

Policy Statement

This document outlines how we prepare and manage service contracts at TruComfort Homecare. While it is mainly for staff we are happy to share it with any service user who wants to understand how their care agreement is put in place.

We've made this policy easy to understand for both care professionals and anyone new to domiciliary care.

Our Commitment

We provide a written contract to every service user regardless of whether they are self-funded or supported by a local authority.

- The contract outlines important details about the care being provided.
- It must be signed by both TruComfort Homecare and the service user or their representative.
- We aim to issue the contract before care begins and no later than 7 days after starting the service.
- Both parties should keep a signed copy for reference.

Starting a Contract

- After completing an initial care assessment and confirming that we can meet the person's needs, the manager will prepare the contract using our standard format.
- Two copies are printed and sent to the service user, along with a welcome letter that includes the names of their assigned care worker(s).
- The service user is asked to sign both of the copies and return one to us.

Filing the Contract

Once we receive the signed contract:

- A copy is filed in the service user's record.
- Additional internal copies are made if necessary.

Updating or Changing a Contract

Sometimes care needs or preferences change. If so:

- The manager will speak with the service user (and their representative if applicable) to confirm and approve any changes.
- If the local authority is funding the service, the relevant care manager must also approve the update.
- Once approved, a new updated contract is prepared and signed.