



**QUALITY SELF-ASSESSMENT PROGRAMME**

**3 CARE & WELFARE OF THE SERVICE USER**

**3.3 INFORMATION & REFERRALS FOR TREATMENT**

**CARE HOMES - DRUG & ALCOHOL MISUSE**

*Elements addressed:*

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- Information Pack
- Handling Referrals
- Service User Contract
- Possession of Illicit Substances
- Fee Payments & Schedules

**OUTCOMES TO BE ACHIEVED:**

*Service users fully understand the facilities and treatment programmes on offer, and the terms and conditions of contract for residency.*

#	Performance Indicator / Standard	SCORE	Evidence
1	The Home has an up-to-date Information Pack that clearly explains the the moving-in process.		
2	The Information Pack is written in plain language, and is available in languages that reflect the ethnic mix of the community.		
3	The Information Pack clearly explains the Home's facilities and the services available.		
4	The Information Pack contains a summary of the Aims & Objectives Statement and a summary of the Statement of Values of the Home.		
5	The Information Pack confirms the number of rooms available, the range of room sizes and any opportunities for shared accommodation.		
6	The Information Pack clearly explains the Terms & Conditions of Residency, together with the Home's fee structure and how and when fees should be paid.		
7	Fees clearly show what is included and what available as optional services for which additional fee payments would be required.		
8	The Information Pack clearly explains how service users can make their opinions known with respect to the services offered by the Home.		
9	This will include copies of the Home's Complaints Procedure and details on how to contact the local office of the C.S.C.I. as necessary.		
10	The Information Pack is a Controlled Document and is subject to review at pre-defined intervals.		
11	The Information Pack confirms the number of rooms available, the range of room sizes and any opportunities for shared accommodation.		
12	The Information Pack clearly explains the Terms & Conditions of Residency, together with the Home's fee structure and how and when fees should be paid.		
13	Fees clearly show what is included and what available as optional services for which additional fee payments would be required.		
14	The Information Pack clearly explains how service users can make their opinions known with respect to the services offered by the Home.		
15	Waiting Lists are regularly reviewed and enquirers contacted to advise them of bed availability on a continuing basis.		
16	Where possible, the prospective service user may visit the Home to inspect the facilities and services first-hand. This may involve an advocate, according to service user dependency.		
17	The terms of residency are clearly explained to the prospective service user / advocate prior to making any commitment.		

