

OUTCOMES TO BE ACHIEVED:

Service users come to live in a Home of their choice, with positive support and welcome. Their individual needs, values, beliefs & life experiences are taken into account and influence service delivery. They feel comfortable with, and agree to, the arrangements for care within the Home.

Elements addressed:

- Brochure, Prospectus & Service User Guide
- Enquiries for Referrals
- Service User / Advocate Visit & Information
- Assessment of Care Needs
- The Contract & Care Service
- Fee Payments & Schedules
- Additional / Optional Service Charges
- Termination of Residency

#	Performance Indicator / Standard	SCORE	Evidence
35	Assessment of Need takes into account the needs of the service user with respect to drugs & medication. This includes a Risk Assessment for self-medication where appropriate.		
36	Assessment of Need takes into account the methods needed for administering drugs & medication.		
37	Where medication needs to be crushed or diluted to be mixed with food or drink, records show that the service user / advocate has consented to this.		
38	Assessment of Need takes into account the service user's social and sexual needs, and the rights to privacy.		
39	Service user are encouraged to make friends and form appropriate relationships.		
40	Assessment of Need takes into account the psychiatric / psychological history of the service user with respect to social behaviour, temperament and any history of substance abuse.		
41	Assessment of Need takes into account the service user's intellectual needs which reflect in requirements for stimulating activities, or the need for a quiet environment for study etc.		
42	The terms of residency are clearly explained to potential service users / advocates prior to making any commitment.		
43	Service users opting for privately-paid care are shown a blank Contract or Care Agreement (as appropriate) and each point is explained.		
44	The Contract clearly sets out the Fee Schedules and Payment Terms and these are also clearly explained to the service user / advocate.		
45	The Fee Schedule clearly sets out exactly what services are included within the fees, and what optional services are available at additional cost.		
46	The costs of these optional services are clearly explained.		
47	The Contract clearly explains the Home's policy on payment arrears, and how such arrears are managed.		
48	The Contract establishes the Home's right to terminate a residency in the event of persistent arrears in fees.		
49	With respect to the inclusive Fee Schedule, emphasis is placed upon the meals and snacks that are included within the fees, and what would constitute an additional cost.		
50	There are controlled arrangements in place for reviewing the Contract details, and revising or renewing it as necessary.		
51	Arrangements clearly specify date periods at which the Fee Schedule is reviewed for possible revision.		

