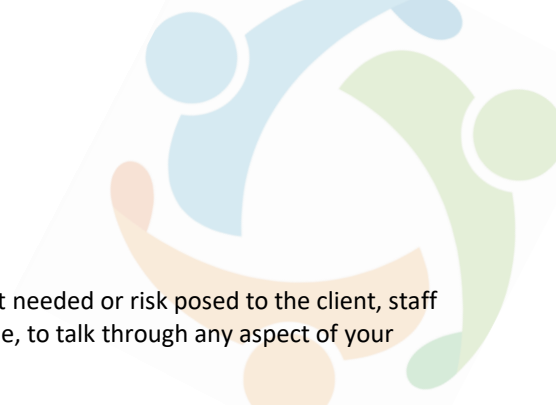




TERMS AND CONDITIONS OF SERVICE

- Who we are:** Care Connect IoW CIC is a small, family run community interest company dedicated to providing the highest quality respite and support services for people aged 5+ with additional needs on the Isle of Wight. Our service is open to anyone with additional needs, including people with learning disabilities, challenging behaviours, physical disabilities, mental health, special communication needs, sensory loss or impairment, people with ASD. We aim to improve inclusion, encourage self-confidence, develop and maintain life skills, assist with social interaction and communication. We have a strong relationship with the IW Council and we work alongside other organisations to ensure that we can offer a fully grounded inclusive service
- Service Charges** 1:1 Support £15.50 to £18.50 per hour (minimum charge time 2 hours)
Sleeping night shift £87 (10pm to 6am)
Doodles Sessions £7.50 per 3 hour session
- Invoices** Invoices will be produced monthly in arrears. All accounts are payable within 14 days from the receipt of the invoice. Invoices will detail the staff members involved and hours undertaken during that month
- Additional Costs:** Lunch and drinks (or money for these) will need to be provided by the Service User as required
- Reasonable mileage is included in our prices and you will not be charged extra for this unless in some cases (for example trips to the mainland). Mileage undertaken during a 1:1 shift that exceeds 10 miles may mean that the hourly service charge will increase by 50p per hour, or a contribution may be asked for to cover the cost of one of high mileage sessions. This will be discussed and agreed in advance
- Tickets for Public Transport or for car parks etc will need to be paid for by the Service User
- Money should be provided to cover the cost of any activity undertaken. If a member of staff is entrusted with this money at the start of the shift then a note will be made of how much money has been given, and receipts will be provided for any money spent
- If the Service User lacks sufficient money to cover the cost of the activity then the staff member will pay and keep receipts, to ensure that we are able to reimburse the staff member (either directly in cash at the end of a 1:1 shift or via invoice at the end of the month)
- If a Service User is directly responsible for any damage to Company equipment or staff members cars then we may ask for a donation to cover the cost of any repairs/valeting
- Hours of Business:** Doodles Sessions run on Saturdays
We offer 1:1 support 24 hours a day, 7 days a week. There is no extra charge for bank holidays. The only days we are closed are Christmas Day and New Years Day
- Registration:** We have worked hard to ensure that our registration process is as simple as possible. Firstly we exchange initial details and talk through the service you require from us. We undertake risk assessments and complete a comprehensive Service Plan which covers every detail of the service we will be providing. We designate a Key Worker who will be the member of staff responsible for delivering your Support Plan and liaising with parents, ensuring that you have consistency of service and are able to develop a strong and trusting relationship with our Company... and then we can begin!
- Information Sharing:** We do ask that a full disclosure is made – if anything pertinent to the care and support we offer is not disclosed and difficulties are encountered because of this at a later date then we reserve the right to withdraw from the contract with immediate effect. If the Service User has signed the Sex Offenders Register or has a criminal record then we would require this information to be disclosed before any support commenced.
Please Note: this does not mean that we would be unwilling to provide support, it simply helps to inform the way the support would be delivered
- Quality Control:** We review each Support Plan every 6 months to ensure that you continue to remain completely satisfied with our service. We send out feedback forms twice a year in order for us to receive comments direct from Service Users as to how to improve our service and maintain the highest of standards. The depth of



record keeping is determined by the perceived level of support needed or risk posed to the client, staff member(s) or the wider public. We are here for you at any time, to talk through any aspect of your service

- Changes to Support:** If you wish to change your hours then please let us know and we will be happy to help. Changes could include increasing or decreasing the hours required, or changing the start/finish times. These alterations can be made at any time. Cancellations made within 48 hours will still be charged for
- Staff Absence:** Each Service User will have a Key Worker and a back-up support team. The Service User will be introduced to anyone who may cover a shift before the shift occurs. If your regular Key Worker is off sick or on holiday then we will contact you prior to the shift beginning to let you know the name of your replacement support worker
- Concerns:** Please tell us what you think of our service! In order that we can maintain our high standards of service delivery we need to hear all comments, good and bad. We believe that any complaint gives us the chance to learn from our mistakes and improve things for the future. If you have any concerns or comments then these can be passed on to us in a number of ways:
Text, email or phone Jenny at any time on 07875 949 584 or connectiow@gmail.com. Jenny is the only person who accesses this phone and this email account so any comments made here are completely confidential
We send out feedback forms every 6 months and these have spaces for any comments or concerns that you feel we should know. Any comment made on a feedback form is taken seriously and acted upon
Speak to your Key Worker who can pass back information confidentially if you require
- Record Keeping:** Care Connect IoW CIC operates within the rules of the Data Protection Act. We only store information that is essential about you. We can provide you with full details of our records should you request them. We do ask that if you have any records of assessments that you feel we may benefit from then please do let us access them, we believe that the more information we have about each of our Service Users, the better we are able to provide a tailored, personalised service
We encourage open communication with Care Managers and Nominated Individuals, but if there is anyone who you don't want your details discussed with under any circumstances then there is space for you to notify us of this on the Information Pack
We won't discuss your details with anyone without first obtaining your permission. However, in cases of emergency or safeguarding, we reserve the right to give the relevant services the information they need
Note that all matters brought to the attention of the Director will be treated in absolute confidence. A copy of our Data Protection Policy is available upon request
- Insurance:** Care Connect IoW CIC is insured for £10 million Public Liability and £5 million Employers Liability insurance
- Compliance** We do not provide Personal Care at home for any service user and are not registered with the CQC. All our service plans are reviewed by Social Workers, Case Managers, Parents and any other professional connected with the service user as required. If you have any questions or concerns please do not hesitate to get in touch
- Cancellation:** If either party wishes to terminate this contract a notice period of 14 days is required. If less notice is given then payment for the full 14 days will still be required

If you require further information then please visit our website at www.connectiow.com or get in touch with Jenny:

Phone: 07875 949 584
Email: connectiow@gmail.com

Mail: Connect IoW CIC, 74 Carisbrooke High Street
Newport, Isle of Wight, PO30 1NU