

OLDER & VULNERABLE CLIENT CARE POLICY



Leathes Prior recognises the importance of ensuring that older and vulnerable clients are treated with dignity, respect and kindness at all times and that this applies also to their families and people representing them. We realise that there is a need to assess whether such clients may require additional consideration by being both sympathetic and sensitive to any issues they may have.

Whilst we acknowledge that it is important to see our client's alone and take instructions from them independently (at least initially) we are aware that some clients may prefer to have a trusted friend or relative present, so we will try to accommodate this where we can. At some point throughout the process, we will need an opportunity to see our client alone, but we will do our utmost to make sure that the client feels at ease, and understands why this is necessary.

Where English is not the first language of our client, or has difficulty hearing or with sight, we suggest that an appropriate independent interpreter assists, or a person that our client trusts to assist the client understand what is being discussed.

We will include in our written notes of meetings a record of anyone our client has asked be present with them at any meeting and will ensure that all relevant facts are noted in our attendance note.

Where legal terminology has to be used, we take care to ensure that our client understands what has been said and will not proceed until we are satisfied and that our client is comfortable.

We will take steps to make ourselves aware of any potential capacity or physical limitations such as mobility, continence, hearing or visual impairment. These matters are always taken into account when meeting and communicating with older clients.

Correspondence and documentation can be produced in large print if necessary and we will always discuss the specific needs our client has.

In all cases, the pace and duration of each meeting is aligned to the needs of our client.

Where appropriate, we will offer to visit our client's home. This may incur an additional charge for the time spent and cost of travelling and if that is so, we will advise you of this in advance of the visit. If a client visits our office, we will let him know what parking facilities and disabled access are available and ensure that toilet facilities are readily accessible.

We are sensitive to the possibility that older clients may be discomforted if they do not have current passports or driving licences. Extra care is therefore taken not to cause our clients any embarrassment, while ensuring that money laundering requirements are met.

We may ask that any person signing in the capacity as attorney for our client also produce proof of I. D. for identity verification purposes.

If you would like to discuss the above or require any more information please contact one of our Wills, Estates and Lasting Powers of Attorney Team by calling 01603 610911 or by emailing info@leathesprior.co.uk.