

Service User Guide

Statement of Purpose

Revised October 2014

In Compliance with:

Regulation 4 (1) and Schedule 1 – The Domiciliary Care Agencies

Regulation 2002

Registered Providers:

Kay Brandrick:

Responsible Individual:

Marie Cooper

Mission Statement:

We Promise

- *To be polite and courteous*
- *To respect your rights and dignity at all times*
- *To promote your independence at all times*
- *To show respect to your home, belongings and personal standards*
- *To respond to changes in your needs and help to put you in touch*
- *with other professional bodies when necessary*
- *To have the knowledge, skills and competence to assist your needs*
- *To maintain high levels of conduct, professionalism and confidentiality*
- *To respect and appreciate all cultural and religious beliefs*

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1. WELCOME

Welcome to Care Plus Homecare Services Limited. The guide gives you information about Care Plus Homecare Services Limited and what we can offer you.

We will provide you with the assistance you need as detailed in your care plan. This has been drawn up and agreed with you, following an assessment of need by a Team Manager from Care Plus Homecare Services Limited.

This guide gives you the information about what you can expect and what to do if you are unhappy about the care you are receiving.

THE AIMS OF CARE PLUS HOMECARE SERVICES LIMITED

The aims of Care Plus Homecare Services Limited are to assist you to living as independently as possible. To recruit and train suitable Care Workers to assist you with tasks that you have difficulty with, or carry them out for you if you are unable.

2. CARE PLUS HOMECARE SERVICES LIMITED PROFILE

The aim of Care Plus Homecare Services Limited is to provide Care Workers to Service Users in their own homes and to assist and support individuals and

organisations in promoting health, in its broadest sense and maintaining or improving independence. It aims to provide a focused value for money service that is reliable and responsive to Service Users needs and preferences.

Care Plus Homecare Services Limited aims to foster an atmosphere of care and support which both enables and encourages our Service Users to live as full, interesting and independent a lifestyle as possible with the scope and duration of our service provision being kept to a minimum, in line with an agreed plan of care.

To ensure that at all times, services are provided which comply with the requirements of The Domiciliary Care Agency Regulations 2002. In particular, Regulations 14 and 15, which refer to the arrangement for the provision of personal care and staffing respectively.

3. AN OVERVIEW OF THE DELIVERY OF YOUR CARE

A Team Manager will visit you and undertake an assessment of your needs. They will carry out a social care assessment with you to identify what support you may require at home, to meet your needs. A copy of this assessment will be left in your home for reference by your Care Worker/s.

The Team Manager will also conduct a basic Risk Assessment in order to ensure that work can be undertaken safely in your home. If required, a Moving and Handling Risk Assessment will also be undertaken in order to identify any equipment and/or handling techniques needed for care to continue to be provided. A copy of these assessments and a care plan will be left in your home for reference by your Care Worker/s.

A Care Plus Homecare Services Limited Service User Log Sheet will also be left with the care plan pack. This will be used by the Care Worker to record information about their visit and a summary of the tasks carried out and provides information for other Care Workers, relatives, Doctors, and Health Visitors.

Your Care Plan and Risk Assessment will be formally reviewed each year by a Team Manager to see if your needs have changed. However, Care Workers will monitor our Care Plan and if at any time it is felt your needs have changed he/she will let your Team Manager know.

The name and contact number of the Team Manager who will be responsible for your care is:.....Marie Cooper.....You can contact this person if you have any queries or concerns about the care we provide to you.

