

SYSTEM STRUCTURE

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Module 3: LOOKING AFTER THE SERVICE USER

Section 3.1 BEFORE ADMISSION TO THE HOME	
	<p>Elements addressed:</p> <ul style="list-style-type: none"> ● Information Pack ● Enquiries for Referrals ● Service User / Advocate Visit & Information ● Baseline Assessment of Care Needs ● The Contract & Care Service ● Fee Payments & Schedules ● Termination of Residency
Section 3.2 ADMISSION OF THE SERVICE USER TO THE HOME	
	<p>Elements addressed:</p> <ul style="list-style-type: none"> ● Preparation for the New Service User ● Trial Stay ● Admissions Procedure ● Statutory Information ● The Service User's Personal Property ● The Keyworker
Section 3.3 ENVIRONMENT & AMBIENCE	
	<p>Elements addressed:</p> <ul style="list-style-type: none"> ● Location & Links with the Community ● Atmosphere & Mood in the Home ● Ambience & Sense of Community ● Staff Attitudes & Behaviour ● Acoustics ● Daily Routines ● Smoking & Ventilation ● Heating ● Lighting Features ● Decoration & Finish