:			
(Instructions: Two copies of this agreement to be completed and both signed on behalf of . The Service User or Advocate to sign both copies, one copy to be retained by and one copy retained by the Service User or Advocate).			

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Service User's Handbook

Section 5 Contract – Provider's Copy

Tel: 08448247788

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This agreement is between:

- | "The Provider": whose registered office is at:
- | "The Service User": the person named in Schedule 2 (see below)
- | "The Advocate": the person named in Schedule 2 (see below)

1. The Service and Charges:

1.1. The Provider agrees to provide the care Services set out in the Service User Plan to the Service User upon the terms and conditions set out below.

1.2. This contract consists of this document together with all preceding and following correspondence, provider information and informal promises, including the contents of any brochure, booking details, Service Users handbook and Service User Plan.

2. The Service User shall pay the Provider:

2.1. A weekly/hourly fee of £_____ for the Service specified.

3. Fees are charged as follows:

3.1. Fees invoices are raised Invoices are normally created based on a monthly in advance. in arrears. Payments are due within fourteen days and must be paid by cheque or standing order.

3.2. Fees are charged in minimum units of one day, being one seventh of the weekly fee, in respect of a 24-hour period between midday one day and midday the next, or part thereof.

3.3. In the event that a third party, such as a relative of the Service User to which this agreement refers, agrees to make payments to the Provider in part or full payment of the fees charged to the Service User under this agreement, then that third party will be regarded by the Provider as bound by the terms of this Contract, and liable for the payments agreed.

4. Payment by the Service User to the Provider may be made in one of two ways:

4.1. **Wholly self-financing Service Users:** In the case of wholly self-financing Service Users, payment will be by standing order Invoices are normally created based on a monthly in advance., two weeks after the beginning of the Invoices are normally created based on a monthly in advance., without reminder.

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4.2.2. In the case of Service Users wholly funded by a third party, the Provider will execute a separate contract for fee payment with the third party, and this contract will only apply insofar as it refers to matters other than the payment of fees;

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5. Summary of the Services provided, and the respective charges:

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Date of this agreement:	
Date of commencement of contract (admission):	
Date of termination of contract (short stay only):	
Agreed weekly fee on admission:	£
Room type agreed (single or double):	
Funding source(s) agreed (delete as appropriate):	Self
	Third Party
	Social Services
	Health Authority
	Other (specify)
Room number agreed:	
Type of care (tick):	Residential – Lower rate
	Residential– Higher Rate
	General Nursing
Other (specify):	

5.2. The weekly fee includes accommodation and normal personal and nursing care.

5.3. The weekly fee excludes:

5.3.1. Hairdressing

5.3.2. Chiropody, opticians etc

5.3.3. Purchase of new clothing

5.3.4. Newspapers where specifically for the Service User

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6. Additional Charges

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4.1.2. All other sums payable or which become payable under this Agreement which are unpaid from the due date of payment

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4.3. Any interest payable under sub-clause 4.1 above shall run from day to day and shall accrue after as well as before any judgement.

5. Terminations by the Provider

5.1. The Provider may give notice of termination in the event that any of the following events occur:

5.1.1. The Service User fails to pay any sum payable under this Agreement on its due date (whether previously demanded or not);

5.1.2. A bankruptcy petition is presented against the Service User or the Service User has a bankruptcy order or an interim order made against them under the relevant Insolvency Act at the time, or (in Scotland) becomes notour bankrupt or is sequestrated;

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5.1.3. The Service User commits any breach of the terms and conditions (whether explicit or implied) of this Agreement;

5.1.4. Any attachment order is made against the Service User or any distress diligence execution or other legal process is levied on any property of the Service User;

5.1.5. The Provider considers with confirmation by a health professional or social worker that the Service User requires a level or category of Service which cannot be provided by the Provider then in any such event, and without prejudice to any other rights and remedies which the Provider may possess, the Provider shall be entitled to terminate this Agreement and, subject to the provisions of clause 6 below and any pre-existing liabilities of the Service User hereunder, neither party shall have any rights as against the other.

5.1.6. The Service User exhibits behaviour which the Provider considers, with confirmation by a doctor or independent care worker, is persistently unsociable to such an extent that they seriously affect the well being of staff of the agency.

5.2. The provider will in no circumstances ask a Service User to leave unless alternative accommodation is available.

6. Liability of the Service User with respect to termination by the Provider

6.1. Upon termination of this Agreement pursuant to the provisions of clause 4 above the Service User shall pay to the Provider on demand all sums payable under this Agreement up to the date of termination.

7. Termination by Service User

7.1. Upon termination of this Agreement by the Service User, the Service User shall forthwith pay to the Provider all sums payable under this Agreement.

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9. Insurance

9.1. The provider's insurance policies cover accidental and other damage to Service Users' personal effects up to a maximum value of 250 per Service User per incident.

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11. Acceptance

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12. General

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Schedule 2 – The Parties

The Service User and/or The Advocate			
Surname:		Surname:	
First name(s):		First name(s):	
Address:		Address:	
Tel No:		Tel No:	
Signed by the Service User or Advocate:			
Signed for and on behalf of :			
This agreement is dated the:			
Day of:			
In the year:			
(Instructions: Two copies of this agreement to be completed and both signed on behalf of . The Service User or Advocate to sign both copies, one copy to be retained by and one copy retained by the Service User or Advocate).			

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Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
R.S2 - How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?	✓	✓	✓
R.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?	✓		✓
R.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?		✓	✓
R.E3 - How are people supported to eat and drink enough and maintain a balanced diet?		✓	✓
R.E5 - How are peoples individual needs met by the adaptation, design and decoration of the service?		✓	
R.C1 - How are positive, caring relationships developed with people using the service?	✓	✓	✓
R.C2 - How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?	✓	✓	✓
R.C3 - How is peoples privacy and dignity respected and promoted?		✓	✓
R.C4 - How people are supported at the end of their life to have a comfortable, dignified and pain free death?		✓	
R.R1 - How do people receive personalised care that is responsive to their needs?		✓	✓
R.R2 - How does the service routinely listen and learn from peoples experiences, concerns and complaints?	✓		✓
R.W1 - How does the service promote a positive culture that is person centred, open, inclusive and empowering?	✓	✓	✓

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.

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