



## Making a Referral

Total Wellbeing Matters (TWM) provides a low level support service that is bespoke to each customer and aims to do everything possible to respect the rights of all customers by upholding the values of dignity, choice, control and independence. TWM will visit all customers at home to discuss requirements before commencement of the service. If, after the delivery of the service has commenced the needs of a customer change or increases to a level which cannot be met by TWM, the customer will be informed without delay, and TWM will endeavour to discuss alternative arrangements, and agree a mutually acceptable solution.

- We accept referrals from individuals, social workers, GPs and community organisations.
- Referrals can be made by phone, by email or by using the referral form
- The customer must be aware that the referral has been made and that Total Wellbeing Matters will be contacting them to arrange a visit.
- Any concerns about the customer's behaviour and any possible risk should be included in the referral.
- TWM will endeavour to follow up any referral within 3 working days of it being received. This will take the form of a phone call to the customer to arrange a date for the initial assessment visit.
- The hourly rate charged by TWM for home support services ranges from £18 - £25 per hour depending on the type of service requested. This rate will be reviewed annually. Mileage costs of 45p a mile may also be incurred for running errands, trips out, transport to appointments etc. All fees will be discussed prior to the service being implemented. A one off non refundable fee of £20 may be charged to the customer to cover the costs of the initial visit. This cost will not be payable if it is agreed that the service is not suitable for the customer.
- The customer will be advised that the minimum booking is half an hour or part thereof.
- The customer will be invoiced at the end of each month for all hours delivered and payment is expected within 10 days of receipt. Payment of invoices can be made by cash, cheque or bank transfer. Receipts for payment will be issued. TWM reserves the right to terminate the agreement with customers and to suspend or terminate their account if payment is not made within a month of the invoice being issued.
- There are no charges incurred for cancellation of the service as long as 24 hours notice has been provided. Cancellation with less than 24 hours notice may be charged at the full rate dependant on circumstances.
- TWM endeavours to provide its services at the times and days agreed with the customer. However, there may be occasions where this is not possible due to staff absences. TWM will give as much notice of cancellation as possible but will not accept liability for any breaks in service.
- TWM provides a low level of support and does not provide personal care or administer medicines.
- We will report any safeguarding concerns to the relevant authority.

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- TWM expects its employees to be treated with dignity and respect at all times. TWM reserves the right for its employees to withdraw from any challenging or potentially dangerous situations and to terminate provision of service if there is deemed to be a risk to staff.
- TWM takes our customer's privacy very seriously and will only use personal data to administer customer's accounts and provide the services requested. TWM will store data safely, share only relevant information to those who need it and will delete it six months after termination of the service. TWM will never pass customer details on to a third party for marketing purposes nor will it send customers details of offers from other companies.
- TWM does not accept responsibility for damage to the fabric, fixtures, fittings and contents of a customer's home and the customer must have in place home and contents insurance which covers accidental damage.
- Please ask to see our current policies which include safeguarding, data protection, complaints, equality & diversity, boundaries and health & safety.

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