Older and Vulnerable Client Care Procedure

We are conscious that we treat older and vulnerable clients, and their families or representatives, with additional care and are sensitive of any potential issues they may have. We ensure that we treat all of our clients with kindness and respect.

It is important that we see our client alone initially due to the nature of the advice we may give, but we understand that some individuals may wish to have a friend or family member present, which we aim to accommodate wherever possible. During the process we will need to speak to our client alone but will try to ensure they understand why this is necessary and feel comfortable throughout.

We endeavour to make ourselves aware of and consider any potential capacity or physical limitations our clients may have, such as hearing/visual impairments, mobility or continence.

When visiting our offices, we make sure to let our clients know of the disabled access and parking facilities we have available. We also ensure that our toilet facilities are easily accessible. If these facilities are not available or do not meet our client's needs, we can offer to visit our clients in their homes.

The duration and pace of our meetings are always influenced by our client's needs.

We keep a written record of everyone present at our client meetings. Where a client declines to have anyone present, we also make note of this.

We also keep note of everything relevant that is discussed during any meetings in an attendance note.

We recommend an independent interpreter assists our clients where English is not their first language or where they have difficulty with sight or hearing. This is to ensure our client understand what is being discussed and feels at ease throughout the process.

When using legal terminology, we are conscious that our client needs to understand what is being discussed and will always ensure the client is comfortable and can comprehend the information that is being discussed. .

Any correspondence or documentation can be produced in large print where necessary.

We are aware that some clients may not have current passports or driving licences and can adjust our identification process in order to reduce any potential embarrassment or discomfort.

We require the individual signing as an attorney for our client to provide proof of I.D to allow us to verify their identity.

We agree to abide by the Association of Lifetime Lawyers' Code of Practice.