
STATUTORY RULES OF NORTHERN IRELAND

2007 No. 235

The Domiciliary Care Agencies
Regulations (Northern Ireland) 2007

PART 1

GENERAL

Service user's guide

- 6.—(1) The registered person shall produce a written service user's guide which shall include—
- (a) a summary of the statement of purpose;
 - (b) the terms and conditions in respect of the services to be provided to service users, including details as to the amount and method of payment of fees, if appropriate;
 - (c) a summary of the complaints procedure established in accordance with regulation 22; and
 - (d) the address and telephone number of the Regulation and Improvement Authority.
- (2) The registered person shall supply a copy of the service user's guide to the Regulation and Improvement Authority and every service user and, upon request, to the service user's representative.
- (3) On request the registered person shall also provide, to the service user or the service user's representative, access to a copy of the most recent inspection report and information on how to access earlier inspection reports.