



# **AGE CONCERN**

## **BRACKNELL FOREST**

Charity Reg: 1153607

## **Age Concern Bracknell Forest Day Centre Placement**

# **Terms & Conditions**

**2023**

## **Definitions:**

“Management” means the member of staff who is responsible for assessing and monitoring your care.

“We / Us / ACBF” means Age Concern Bracknell Forest

“You/Service User /Client” means the service user named in the agreement and for whom we have agreed to provide the support service.

“Place” means the placement offered to you as assessed by “us”

“Service” means the services we provide to you as shown in your support plan.

“Support plan” means the document which sets out the type of care you need, what services we will provide for you, and how those services will support you.

“Representative / Next of Kin / Emergency Contact” means any person we accept who you have asked to represent you or speak on your behalf. This may be a relative, a carer, or an advocate.

## **Introduction:**

By accessing and using this service, you accept and agree to be bound by the terms and provisions of this agreement. In addition, when using these services, you shall be subject to any posted guidelines or rules applicable to such services. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the above, please do not use this service.

This agreement is between:

“The Provider”: Age Concern Day Centre, 25-27 World’s End Hill, Bracknell, RG12 0XH and the “Service User”.

By completing and submitting our ‘Support Plan’ you are agreeing to all these terms and conditions contained.

## **Journey into Our Care:**

Before Age Concern Bracknell Forest can offer support and a place at our day centre, we require a support plan to be completed. The support plan needs to be completed by you or your representative (or both) to give us (Age Concern Bracknell Forest) the best understanding of your care needs and to make sure that we can meet your needs. Please read below and complete the separate support plan once this document is read and understood.

### **1. The Service:**

We will provide you with a team of carers offering support services and a wide range of social, personal, and recreational activities in line with your assessed needs shown in your support plan.

The support plan will include details of all your medical and physical conditions. We regularly review support plans but do request that we are kept informed of any changes in contact details, medication, medical conditions, care arrangements, or mental status as they occur.

All service users coming to the day centre will be assessed using the 'Dependency Tool' adopted by Age Concern Bracknell Forest. This tool determines if we are able to provide the level of care required by the service user. It is also a tool we use to review, and feedback to you / your representative of how things are going for you and if the care we provide is still appropriate.

Restraint: We do not restrain any clients. In a scenario where a client's actions impair their health and safety, or the health and safety of others we follow our aggressive behaviour guide where we encourage the affected service user into noncommunal areas and attempt to de-escalate the behaviour verbally. We have provisions in place to keep clients from accessing unsafe areas un-supervised. If a client is showing continuous signs of distress, we will contact the client representative/emergency contact to collect them immediately. Age Concern Bracknell Forest will assess on each occasion if we can continue to provide the right service based on the behaviours displayed.

Age Concern Bracknell Forest will help people with basic personal care such as getting to the toilet and un-buttoning. Urinary incontinence is not a barrier, provided it can be managed adequately (The person is not constantly wet or requires constant care with toileting). We are unable to provide intimate personal care (except in an emergency, to protect the client's dignity).

Incontinence products used by the individual must be provided by the person/family for use while at the setting. Age Concern Bracknell Forest cannot always guarantee the exact products provided will be used. If incontinence leads to soiling of clothing, Age Concern Bracknell Forest will provide basic clothing and will insist on its return 7 days later, laundered (or next session after 7 days). If the clothing is not returned or returned late a charge of £35 will be applied to the next bill.

While physical disability is not a barrier at the day centre, each potential client will be assessed on a case by case basis to ensure the individual can be cared for safely. The Age Concern Bracknell Forest day centre is a social arena where clients mix and interact with each other. Individuals who cannot cope with social situations or with a degree of noise (talking or laughing) may not be able to cope well at the day centre and it may prove to be an inappropriate environment for such individuals.

## **2. Trial Periods / Monitoring:**

**Trial Period:** The first two weeks of your placement in the service will be a trial period. This period may be extended to allow us to further consider your care needs. If you are not happy about anything during this period, you or your representative should arrange a meeting with management to discuss. Standard Fees (£47 per day) are still applicable during the trial period.

During the trial period, if you do not wish to continue your placement, you do not have to. In these circumstances, you or your representative (or both) should tell management before the end of the two weeks, there will not be a need during this period to serve us with an additional two weeks written notice (as per our normal cancellation policy below).

**Monitoring and Review:** Together with you and your representative we will review your place at the end of the two-week trial period. We commit to reviewing your place every 3 - 6 months or when deemed appropriate (for example a significant change in behaviour). You or your representative may also request a review at any other time. Reviews are held with management and if appropriate with a care worker as well. We will arrange for reviews to be held and documented at a convenient time (where possible) with notice. Age Concern Bracknell Forest is able to conduct reviews in person, over the phone, by email, or through video conferencing media (Skype, Teams, Zoom).

