

# Local Social Care Support Services

## Terms & Conditions

1. The term 'client' means the person receiving the care package or the person or organisation who undertakes to make the booking on their behalf and is thereby deemed to be their representative. The person signing the booking form is held contractually liable for the booking. The booking of a care package and completion of the booking form implies acceptance of these conditions.

2. Our Social Care Support Services are generally suitable for adults with mild to moderate learning disabilities. We provide basic practical support and supervision. In order for New Horizons to provide the best possible support the Care Plan must be fully completed and be a true reflection of the client. Support packages for individuals with specific needs can be arranged.

3. The client's session is inclusive of support, providing always that we are informed of the true nature of the clients' needs and abilities, which must include details of behavioural needs and any behaviour that may prove unacceptable to members of the public (please note we only refuse to take a client if we feel we cannot support their needs).

4. In the event that the client develops or displays physically challenging, threatening and/or disruptive behaviour, we reserve the right to terminate the session and return them (the client) to their residence at the client's expense. In any of these circumstances no refunds or compensation will be paid to the client and we may make a claim against the client for any costs or expenses incurred as a result of such behaviour.

5. Invoices will normally be sent directly to the client unless it is indicated on the booking form that it is to be sent to a third party.

6. For all Social Care Support packages, payment must be paid within 14 days of the invoice date. If full payment is not received within this time. We reserve the right to suspend the package until full payment is made.

7. Costs attributed to providing activities such as a cinema trip will be met by the client for both themselves and the staff providing the support.

8. If the client requires transportation from their home to the venue (either in whole or in part) this request must be entered clearly on the booking form and we will notify the client if this is possible. All such travel requests must be submitted in writing. The client will be required to pay the additional cost of transport. This service is entirely at our discretion and based on availability.

9. Personal Valuables & Money; New Horizons is happy to act as a 'bank' – looking after guest's money if required and handing over smaller amounts as and when required. This will be recorded on cash sheets where staff & guest must sign each time money is handed over. If guests choose to hold their own monies this is done so at their own risk and New Horizons accepts no responsibility for any loss or theft.

Valuables such as cameras, mobile phones etc. are brought at your own risk and we cannot accept responsibility for any loss, damage or theft of these items.

10. Clients must have the correct clothing and appropriate foot wear to participate in the session. A list of the required items along with other important details will be sent to the client shortly after the booking has been made for a support package.

11. MEDICATION. We are only able to hold client's medication when supplied in purpose made dispenser wallets, where dosages are pre-measured with the correct combination and quantity of medication in each compartment. Please ensure that medication is clearly labelled, detailing the client's name, the name of the medication, the condition to which the medication relates and the daily dosages with times and all other instructions. If you require us to hold any medication please state this clearly on the booking form. We DO NOT accept medication in any other format.

12. Smoking is not permitted in any vehicle or accommodation except in certain public areas. This restriction is at the request of clients and for their health and safety. Smokers can negotiate with us on this matter. For further clarification please see Restriction on Smoking (Amendment Number 2) (Jersey) Law 2006.

13. We do not accept responsibility for our failure to perform the contract for the package of care or for the improper performance of the contract, as such failure is due neither to any fault on our part nor to that of our employees, agents, sub-contractors or suppliers if it is:

- Attributable to the client, or is attributable to a third party unconnected with the provision of the services and is unforeseeable or unavoidable.
- Unusual and unforeseeable circumstances beyond the control of New Horizons, the consequences of which could not have been avoided even if all due care had been exercised.
- An event which New Horizons, our employees, agents, suppliers and subcontractors could not, even with all due care, have foreseen or forestalled.

14. We do our best to ensure that all arrangements run smoothly. If you have a complaint you must notify us in writing within 28 days of the issue experienced. We can usually sort out any complaints you may have, but if we cannot agree, you can take the matter to an arbitrator appointed or seek alternative legal advice.

For further information on our services, please contact us:

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info@newhorizonssupportservices.co.uk



**New Horizons**  
ENABLING PEOPLE TO LIVE THE LIFE THEY CHOOSE