



ARK Care and Support service agreement

We have been asked by **[you/local authority]** to be your support provider.

This is an agreement about your care and support from ARK.

[We have signed a contract with **[local authority]** about how we work.]

What is in this agreement?

- Your rights about your care and support
- Your choices about your care and support
- Your responsibilities
- How we make sure your care and support is right
- The cost of your care and support (non-SDS only) – remove if SDS
- Your budget (SDS Options 1 and 2 only) – remove if non-SDS
- How to complain
- Changing or cancelling support time
- Ending your care and support service



Your rights about your care and support

You have a right to choice and control over your life.

We will always remember that we are guests in your home.

You have a right to a service that is properly **regulated**. This means we follow all the rules about good care and support.

We will keep the information we have about you **confidential**. This means we will not share it unless you say it is OK.

You have a right to be safe. This means that we will tell people information to keep you safe if we think you are in danger.

We will make sure your workers get training to learn the best ways to support you.

You have the right to complain.

You have the right to **accessible information**. This means we tell you things in a way that makes sense to you.



Your choices about your care and support

You can make choices about who works with you, what they do and when they spend time with you.

You and your social worker might have made choices about what your support is for before ARK starts working with you. We will follow what you agreed with social work.

Sometimes, you might not be able to choose your staff. We will tell you if this happens. An example is if you share a sleepover with lots of people, or if you have an alarm that any member of staff on duty has to answer.

If you don't need support at home, you can choose another place to meet your workers.

You can take part in choosing your staff if you like. You can also have a say about how ARK works. You can speak to our Participation Officer about this.



Your responsibilities

Your house is our workplace. It needs to be safe enough for us to spend time in.

You need to tell us [**time**] before if you want to change or cancel your support time. We will work with you to rearrange your support if you give us enough time to do this. If you cancel at very short notice, you might not get the time back and we will tell whoever pays for your support about this.

If you pay towards your care and support, you must pay this on time.

You cannot smoke during your support time.

You are responsible for the cost of your support workers' travel, entrance fee and refreshments if they support you to do activities.



How we make sure your care and support is right

We will write a Good Life plan with you.

It will have all the details about how you like to be supported and what you want to do with your support.

We will check this together every **6 months**. This will be a meeting called the Good Life review. We might invite other people to the review if this is OK with you. You can invite people too. It will be people that are also important for your care and support, like your care manager or a family member.



The cost of your care and support service [non-SDS only – remove page for SDS]

Your care and support service costs [**£ per hour**].

You will get [hours] of support a week.

We will send the bill to whoever pays for your care every [**time**].

We can show you the total costs and hours of support you have had when you like, if you want to see this.

If the amount it costs for your care and support changes, we will tell you **4** weeks before.



Your budget [SDS only – remove page for non-SDS]

The money for your care and support is called your **budget**. It can only be used to pay for the **outcomes** you agreed with social work. This means the things your care and support is for, like keeping well by getting help with medicine.

You can choose, with the help of ARK, how to spend your money on meeting those outcomes.

The council will pay [**amount**] to ARK every [**time**]. We will show the council how we have spent the money every [**time**].

We can show you how we have spent your money. This is called a **statement**.

Some of the money can be saved up – like if you want to go on a holiday and will need more hours of support than usual. Any money you save up has to be used on the outcomes in your Good Life plan

There can only be a maximum of [**no. weeks'**] worth of extra money saved up.

You can add your own money to the budget if you like.

If you are regularly adding your own money to the budget and it is for things that are very important, we will ask social work to check that your budget is right.



How to complain

If you are unhappy with your care and support, you can talk to a worker about it. This is a good idea when it is something small or simple.

You can speak to the manager. You can ask someone to speak to the manager for you, like a family member. The manager will speak to you to find out the details of why you are not happy and what you would like to happen to fix the problem.

You can get in touch with ARK's Quality and Compliance Officer by phoning our head office on 0131 447 9027. It is their job to look at complaints and make sure we try to fix them.

You can phone or write to your care manager, social worker or the social work duty team [**specific details here**].

You can phone or write to the SSSC or the Care Inspectorate about really big problems.

You can ask for information on independent advocacy if that would help you to make a complaint. **Advocacy** means someone who helps you to give your opinions.

We have a complaints policy and you will be given a copy of it.



Changing or cancelling your support time

It is important that we are all on time. We will phone you if we are going to be late. Please let us know if you will be late for your support by calling the office or the manager on **[number]**.

If we are **short-staffed** it means we don't have enough workers to spend time with everyone on that day. An **emergency** means something that we cannot control, like flooding or heavy snow. We might be short-staffed because of an emergency or staff sickness.

If we are short-staffed, we can try to fix this by asking relief or agency staff to spend time with you instead of your usual worker.

We can also agree with you to change the day or the time, if this will solve the problem.

We will try not to use workers you don't know, but this could happen in an emergency. We will let you know that this is happening.

We will try to use your preferred workers. If this is not possible, we will tell you in advance and let you know what your choices are about this.

It is your choice if you refuse your care and support. We will need to tell whoever is paying for your service when this happens.



Changing or cancelling your support time

If you refuse your care and support a lot, we will meet with you and other important people like your care manager. This will be to talk about whether ARK is still a good choice for your care and support.

[specific, agreed alternative solutions detailed here, for example: Mrs Smith (parent) has agreed that in emergencies she can help. The details are in your Good Life Assessment]



Ending your care and support service

This agreement can be ended by you, the social work department or ARK.

The service could end for lots of different reasons, for example your needs change and a different service would be better. Another example is if you do not meet your responsibilities in this agreement.

If you want to end the service, you need to tell social work and ARK.

Choosing your new care service is you and your social worker's job.

We need [**no. weeks'**] notice that you want to end the service.

If social work wants to end the service, it must give [**no. weeks'**] notice.

If we want to end the service to you, we will tell you and your social worker. We will give you [**no. weeks'**] notice.



Agreement

[Supported person and/or representative] and **[ARK worker]** have talked about all of the things in this service agreement.

[Supported Person and/or representative] understand all of the information and have been given a copy of this.

Your signature: _____

ARK signature: _____

ARK job title: _____

Date: _____

This agreement will start on: _____

This agreement will end on: _____