The purpose of any review meeting is to make sure that you are still happy with the support service and to discuss any changing care needs you may have, if necessary, changing your support plan. It is a chance for us to update you with any information we have or concerns in relation to continuing to offer a place within our day centre. We will also share with you the changes that our 'Dependency Tool' indicates. Failure to participate in review sessions may mean that the reserved space at the day centre is ended.

## **3. Illness / Medication / Meals:**

Age Concern Bracknell Forest can support with certain types of medication during the day. Please list information on the support plan and speak to management who can detail what duties we are able to perform. There are specified rules involving medication by law that we must follow even if the client or representatives gives permission. This may mean we are unable to support administering or supporting certain types of medication in our centre. Management can inform you of all relevant information if needed.

**Meals -** Age Concern Bracknell Forest will commit to serving a two-course meal (normally main meal and dessert). Meals are served at mid-day between 12 – 2pm. Specific allergies and dietary requirements will need to be discussed with management to ensure we can provide a safe environment for the individual. Additional snacks, beverages are served throughout the day or upon request.

**Illness:** ACBF asks that any service user who has any illnesses that can be passed on such as (but not limited to) colds or flu (or anything medically advised that can be passed on) to remain home until symptoms diminish or medical advice is given meaning an infectious period is over. Standard charges still remain in the event of a service user not attending due to illness. ACBF reserves the right to send home anyone exhibiting distress due to presenting such illnesses or displaying symptoms. This is for the safety of other vulnerable service users who may be adversely affected by contracting diseases. ACBF operates under its 'Infection Control Policy' which can be provided if required.

Additionally; you must **NOT** attend the day centre if the service user has had sickness or diarrhoea. We insist on a 48-hour period from the last time the person was sick or had diarrhoea. If a client displays symptoms of sickness or diarrhoea at the centre their representative / emergency contact will be called to collect them immediately.

#### **4. Our Fees:**

Age Concern Bracknell Forest charges for a place at the day centre. The daily fee is £47 per day for a space. The centre is open from 9am until 4pm.

This charge primarily covers (*but is not limited to*) access to a safe, secure building and garden that is well maintained. A team of experienced carers who will support the service user through the day, a two-course lunch, morning and afternoon refreshments/snacks, and a range of organised structured activities and entertainment daily.

The daily fee (£47) is for your place on your chosen day (s) at the day centre only \*\* and the services we offer within the day centre. Age Concern Bracknell Forest is not responsible for ensuring clients can get to the day centre / or home again. ACBF does **NOT** provide transport. ACBF may be able to signpost to local services upon request.

Fee invoices are raised monthly and require payment in advance. Meaning you pay for the month ahead before accessing the service. This is done to ensure payments are on time and no bad debt can accumulate. Invoices will be issued in good time, and must be paid in advance before attending the setting. If invoices are not paid, the service user will not be granted access to the setting.

**PLEASE NOTE:** Initial invoices may be higher than normal rolling monthly invoices as initial payments will be for the remainder of any month a person joins and the following month combined.

We reserve the right to charge interest on late payments at a rate of 6% above the base rate and will seek recovery of any unpaid fees via the small claims courts. Age Concern Bracknell Forest does not allow bad debt to accumulate and if invoices for fees remain unpaid then placements will be ceased.

**\*\*For Clarity:** You are paying for a reserved guaranteed place at the day centre. This is irrespective of attendance. A charge will be applied for the number of times per week you / your loved one has signed up for. No discounts, reductions, or other changes can be made in event of none attendance. This includes medical appointments, holidays or breaks as charges will still be applied. You will continue to be charged for the agreed number of days until a formal cancellation notice period is served (if after the initial two-week trial period). See cancellation policy.

**If a client is not collected on time from the day centre there will be an additional late payment charge of £20 per 15 minutes of lateness.**

If you have served a formal two-week notice period with the intent of ending a placement and you have already paid in advance for the month ahead, you will be refunded any monies paid above the required notice period. Refunds are normally issued within a 30-day period from the end of the formal notice period.

Age Concern Bracknell Forest reserves the right to close the centre at any time. Any time Age Concern Bracknell Forest chooses to close the centre fees will not be applicable. If fees have already been paid ahead of time, they will be refunded or held to cover future day costs. Age Concern Bracknell Forest will only close the centre in the interest of safety.

#### **Increase in Fees -**

We are entitled to review and increase our fees for the service on an annual basis and at any other interval if:

- There is a change to the service and/or -
- A change is necessary in order to comply with any applicable safety, regulatory or statutory requirements and/or
- The cost of providing the service increases

Age Concern Bracknell Forest will give at least 4 weeks' written notice of any increase in our fees.

## **5. Day Centre Closures:**

Age Concern Bracknell Forest reserves the right to close the day centre for staff training and development twice annually. There will be a minimum of 4 weeks' notice given if we need to do this. There will not be a charge for the days we close and monies paid can be refunded or carried forward.

