

OA Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	✓	✓	✓	x	✓	✓	✓

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SERVICE USER GUIDE

POLICY

To ensure service users are given up to date, accurate information about the service.

PROCEDURE

If the service user guide is updated you do not need to re-issue the document to all service users.

1. The service user guide must be completed by filling in the appropriate sections. The sections which are **not** applicable to your service must be deleted. This guide can be personalised using photographs / pictures / symbols etc and formatted to your liking. Do not use photographs of service users.
2. A master copy of the guide must be saved and the completion date must be on the front of the document. Archive any previous versions.
3. The service user guide must be offered to the service user and / or representative on admission to the service. The service user confirmation form (appendix 1) must be completed and filed on the service users file.
4. A copy of the guide must be displayed in a place that can easily be accessed by the public e.g. in the main foyer.
5. This guide can also be used as a brochure for people enquiring about the service.

Review of the guide

1. The guide must be reviewed annually or when there are any changes. This must be saved with the completion date on the front of the document.
2. If the service user guide is updated you do not need to re-issue the document to all service users. Any changes should be discussed in service user meetings.
3. The display copy of the guide must be replaced with the up dated version.

Date	12/03/12							Issue date
Amendment	1							08/11/11 P&P