**Day Services – Contact Form**

|  |  |
| --- | --- |
| **NAME OF PARTICIPANT** |   |
| Date of birth |  |
| Address     |    |
| Preferred day(s) | **Greenhouse**  Monday Tuesday Wednesday Thursday Friday**Gold** Monday Tuesday Wednesday Thursday Friday**Blue Bubble** Monday Tuesday Wednesday Thursday Friday |
|  |  |
| **EMERGENCY CONTACT**NameRelationship  |  |
| Address |   |
| Phone |   |
| Email |  |
| Address for invoicing (if different from above) |  |
|  |  |
| If invoices to be sent to another organisation (e.g. Southampton City Council) |
| Social worker/Care manager Telephone number Email   |   |
| Address for invoicingPurchase Order Number |  |

**Day Services – Information Form**

**Tell us about yourself,**

*e.g. what you are good at, what you enjoy, what you need a little help with, what you need a lot of help with, things that cheer you up, and things that upset you.*

The more you tell us the better we’ll be able to plan to meet your needs

**Medical information**

Please give details of disability, illness or injury which may affect your participation in day service activities

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| adhd |   | asthma, bronchitis |   | autism |   |
| sensory impairment |   | challenging behaviour |   | diabetes |   |
| epilepsy, fits or fainting |   | heart condition |   | learning disability |   |
| muscle weakness |   | physical disability |   | Other (please specify below) |   |
| Do you have any allergies to food or medicine which we should be aware of? |   | Are you currently receiving medical treatment? |   |  Have you been given specific medical advice to follow in an emergency?   |   |

If you have ticked any of the above boxes please give further details

QE2 Activity Centre

River Hamble Country Park, Pylands Lane,

Hedge End, Hampshire, SO31 1BH

Telephone: 023 8040 4844

Email: office@qe2activitycentre.co.uk

[www.qe2activitycentre.co.uk](http://www.qe2activitycentre.co.uk)

Charitable Incorporated Organisation 1165893

**QE2 Day Service - Service User Agreement**

This agreement is between the QE2 Activity Centre Day Service and the service user.  It sets out some basic responsibilities on both sides.

**QE2 Activity Centre Day Service will**

|  |  |
| --- | --- |
|  | provide a day service Monday to Friday each week between 9.30 am and 3.30 pm |
|  | provide a mixed timetable with a varied, stimulating programme |
|  | listen to service users and their ideas and views on the service |
|  | encourage people to make choices, be independent and play an active part in the group |
|  | work on a 1:4 staff ratio for the provision of day service activities |
|  | treat everyone as an adult, with politeness and respect and have respect for privacy and dignity |
|  | keep all personal information confidential |
|  | ensure all staff have DBS checks and appropriate training |

**The Service User (or representative) agrees:**

|  |  |
| --- | --- |
|  | to arrive at QE2 Day Service on the agreed days and to contact the centre if they are unableto attend |
|  | to take part in group activities and make their wishes known |
|  | service users requiring 1:1 support will need to have arrangements in place to meet their needs |
|  | to listen to others and respect their points of view |
|  | to listen to and follow instructions given by members of staff especially around health and safety |
|  | to not leave the premises or leave the group without the express permission of a member of staff |
|  | to talk to others if they are upset or have a problem so it can be sorted out |
|  | to treat everyone with politeness and respect |

**QE2 day service – Terms and Conditions**

|  |
| --- |
|  |
| **Payment** |
|  | Payment for the sessions is £65 per day until further notice (review of charges will take place annually in April) |
|  | Invoices will be sent out monthly (by email or post as agreed) and payment is expected twenty-one days after invoicing |
|  | Failure to pay fees as above may result in services being terminated |
|  | Missed sessions will be charged for |
|  |
| **Holiday** |
|  | QE2 Day Service will not be open on Bank Holidays or during Christmas week |
|  | You will not be charged for authorised holidays* If you attend five days a week, you can take up to 28 days holiday each calendar year without being charged
* four days per week = 23 days holiday
* three days a week = 17 days holiday
* two days a week = 12 days holiday
* one day a week = 6 days holiday
 |
|  |
| **Review** |
|  | Each party will notify the other of any relevant changes in the service user’s circumstances, behaviour, health, etc. as appropriate.  There will be a service user review every 6 months |
|  |
| **Termination** |
|  | Either party may give one month’s notice to terminate the agreement |
|  | The first four weeks are a trial period. If you decide not to continue during the trial period, you will not be charged for any more sessions but please let us know if you aren’t going to continue |
|  | QE2 Day Service reserve the right to immediately withdraw service in the event of bullying, harassment, verbal or physical abuse, threatening or inappropriate behaviour, discrimination or intimidation of staff, other service users or others by the service user.  Any such incidents will be discussed and reviewed before deciding how to proceed |
|  |  |
| **Consent** |
|  | I understand and agree with the Terms & Conditions |
|  | I have given full medical details.  |
|  | I consider that I am capable of participating in the activities.  |
|  | In the event of illness or accident I give my consent to any necessary medical treatment. |
|  |  |
| *We sometimes take photographs for educational or display purposes including social media* |
|  | I don’t mind having my picture taken          I don’t want to have my picture taken   |
|  | Signed | Date |
| Please complete and return to office@qe2activitycentre.co.uk or post to QE2 Activity Centre, River Hamble Country Park, Pylands Lane, Hedge End, SO31 1BH |