



Service Contract

Terms and conditions

Real Lives provides a recovery focused and consistent service that supports people in the community and in their home. By referring to us or choosing us as a provider you accept our following terms and conditions. Thank you for choosing Real Lives.

One of the reasons you may be using us as a support agency is our commitment to providing well trained, supervised and consistent staff. Our management team and directors provide regular behind the scenes support in developing training and supporting our workers, making changes to the service in response to feedback, finding the right worker for all our clients, liaising with statutory and other services in addition to creating transparent records. You can contact our Head of Operations on 07772127691 or the Directors at info@real-lives.co.uk

To start any package of support we require an up to date support plan of the support commissioned and a cost breakdown of what was approved at panel.

We charge for all of the hours of support for the first 3 months from the start date of the package. This is calculated from the wellness plan meeting. This set up period will include:

- ✓ Set up from our Head of Operations and Directors
- ✓ Completion of your individual paperwork
- ✓ Finding you the right PAL, providing options, changes and doing this in a way that you choose
- ✓ Providing training specific to your support
- ✓ Introducing you to your PALs in a way that works for you
- ✓ Creatively work with you to develop relationships and best ways of working
- ✓ Liaising with your health care team and social worker
- ✓ Providing feedback and recommendations for the social worker's 6 week review
- ✓ Providing you with a review at the 3 month point which will inform us of how to deliver and charge your package

At your first 3 month review we will jointly determine what your package going forwards should be. We will set your ongoing charges according to this agreement. We will inform your social worker of this outcome. We will review your package every 3 months and adjust our charging if we find that your needs have changed.

Our charging takes into account face to face and background support including:

- ✓ Training for your PALs
- ✓ Group supervision for your PALs
- ✓ Formal 1:1 supervision for your PALs
- ✓ Informal supervision and support from other members of the team
- ✓ Access to the café and events that are going on there, free tea and coffee at the café, food parcels and suspended meals where there is availability, crisis support in the café.
- ✓ Meetings, emails and phone calls with your supporters (family, friends, health and social care workers) should they be required
- ✓ A Co-ordinator who will respond to needs of your package



Costing rate breakdown:

Basic rate 16.50– This is a support package that required little background liaison and support, with a PAL who is rarely changed and can manage issues using their training and supervision, review could be as little as annually and could be carried out by the PAL. Co-ordinator is Head of Operations.

Standard rate 22.50 – All of the above, with either a senior PAL who will use their further experience and training to manage the package competently, or an additional named co-ordinator to provide extra support and supervision to the PAL, for a support package that is responsive to client changes and provides liaison with other agencies.

Enhanced rate 26.00 – All of the above, with additional input during management meeting from Head of operations and the Directors, close working with statutory services, support in specific areas such as medication management, physical health support, complex or specific work we are commissioned to do.

Additional services

Phone support:

Phone support is available to everyone who uses our service. We want you to get in touch with us if you have queries or concerns. This is included in the ongoing cost of your support

However some people choose to have a significant amount of their support over the phone and choose this type of support over face to face support. This can happen over a voice call, facetime, skype, whatsapp, or text. If you choose to have this service we charge £52 all week or £26 for a selected 2 days. This gives you access to a nominated worker for phone support Monday to Friday 9am - 5pm. We can also negotiate longer sessions on the phone this can be negotiated on a case by case basis.

Managed Accounts:

We offer a managed account service, so the city council will pay all of your funding into a separate bank account and which we will invoice and send back unused money. This service is £120 per year. Where we manage accounts we are able to be more responsive to changes and deliver more support in crisis periods and negotiate reductions or send money back where we can see it not being used.

Mileage and Expenses:

Where travel and activities are a main part of the support we will negotiate paid expenses to be agreed at the beginning of support. Any costs in the community will need to be covered for PALs. If there is an expense budget the PAL will manage payments in the community using this. Expenses are normally to cover the PALs activities first and you should cover your own or any additional costs.

Personal contributions:

You may be asked to make a personal contribution to your support from the city council. If Real lives manage your account it is our job to collect this from you, you will receive instructions for how to do this in a letter from us and if you wish your PAL can support you to set up payments. These payments will need to be made a month in advance. If we don't receive payments we will have to stop your support.

Changes to the support package

Real Lives has the knowledge and experience to be able to support you to make changes to your support package or recognise when changes need to occur. We will confirm these with yourself and your PAL and then email the city council outlining the change and reasons for it and request a review. Due to long waiting times for reviews we have found it can be



helpful in crisis situations for us to put changes in places rather than waiting but we will follow guidance from social care where it is available. If a reduction in support is required we will email the city council to record this change and only charge at the reduced rate.

Providing support at crisis points

Sometimes we will provide support that we are not yet funded for, we will save all evidence and ask the city council for payment. If the city council do not agree to this funding or we don't hear back from them after 3 months we will have to change the support back to the original package. If we do not feel support is safe at the original rate for you or our workers, we would have to end the support.

Ending support

Endings are important to get right for both workers and clients and we hope to support you to a point where you feel in control and supported to move on from us. Hopefully endings will be planned with enough time for you to move on gradually in the best way for you. However if an ending happened quickly, where possible we will provide a month's notice for ending support, and we would charge a month notice for the end of support if it was ended by you. If an incident occurred where it made support unsafe face to face support would end with immediate effect but we would continue to work with services and the worker to resolve any issues. Any unused money would be returned to the city council or to you if you are self-funding.

Additional information

Non managed accounts

Due to past issues, social care packages that are not managed by Real lives will require full details of who we are to invoice and a cost breakdown prior to us starting support.

Pre-payment cards

If you have a pre-payment card the city council should supply you with instructions on how to use it to pay us. Please supply your email address at the wellness plan meeting so we can send you invoices, they will include all the information you need to pay us. Or you can set up a monthly standing order via your pre-payment account.

Self-funding:

You will be sent an invoice or can set up a monthly payment as per the support package that is agreed and set up.

Refunds:

We will review any unused money in your managed account and return it to DPO. If you self-fund we will return unused money to you directly.

To end support with Real Lives you need to give us a months' notice. We will aim to give you a months' notice when ending support. The exception for this is if we feel it is not safe for our workers to continue support.