4. THE SERVICES WE PROVIDE

Care Plus Homecare Services Limited provides a range of services for Service Users within the following groups:

Older People

Elderley Mentally Infirm

People with Learning Disabilities

People with Physical Disabilities

Older People in Supported Living Schemes

People with Learning Disabilities in Supported Living Schemes

Dementia

- *Assistance with:*
- *Washing*
- *Shaving (not wet shave)*
- *Oral Care*
- *Dressing*
- *Toileting*

Personal Care Includes:

- *Continence*
- *Feeding*
- *Assistance with medication*
- *With use of a medi pack or blister pack*
- *Assistance with getting up or going to bed*
- *Emptying commodes*
- *Shopping for Service User*
- *Assistance with Service Users*
- *Laundry (can include ironing)*
- *Preparing Service Users meals*
- *Vacuum cleaning*
- *Light domestic tasks such as washing dishes, dusting, cleaning or toilets and bathrooms*

Practical Tasks include:

- *Making or changing your bed*

All of the above services are provided by Care Workers making personal visits at agreed times to meet the needs of the Service User and their chosen lifestyle. The visit can vary in length from fifteen minutes to one or more hours. One or more visits can be made throughout the day on one day or seven days a week, following an assessment of needs that will identify the service require. Care Workers may be provided to sleep-in overnight or on a Waking Night basis as well as full 24 hour per day

5. STANDARDS THAT SERVICE USERS CAN EXPECT

YOUR CARE WORKER SHOULD:

Complete the task in your care plan:

- Arrive as near possible to the time stated in the care plan. If however, they are delayed by an emergency or road conditions every effort will be made to contact you.
- Wear a uniform with the Care Plus Homecare Services Limited logo badge and carry a photo identity card.
- Be polite and courteous.

- Maintain a good standard of appearance.
- Keep all your personal and financial matters strictly confidential
- Respect your rights and dignity and promote your independence at all times.
- Respond to changes in your needs and help to put you in touch with other agencies when necessary.
- Show respect to your home, belongings and personal standards.
- Have the knowledge, skills and competence to carry out their work with you.

6. THE QUALITY OF OUR SERVICE TO YOU

We always seek to ensure you get the best possible care. Staff undertake quality assurance visits and quality control checks. These visits enable us to improve services by acting on your feedback.

Annually a Team Manager or Senior Care Worker will visit you to see that your needs and expectations are being met. You will have to opportunity to talk with them directly and have a friend or relative present. You may also contact the Company Manager based at Care Plus Homecare Services Limited at any time to air your views.

Once a year you will be sent a questionnaire asking you to record your satisfaction or otherwise with the care you are receiving. The results of the survey will be collated and presented to the senior management group and a copy will be forwarded to the Care Quality Commission.

Either a Team Manager or Senior Care Worker will also undertake a quality control check on all Care Workers. This will involve them visiting and assessing Care Workers on duty without notice to monitor the care we deliver.

All of these quality measures are strictly confidential and are treated very seriously.

7. COMPLIMENTS, COMMENTS AND COMPLAINTS

Aim of our Compliments, Comments and Complaints Policy:

Care Plus Homecare Services Limited is committed to the pursuit of service excellence. This policy aims to provide staff and customers with information and outcomes that meets their expectation, and satisfaction.

Objective of our Compliments, Comments and Complaints Policy:

To view each comment or complaint as an opportunity to review the service we provide, and to ensure that we are offering what staff, support workers, clients and customers need, efficiently, effectively and courteously.

Outcomes:

To offer a level of service that enhances the reputation of Care Plus Homecare Services Limited and provides its staff, support workers and customers with achievable outcomes and acceptable conclusions.

Protocol:

This protocol is designed to accommodate both compliments and complaints, and as such the following action should be taken:

- Speak in person or by telephone to the Manager by calling 01625 522 504. If this person is unavailable, ask to speak to one of the Company Directors.

- A record of your comments will be kept on file and used for reference purposes only. If the call is complimentary it will be passed onto the appropriate party.
- A request will be made asking you to write to the manager with your comments. All comments, complaint or compliment will be treated with equal merit and will be passed on to the Directors of the Company, when dealt with by the Company's management team.
- A written acknowledgement will be forwarded within 24 hours of receipt of complaint, with a copy of this policy.
- Anyone being complained about will be notified in the first instance by telephone or in person (office staff), followed by a written statement within 24 hours.
- All support workers/staff who are the subject of a written complaint will attend a formal disciplinary interview, in person conducted by a senior manager within 3 days of receipt of complaint.
- The nature of the complaint may result in a temporary suspension of the individual from undertaking all activities associated with their work for Care Plus Homecare Services Limited until such times as a satisfactory conclusion is reached.
- All outcomes of the investigative procedures will be forwarded onto the complainant in writing. The manager carrying out the investigation may wish to contact the complainant by telephone.

