



## TERMS AND CONDITIONS OF ACCEPTANCE FOR ATTENDING HOMELINK

Homelink is a registered charity that relies upon a combination of income from grants, donations and a subsidised fee from clients or their carers to enable it to operate every week.

Monthly payment to be made in the first week of the month ideally by standing order, cheque, cash, carer vouchers and direct payments to maintain a place at Homelink.

1. In the event that a client cannot attend for more than one month due to illness or other reasons we are unable to keep their place open unless they continue to pay their regular monthly payment to maintain that place. This arrangement can remain in place for a maximum of three months. After that time we will discontinue the place to allow another carer to have respite.
2. When a client starts Homelink, the first calendar month will be considered a trial period after which a discussion will take place with the Care Lead to ascertain if the client wishes to attend regularly thereafter. If the client wishes to continue and attend regularly the following terms and conditions apply from the second month onwards..
3. Cancellation of attendance requires a month's notice by either a verbal or written notification to the Care Lead or Office Manager and you would be required to settle fees up to date.
4. In the unlikely event that the Centre had to close because of an emergency or a health and safety matter for example, extreme weather conditions, no heating, no utilities, infection control issue, your normal fee will still apply.
5. At Homelink we endeavour to provide a safe environment for our clients. We have precautions in place such as a fob only system on the doors and a key pad system on the external door. However, we cannot be responsible in retaining a client who is intent on leaving the building.
6. Some clients travel to and from Homelink on the Greenwood Centre's accessible bus or with a volunteer driver. We have a very limited number of volunteer drivers and we match suitability with clients. Homelink and the Greenwood Centre reserve the right to terminate transport, whether by volunteer driver or Greenwood bus if it becomes inappropriate for a client to be transported by these means. This may be by an agreed date or as of immediate effect depending on the situation. If possible we will endeavour to help carers find alternative means to transport clients to Homelink.
7. Carers must be contactable at all times in the event of an emergency or to arrange collection of a cared-for should they be taken unwell.



8. Clients' physical and mental ability is reviewed as follows to ascertain whether Homelink can continue to offer a place:
- (i) **Initial review** = within one month of attending
  - (ii) **On-going assessment of care** = continual
  - (iii) **Emergency reviews** these would take place in the case of a sudden change in a client's physical or mental health which impacts on a client's ability or behavior, or that of other clients, for example, challenging behaviour either verbal or physical, constant anxiety, constant wandering/distress, needing constant one-to-one attention. In this scenario, we would discuss what options are available if the client no longer has their needs met by Homelink.