

October 8, 2018

POLICY STATEMENT

This document is primarily designed to be read by staff; however, procedures must be available to service users who ask to see them as this would be a useful document for a potential user who wishes to understand how the agency sets about preparing a contract.

It is therefore written in terms that are comprehensible to the general public as well as to people familiar with the terminology of domiciliary care. This document summarises the procedures within Homecare D & D Ltd for preparing and issuing contracts for service delivery whether the fees are paid by the service user or by a local authority.

OUR OBLIGATION

Homecare D & D Ltd is obliged to issue a written contract to each service user. Strictly speaking, this might be said to apply only to self-funding service users but our practice is to give a contract to anyone to whom we provide service, whoever is paying the fees, since the contract includes many details which the service user needs to know.

We have to issue the contract within seven days of starting the service, but we aim to get the contract to the service user as soon as possible to avoid any risk of misunderstandings arising in the initial period of service.

The contract has to be signed on behalf of Homecare D & D Ltd and by the service user or the service user's representative. Both Homecare D & D Ltd and the service user should retain a copy of the contract.

INITIATING A CONTRACT

The manager who has been responsible for carrying out the assessment of a potential user's care needs and who decides that Homecare D & D Ltd is competent and able to provide a service should arrange for the relevant details to be incorporated into a contract.

When the contract has been prepared in our standard format two copies should be made. The manager then sends two copies to the service user with the request that they should be signed and one copy returned.

This should be accompanied by a friendly letter welcoming the service user to the agency and confirming the names of the care worker or workers who are providing service.

FILING COPIES OF THE CONTRACT

When the service user returns the signed copy of the contract, this should be filed on that individual's record and further copies made for internal use, as required.

VARIATIONS TO THE CONTRACT

If a care worker feels at any time that there is a need for any significant change to the service outlined in the contract or if the service user makes a request, the manager should institute arrangements for the contract to be changed. This requires a discussion with the service user, and if appropriate their representative, to confirm that the proposed change is acceptable.

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In the case of service users whose fees are paid by a local authority, the manager should contact the social services care manager and ask for their agreement to be changed. If all of this is satisfactory, the manager should take the steps to prepare issue and process a new contract.

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