



SERVICE PROVISION AGREEMENT

Service Provision Agreement between Avenue care Services(Service User) relating to the acceptance by the service user of Home Care. This service is registered with the Care Commission and will adhere to local authority policy and procedures laid down in relation to our work practice. Clear standards and guidance is available and all are staff inducted in the use of such policies and procedures. There is a clear written complaints procedure and all relevant information relating to our care services is available in the service user's hand held records.

All staff have undergone Avenue Care Services recruitment process and have had all relevant checks carried out in relation to Disclosure Scotland, PVG Scheme and reference uptake.

General

1. Upon agreed assessment of need the service user shall have access to home care. This will include personal care and may include shopping, domestic and laundry support.
2. A Personal plan will be drawn up in relation to your care needs and will include an agreed start date and indicate the length of agreed service. A schedule indicating your workers will be sent to you in advance. Any changes in relation to this schedule will be communicated to you as soon as possible or when practical to do so. *(With the exception of emergency service provision which will require immediate action).*
3. A personal plan will be drawn up in conjunction with you, family members/carers in relation to your specific lifestyle and well being.
4. Service users should notify Avenue Care Services if they do not require a service on any specific day. This will avoid unnecessary worry or concern to the workers, in the event of being unable to gain access. Failure to comply may result in the service user being charged a no entry fee. Avenue Care Services will notify service

users if a worker is unable to attend for any allocated duties. Avenue Care Services will *(wherever possible)* endeavour to inform service users should their worker be delayed.

5. All electrical equipment used by home care workers must be in a good state of repair. A visual inspection will be carried out initially and an RCD (*residual current device*) will be used on all electrical equipment, in compliance with Health and Safety policies and procedures.
6. Avenue Care Services will maintain a record of the service user's relevant medical information and care provided on file at service user's local office. Hand held records will be situated in the service user's home. These will be used to record worker's visit time and duties. Relevant information relating to the service user will be recorded in accordance with the Data Protection Act as detailed in the consent form. Avenue Care Services and care staff will keep confidential all information entrusted to them.
7. Service users will be responsible for feeding and caring for their pets. However, if this is an identified need in relation to the care plan, clear responsibilities in relation to pet care will be drawn up with Avenue Care Services.
8. This agreement will remain in force unless notice is given by either party to cancel the Service. A requirement of four weeks written notice from Avenue Care Services to the service user and four week's written notice from service user to the Avenue Care Services. *(This may vary depending on circumstances)*.

Complaints Procedure

If there is any aspect of the service the service user is dissatisfied with Avenue Care Services has both informal and formal complaints procedures. Details of the complaints procedure can be found within the service user's hand held record or may be requested from your local office.

Signed:Date:
(Service User/Advocate)

Print Name:

Signed:Date:
(On behalf of Avenue Care Services)

Print Name:

Signed:.....Date:
(Next-of-Kin)

Print Name :.....

Address:

.....

.....Post Code: