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Description automatically generated **Promise Care Services Ltd**

# SERVICE USER’S CONTRACT

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Policy Statement

A contract forms the basis of the services provided and the fees to be charged. This organisation ensures that the contract is written in a way that can be clearly understood by the service user or responsible person. If the service user has any queries regarding the contract, we encourage them to seek any clarification before signing. This document summarises the procedures within this organisation for preparing and issuing contracts for service delivery, whether the fees are paid by the service user or by a local authority (LA).

The Policy

Our Obligation

Under the Health, Social Care Act 2008 (Regulation 14), we are 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 that the service user needs to know.

We 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 this organisation and by the service user or the service user’s representative.

Both the organisation and the service user should retain a copy of the contract.

Initiating a Contract

The manager who has been responsible for assessing a potential user’s care needs, (and who decides that this organisation 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 both should be signed and then one copy returned. This is accompanied by a friendly letter welcoming the service user to the organisation and confirming the names of the worker or workers who are providing service.

Filing Copies of the Contract

The return of the signed copy of the contract by the service user should be filed on that individual’s record.

Variations to the Contract

If a 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 such 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. In the case of service users whose fees are paid by a LA, the manager should contact the social services care manager and ask for their agreement to the change. If everything proves satisfactory, the manager should take the steps to prepare, issue and process a new contract.

Related Policies

Assessment of Need and Eligibility

Care and Support Planning

Data Protection Legislative Framework (GDPR)

Financial Procedures

Good Governance

Related Guidance

Consumer Rights Act 2015:

[http://www.legislation.gov.uk/ukpga/2015/15/contents/enacted](about:blank)

CQC Regulation 15: Fees of the Care Quality Commission (Registration) Regulations 2009:

[https://www.cqc.org.uk/sites/default/files/2009\_3112s-care-quality-commission-regulations-2009.pdf](about:blank)

Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervisions.

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

Next Review Date: May 2024