
WELSH STATUTORY INSTRUMENTS

2017 No. 1264

The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017

PART 6

Requirements on service providers as to the information to be provided to individuals on commencement of the provision of care and support

Information about the service

- 19.**—(1) The service provider must prepare a written guide to the service.
- (2) The guide must be—
- (a) dated, reviewed at least annually and updated as necessary,
 - (b) in an appropriate language, style, presentation and format, having regard to the statement of purpose for the service,
 - (c) given to all individuals who are receiving care and support,
 - (d) in the case of child who is looked after by a local authority, given to the placing authority, and
 - (e) made available to others on request, unless this is not appropriate or would be inconsistent with the well-being of an individual.
- (3) The guide must contain the following information—
- (a) information about how to raise a concern or make a complaint;
 - (b) information about the availability of advocacy services.
- (4) The service provider must ensure that all individuals receive such support as is necessary to enable them to understand the information contained in the guide.

Service agreement

- 20.**—(1) The service provider must ensure that every individual is given a signed copy of any agreement relating to—
- (a) the care and support provided to the individual;
 - (b) any other services provided to the individual.
- (2) The service provider must ensure that individuals receive such support as is necessary to enable them to understand the information contained in any such agreement.

Changes to legislation:

There are currently no known outstanding effects for the The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, PART 6.