

SUNBEAM HOUSE SERVICES POLICY DOCUMENT	Title: Contract of Care Policy
	Effective Date: 16 June 2020



Document Control

Policy Title	Contract of Care Policy
Policy Number	011
Owner	Senior Services Manager
Contributors	SSM
Version	2.0
Date of Production	01 September 2014
Review date	16 June 2023
Post holder responsible for review	Senior Service Manager
Reference Procedure	
Reference Form	
Primary Circulation List	Shared Drive
Web address	N/A
Restrictions	None

Version Control

Version Number	Owner	Description	Circulation
1.0	MD	Review	Managing Director
2.0	Senior Service Manger	Title changed from Service Level Provision Policy to Contract of Care Policy Owner changed from MD Office to Senior Services Manager Review date changed to April 2020 Post holder responsible for review changed from MD Office to Senior Services Manager Department changed from 010 to 013 Within document all reference to Service Level Provision changed to Contract of Care Document associations listed – section 1 Acronyms / abbreviations listed – section 2 Purpose included – section 4	Senior Services Manager

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1. DOCUMENT ASSOCIATION:

List of other document/standards/Forms etc. that reference/relate to this procedure:

- Health Information and Quality Authority (HIQA) National Quality Standards: Residential Services for People with Disabilities, 2013
- HIQA National Standards Easy Read Version
- Associated HIQA Guidance Documents: Guidance - Communicating in plain English, Adults
- Health Act 2007 – S.I. No. 367 of 2013
- SHS Human Rights Policy RRC Structure
- Contract of Care easy to read
- Statement of Purpose & Function for specific location
- Residents Guide for Specific Location
- SHS Complaints Policy Easy Read Version
- Tenancy Agreement or Temporary Support Agreement
- SHS Client Money and Property Policy
- SHS Payments to Clients Policy
- SHS Safeguarding Policy

2. ACRONYMS/ ABBREVIATIONS:

Listing of abbreviations used within this document:

<i>SHS</i>	<i>Sunbeam House Services</i>
<i>SSM</i>	<i>Senior Services Managers</i>
<i>SMT</i>	<i>Senior Management Team</i>
<i>CSM</i>	<i>Client Service Manager</i>

3. POLICY STATEMENT:

This Contract of Care Policy is written with an aim to ensure that the People Supported by Sunbeam House Services (SHS) and/or their families or advocates are made aware of the terms on which the Person supported will receive the supports and care provided, and where appropriate, the fees to be charged. This policy also sets out the method in which the appropriate services, care and supports are provided.

4. PURPOSE:

The purpose of this document is to set out the Organisations policy ensuring that people supported by Sunbeam House Services (SHS) and/or their families or advocates are made fully aware of the terms by which support will be provided, in an appropriate format.

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5. SCOPE:

This policy applies to any individual wishing to access the services, care and supports provided by SHS.

SHS commits to safe-guarding the rights and dignity of the people we support and staff members in the implementatin of this policy and associated supporting documents.

6. ROLES & RESPONSIBILITIES:

All staff working in SHS are responsible for complying with this policy. It is the responsibility of the Senior Management Team (SMT) to ensure compliance with this this policy.

CSM (Day, Residential and Respite)

- The CSM must ensure each client attending their service has an up to date Contract of Care.
- The CSM must ensure the Contract of Care has been signed by client / parent or client’s guardian.
- The CSM must ensure each Contract of Care is personalised for each client.

SSM

- To ensure this policy is updated.
- To ensure CSM are in compliance with this policy.

7. PROCESS:

An Individual requiring Support is referred to SHS, and the following steps are undertaken:

- The individual is invited to attend SHS for a formal visit and advised that they will be assisted in the completion of the Contract of Care during this visit. The Individual is invited to extend the invitation to a family member/ friend or advocate.
- This document is specific to the individual requiring support and as such will be edited to show the terms applicable to each support, care or service being provided to the individual requiring support from SHS.
- On completion of the Contract of Care document the individual requiring support and their family/advocate are invited to return to SHS to meet the proposed Keyworker and sign the Contract of Care. In the first instance, the Contract of Care should be signed by the Client to say they have received the contract and that it has been explained to them. The Contract of Care should only be sent to the family member in line with the clients wishes. In the instance where a client cannot sign the Contract of Care, the family member can sign to say they have received the contract and that it has been explained to them.
- The individual to be supported will be provided with a pack containing the following items if relevant to the plan:

(1) Copy of signed Contract of Care

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- (2) Copy of statement of Purpose & Function for specific location
- (3) Copy of Residents guide for Specific location
- (4) Copy of HIQA National Standards Easy Read Version
- (5) Copy of SHS Complaints Policy Easy Read Version
- (6) Tenancy Agreement or Temporary Support Agreement

8. REVIEW:

This Contract of Care is to be reviewed annually, or sooner if a change in circumstances warrants same. After any changes have been made a new copy is to be signed, where appropriate and a copy provided to the individual supported. Should there be a change to service delivery that may pose a significant impact to the client, a consultation process will be sought where possible with the client and where appropriate, family/guardian or advocate.

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