

## Social Station - Independent Social Work Services

### Terms and Conditions – September 2022

*These terms and conditions relate to direct and indirect work with clients in their homes, residential & nursing care, supported living, schools, hospitals, and other settings.*

### REFERRAL, DISCHARGE AND RE-REFERRAL

Social Station operates an open referral policy and we accept referrals from all professionals and clients themselves. We prefer to have an initial conversation (for which there is no charge) to ensure that the referral is appropriate. If necessary, we will signpost you to other agencies or another professional if we deem that more appropriate.

Discharge and ending our involvement are always a need led decision. You have the right to withdraw from support at any time, we would ask for two weeks' notice where possible and we would honour the same agreement.

### FEES AND FEE CHANGES

Fees are reviewed on an annual basis. The next fee review is anticipated to be April 2023, but we reserve the right to review and change fees at any point. Factors such as complexity may influence the fee you will be charged, but this will be discussed and agreed with you in advance via a quotation. Additionally, some external visits and Court attendance will require additional fees, this will be discussed with you in advance.

### PAYMENT TERMS

Assessment and support provided is charged according to the agreed fees in your quotation.

Late Payments: we will send one reminder for payment. In the case of non-payment, we will be unable to offer any further appointments or liaison until the outstanding payment has been settled. We reserve the right to withhold reports and other documentation in the case of non-payment.

## REPORTS AND ASSESSMENTS

Reports, assessments, and recommendations are developed on an individualised basis and person centred, upholding strengths -based practice.

Unless agreed in advance, there is an additional charge for further report writing following the initial assessment. Requests for additional reports must be submitted 3 months prior to the due date.

## TRAVEL

Unless otherwise discussed, travel is charged at 45p outside a 15-mile radius and additional travel time is charged over 30 minutes. Where practical, we will endeavour to use public transport for longer journeys and will require reimbursement of costs.

## SICKNESS POLICY

If you or a member of your family has experienced vomiting, diarrhoea, or an infectious illness, please notify us as soon as possible and we will re-arrange our visit. If you have experienced any of the symptoms above within 48 hours, please call us to re-arrange your visit.

**CORONAVIRUS UPDATE: If you are experiencing any COVID -19 symptoms, please notify us as soon as possible.** Symptoms include a fever, dry cough, unusual fatigue, or changes to smell and taste.

## CANCELLATIONS

Other than in exceptional circumstances, cancellations made less than 24 hours before the time of a scheduled appointment will be charged at 50% of the cost of the session.

## VIDEO AND PHOTOGRAPHY

You may be asked to take part in blogs, videos, and promotional content. In this situation, you will be asked for your consent and to sign a consent form. We may provide training videos and video descriptions of care and support plans, including visual timetables. We ask that if these videos are personal to your support, you do not circulate them more widely.

## **SAFEGUARDING POLICY**

Anyone from the company working directly with vulnerable adults hold an enhanced clearance from the DBS (Disclosure and Barring Service) to work with children and adults.

We are required by law to report concerns related to a child or vulnerable adult's wellbeing to the relevant social care team.

If you have health and social care professionals working with you, please share these details.

## **DATA PROTECTION**

We are registered with the Information Commissioner's Office (ICO) and Katie Laws is the named Data Controller for the company.

All client details, case notes and correspondence are stored securely and treated confidentially according to the General Data Protection Regulations (2020) and the Data Protection Act (1988). Please refer to our Privacy Policy for further information.

Please note that email is not a secure transmission, and it is recommended correspondence related to a client including historical reports and information should be sent via encrypted channels or in a password protected document. We will discuss your preferred method of communication with you upon assessment.

## **TERMS AND CONDITIONS ARE REVIEWED AND UPDATED REGULARLY**

Date of this update: September 2022

Date for next update: March 2023