

CONTINUITY CARE

Service Access, Changes and Exit

A sample guide to beginning services, requesting changes and ending support fairly.

Document status	Demonstration only
Review status	Requires governance and legal approval
Version	Draft 0.1

Accessing services

We discuss goals, support needs, location, availability, funding and safety before confirming whether a service can be provided.

Starting well

- Agree on the service scope and schedule.
- Document preferences, communication needs and relevant risks.
- Explain pricing, cancellations, privacy, feedback and emergency arrangements.
- Confirm consent and the people authorised to participate in decisions.

Changing support

You can request a review when goals, needs, funding or circumstances change. We explain what can be adjusted and confirm any effect on cost or availability before changes begin.

Ending services

- You may choose to end services in line with the service agreement. We aim to support a planned transition where practical.
- A provider-initiated exit should be fair, documented, communicated clearly and managed with regard to continuity and safety.

Records and final steps

Final accounts, return of property, information transfer with consent and contact details for future questions should be addressed as part of closure.