The Charity recognises that staff and clients may face difficulties attending the day centre and returning home during periods of adverse weather conditions such as heavy snowfalls, flooding, or other adverse weather conditions which may result in journeys to the day centre being extremely hazardous. If the closure is the only option there will be no charge.

In the event of a widespread illness in our staff team meaning, we cannot operate in a safe way, Age Concern Bracknell Forest reserves the right to close the centre. These events are beyond our control and reasonable efforts will be made to resume operations as soon as safe to do so. There will be no charge for days closed.

In the event of a COVID-19 outbreak within the day centre the building will be closed. All service users will be contacted and informed. Testing will be recommended and Age Concern Bracknell Forest will provide relevant guidance/instruction at the time. The centre may remain closed for an extended period of time to comply with guidance issued around isolation periods. Before re-opening can happen, the centre will undergo a deep clean and other measures to promote safety. There will be no charge during these periods of closure.

COVID – 19 / Coronavirus poses a threat to staff and the vulnerable residents of Age Concerns Bracknell Forests day centre. Attending the centre when in 'normal' health (different for every individual) only is important. We will not allow anyone showcasing any COVID-19 related symptoms into the centre.

Symptoms include:

A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).

A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Traditional Flu / Cold-like symptoms or presentations.

We appreciate this can be frustrating but for infection control purposes and for the safety of other service users/staff needs to be in place.

## **6. COVID-19 / Coronavirus Disclaimer:**

Age Concern Bracknell Forest is working hard to lower the risk of COVID-19 transmission within the Day Centre. However, ACBF cannot guarantee a COVID-19 free existence, and ACBF cannot rule out the transmission of the disease in the Day Centre. ACBF will be working to lower risks constantly with a variety of methods (rigorous cleaning, ventilation, testing, PPE, and more) and will welcome any feedback on improvements. ACBF will be following all national/local advice during the pandemic and may on occasions need to insist on temporary closure, testing / or refusal of entry upon displaying signs of COVID-19.

## **7. Cancellation Policy:**

Should you / your representative wish to end your placement at the day centre, a minimum notice period of two weeks is required should you wish to end using our services. The notice must be given in writing (letter or email) or over the phone. This period (known as the notice period) will be charged at the usual day rate regardless of attendance. Any money paid in advance above the notice period will be refunded. ACBF will attempt to recover any unpaid amounts, failure to pay will result in small claims court action.

If your care needs change and we cannot continue to give you the care and support you need, we will hold a review meeting that will involve you and your nominated representative to explain this. Age Concern Bracknell Forest will endeavour to give a minimum of two weeks' (chargeable) notice in the event that the organisation can no longer meet your needs. This will be done to allow you or your representative time to consider your next steps /options.

In cases where behaviour begins to exhibit itself as aggressive, confrontational, or anti-social because of the development of the individual's health conditions, Age Concern Bracknell Forest reserves the right to withdraw the offer of a placement immediately in order to ensure the safety of the individual and other service users. If Age Concern Bracknell Forest decides to withdraw a placement with immediate effect, no further payments will be charged and refunds issued.

Age Concern Bracknell Forest reserves the right to end this contract at any time, for any reason.

## 8. Additional Information:

Advocacy: If through illness or infirmity you are unable to sign this agreement, the person who signs this agreement accepts the responsibilities detailed within the agreement including the payment of fees and other charges.

Compliments and Complaints: There is a complaints procedure that explains how you or your representative can make a complaint or suggestion about your care or welfare. Please speak to management for further information and for a copy of the policy.

You can also contact the team at; [info@ageconcernbracknell.org.uk](mailto:info@ageconcernbracknell.org.uk)

Or call: 01344 422048

## 9. Billing Information:

BACS and other online payments should be made to:

**Age Concern Bracknell Forest**  
**Metro Bank**  
**Sort Code: 23-05-80**  
**Account Number: 14225048**

Quoting the invoice number and name of the service user.

Cheques should be made payable to 'Age Concern Bracknell Forest'.

Payments can be taken in the Day Centre via a card machine, but will incur an additional 2% charge per transaction.

We also accept cash payments onsite at the Day Centre.

## 10. Invoicing Information:

Bills will be paid ahead of time and due on the 10th of each month for payment or before.

Example if the service user attends Mondays and there are 5 Mondays in the month, you will be billed for five Mondays at the beginning of the month to be paid by the 15th of month.

## 11. Service Agreement (Terms and Conditions):

You hereby understand all the information contained in this agreement, and by indicating /submitting the 'Support Plan' you agree to have understood the services on offer and the fee's that are applicable.

### ***Service Users / Representative / Support Person:***

*I have read and understood and will comply with all the Terms and Conditions outlined in this document. This is an electronic document, and submitting the 'Support Plan' to Age Concern Bracknell Forest means you have agreed to all that is contained in this document and will comply with it.*