

AR10 - Service User Contract Policy

1. Every new Service User (and where applicable, their legal representative) will be given the Service User Contract, along with the Service User Guide and other relevant information to support their informed consent in agreeing to the terms and conditions of their Service User Contract.
2. Service Users and their representatives will have the support and time they require to understand and complete the contract.
3. Eaglesvale Care will also sign their part.
4. The Service User will always receive a copy of their signed contract.
5. Eaglesvale Care will securely store their copy of the contract in the Service User file in accordance with data protection law.
6. Eaglesvale Care will ensure that every contract signed by the Service User or their legal representative is done so freely and with informed consent. Where Service Users have the capacity to complete and sign their own contract, they will be supported with accessible information tailored to their needs to make their own decision and give their consent.