- All records of complaints are kept apart from general personnel information, within a secure complaints file, within strict accordance of the Data Protection Act.
- Each individual who has undergone a complaints interview is supplied with a copy of all information written and retained.
- Monitoring of the individuals performance will be carried out via a prescribed Appraisals process, or by arrangement as determined through the complaints process.

Customers may also refer their complaints to Social Services, at:

**Suite 2A,
Riverside Mill,
Mount Batton Way,
Congleton,
CW12 1DG
01260 371 096 / 391 017**

**OR
Wilmslow Team:
1st Floor,
Dean Row Centre,
Ringstead Drive,
Wilmslow,
.SK9 2HZ,
01625 378 093**

In the event of complaints remaining unanswered or unresolved, or the complainant is unhappy with the outcome, a formal complaint can be made to the CQC at:

Care Quality Commission,

Citygate,

Gallowgate,

Newcastle-upon-Tyne,

NE1 4PA

03000 616 161

8-9. KEY POLICIES AND PROCEDURES

i. MAINTENANCE OF CONFIDENTIALITY

We will respect any information you give us about yourself in confidence. Your Care Worker will restrict any information to staff within Care Plus Homecare Services Limited and any other relevant professionals. Any breaches of confidentiality by any member of staff will be dealt with through the company's disciplinary procedures.

Some of your details that are held on file or computer include: name and address, telephone number, next of kin, GP and details of your care package. Any messages received are also logged on the data base of Care Plus Homecare Services Limited.

Information will only be disclosed to others with your consent or if it is required by law.

ii. HANDLING YOUR MONEY

No financial transaction will be carried out by a Care Worker on your behalf, unless it is part of your identified care needs. This includes:

- Collection of benefits and pension
- Shopping
- Paying Utility Bills
- Deposit and/or withdrawal of money from bank, building society or post office.

Care Workers are issued with a Financial Transaction form, which details any financial transactions undertaken by the Care Worker on your behalf.

ii. GIFTS AND HOSPITALITY

On occasion you may wish to express your thanks to a Care Worker by making a gift. Care Plus Homecare Services Limited feel it is extremely important to maintain a professional service and does not allow staff to accept gifts, including money or gift vouchers.

iii. BEQUEATHS IN WILLS: Staff are not allowed to accept bequeaths under wills. Neither are they allowed to act as witnesses on wills or any other legal document regarding the Service User.

v. ADDITIONAL SERVICES : Careplus Homecare Services Limited are available to do all other care related tasks from 1 hour to 24 hour care packages, if you require any other service please contact our Branch Manager on the number provided.

Care Workers are not allowed to undertake any work for you as a private arrangement, even if you may offer to pay for this.

vi. HELP WITH MEDICATION : Care Workers can provide assistance to you with your medication when identified as part of your care package. For this to happen, you or those close to you must arrange for your pharmacist to have your medication dispensed into a medi-pack so that you can be prompted with your medication safely. You will also need to arrange for repeat prescriptions.

Care Workers are not allowed to assist with medication unless it has been dispensed into a medi-pack.

vii. SAFE KEEPING OF KEYS : Careplus Homecare Services Limited does not allow Care Workers to hold keys to a Service Users property.

In emergency situations Care Plus Homecare Services Limited will hold keys for a short period of time until Service User / Social Service Department install a Key Safe or Door Entry System. In these situations a written agreement is in place between the Service User and the company. Where keys are held a sufficient number of Keys will be required to cover emergencies and a signed agreement will be completed by all parties.

Under no circumstances should you give a key to your property directly to a Care Worker without the express written agreement of Care Plus Homecare Services Limited.

10-12. MAIN TERMS AND CONDITIONS OF SERVICE

CHARGES FOR SERVICES PURCHASED BY SOCIAL SERVICES

If your care has been arranged by a Social Worker and the Local Authority ID the purchaser then there are no fees liable to Care Plus Homecare Services Limited from you. There may well be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care, following an assessment of need. If so this will be arranged by your Social Worker and they will provide all necessary details to you.

CHARGES FOR PRIVATE SERVICE USERS : You will be charged for work undertaken by an employee of Care Plus Homecare Services Limited. Plus mileage which is charged at £

All rates are inclusive of National Insurance Contributions, commission and all other costs unless agreed in writing as an addition to the booking form. All charges are subject to regular review and variations will be notified to you in writing from time to time. All charges must be paid to Care Plus Homecare Services Limited. Payment must not be made to the Care Worker.

BANK HOLIDAYS AND PUBLIC HOLIDAYS : All public and Bank Holidays will be charged at one twice the normal rate. In addition to Bank Holidays and Public Holidays the Bank Holiday rates will also apply to the Saturday and Sunday of Easter weekend, the 24th of December after 17.00 hours and the 31st of December 17.00 hours. Where Christmas and New Year holidays fall on or immediately prior to/after a weekend, Care Plus Homecare Services Limited will advise you of the rates applicable.

ACCOMMODATION AND MEALS : You are required to provide meals for Care Plus Homecare Services Limited Care Workers on residential duty and adequate sleep facilities to rest and sleep for Care Plus Homecare Services Limited Workers on sleep-in duties.

Where Care Workers are providing extensive care (minimum of 4 hours continuous shift), over normal mealtimes or 24 hour packages, you are expected to allow them the use of facilities for the preparation of food.

You may not deduct the cost of meals or any other type of benefit in kind for a member of staff from the Care Plus Homecare Services Limited invoice.

PAYMENT : Payment for services provided will be itemised on a Care Plus Homecare Services Limited invoice which is issued on a 4 weekly basis. Each visit will be listed along with the individual charge for the visit. Fees are due for payment immediately on receipt of our invoice. Care Plus Homecare Services

Limited reserves the right to require a deposit in an amount to be agreed as security against final payment.

PENALTY FOR LATE PAYMENT : If no payment is received within 14 days after the date of the invoice and unless Care Plus Homecare Services Limited has specifically agreed different terms, a 1% surcharge will be levied on the invoice.

TRAVEL EXPENSES : All travel expenses due to Care Workers for providing all aspects of care to Service Users, Mileage allowance will be payable at the rate of £..... will be added to the amount payable on the 4 weekly invoice

EQUIPMENT : Care Plus Homecare Services Limited will provide the appropriate protective gloves and aprons to Care Workers. It is the responsibility of the Service User and/or the Local Authority Social Workers Department to provide all the necessary equipment in good working order e.g. hoists, commode, bath seat etc. It is also the responsibility of the Service User and/or the Local Authority Social Services Department to maintain such equipment in good working order.

EQUAL OPPORTUNITIES : Care Plus Homecare Services Limited aims to satisfy the needs of the Service Users providing equal opportunities for its member irrespective of their sex, age, marital status, racial or ethnic origin, physical disability or sexual orientation.

PLACEMENT FEE : Any Service User engaging an employee of Care Plus Homecare Services Limited independently on a permanent basis will be charged an introduction fee of £500.

CANCELLATION : On occasion it may be necessary for you to cancel one or more booked visits. If cancelling one or more calls on a one-off basis, 24 hours

notice is required or you will still be charged for the call. If cancelling calls on a permanent basis, one weeks notice is required.

Care Plus Homecare Services Limited also reserve the right to withdraw services from a Service User where a Care Worker(s) is/are subject to undue hazard, intimidation, violence or threat. This is not undertaken lightly and will only be exercised when all other avenues for resolving the problem with the Service User have been attempted. However, it is recognised that Care Plus Homecare Services Limited has an ultimate responsibility for safeguarding the health and safety of its staff.

DISCLAIMER : Care Plus Homecare Services Limited Care Workers will always, whilst providing care to Service Users, treat your property and possessions with respect. However, on occasion accidental damages and breakages can occur. You are therefore advised that Care Plus Homecare Services Limited accepts no liability or responsibility for this type of damage. Therefore, we recommend to Service Users that breakages and damage should be processed through your own buildings and contents insurance.

13. OTHER ASPECTS OF YOUR AGREEMENT WITH US

You will be asked to give details of your next of kin or any person you wish to act as your representative.

The care plan will detail the specific tasks that Care Plus Homecare Services Limited will provide to you on the days when you require service. This will also include the approximate start and duration of calls when required.

We will provide staff with the appropriate personal protective equipment including gloves and aprons.

Either you or your Local Services Department will be responsible for the supply of all necessary equipment e.g. hoists, commode, bath seat etc. It is also the

responsibility of the Service Used and/or the Local Authority Social Service Department to maintain such equipment.

You will be responsible for providing all cleaning materials and equipment to be used to undertake housework.

You have the right to inspect all records we hold relating to you. This is in conjunction with Care Plus Homecare Services Limited Control and Access to Records Policy and in line with the Data Protection Act.

The agreement is to provide you with the care you require at the request of Service User/Social Services Department as detailed on the care plan until you no longer require it or we are requested to cease by you or the Social Service Department

THE CARE QUALITY COMMISSION : Is a National body, which regulates the conduct of Domiciliary Care Agencies in England. There are a number of Regional Offices from which Commissioners carry out their duties.

The address of the Care Quality Commission Regional Office

Care Quality Commission,

Citygate,

Gallowgate,

Newcastle-upon-Tyne,

NE1 4PA

03000 616 161

14. HOURS OF OPERATION : Care Plus Homecare Services Limited is open Monday to Friday from 7am to 5pm. Outside these hours an emergency on-call system is available on the same number.

OUT OF HOURS EMERGENCIES In the event of an emergency please ring the normal office number which will transfer you to our 24 hours on-call system 01625 522 504

When should you call Care Plus Homecare Services Limited 'out of hours' service?

- If your Care Worker has not arrived within 15 minutes of the time the service has booked for (without your call we are unable to respond)
- If you need to cancel a service for that evening or before the office opens the next morning
- If you are concerned and wish to verify a Care Workers identity prior to allowing them into your home.

If you are feeling unwell or have had an accident you should contact either your GP or call 999.

If you wish to confirm the name of the carer that will be visiting please call during normal office hours.

It is important to understand that the out of hours service will be operated by branch personnel and should **therefore only be used when essential**.

Calling the out of hours number when not essential could prevent emergency calls being received.

15. INSURANCE DETAILS

Care Plus Homecare Services Limited holds insurance cover provided by:

INK Insurance Company Limited

Insurance cover includes:

- Public liability
- Employee liability

A copy of insurance can be obtained from your local office.

16. DIRECTORY OF ADDRESSES

CARE PLUS HEAD OFFICE:

Careplus Homecare Service Limited,
Unit 18
The Paddock
Handforth,
SK9 3HG

CONGLETON SOCIAL SERVICES:

Suite 2A,
Riverside Mill,
Mount Batton Way,
Congleton,
CW12 1DG
01260 371 096 / 391 017

WILMSLOW SOCIAL SERVICES:

Wilmslow Team:
1st Floor,
Dean Row Centre,
Ringstead Drive,
Wilmslow,
SK9 2HZ
01625 378 093.

CARE QUALITY COMMISSION HEAD OFFICE:

Care Quality Commission,
Citygate,
Gallowgate,
Newcastle-upon-Tyne,
NE1 4PA

03000 616 16

17. CARE PLUS HOMECARE SERVICES LIMITED

If you wish to make a compliment or complaint please fill in the information below and send to your local branch:

Care Plus Homecare Services Limited
Unit 18 The Paddock
Handforth,
SK9 3HG

Name

Address.....

Telephone.....

Service User Name.....

Relationship to Service user.....

Please circle as appropriate:

Compliment

Comment

Complaint

Details:

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Please feel free to carry on a separate sheet if necessary