



TM CARE4U2DAY Limited Home Care Services

Service Users Guide



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CARE4U2DAY Limited

DOMICILIARY CARE SERVICES - ADULTS & OLDER PEOPLE

POLICY No: 03-300

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SERVICE USER GUIDE

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SERVICE USER GUIDE

Issued Update February 2019

CARE4U2DAY Limited

The aim of Care4u2day's Service User Guide is to outline essential information for existing clients or for individuals and their families who are considering using our service.

STATEMENT OF PURPOSE

This Service Users guide should be read in conjunction with our **Statement of Purpose**, which sets out:

- Our aims and objectives
- The nature of the services which we provide
- The range of qualifications of our care workers
- Arrangements for handling complaints and suggestions.
- Contact details of the Directors of Care4u2day Homecare Services

MISSION STATEMENT

Care4u2day aims to provide a comprehensive service of care of the highest quality to our service users within their own home environment. We strive to offer a flexible, efficient and professional service, which is tailored to meet each person's individual needs. We will treat each client with respect and remain sensitive to his / her individual needs and abilities and aim to promote the service user's independence and personal dignity.

OUR PRINCIPLES

- **To focus on Service Users**
To provide personal care and support to each service user, enabling them to lead as independent and fulfilling life as possible.
- **To ensure that we are fit for our purpose**
We consistently examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives.
- **To work for the comprehensive welfare of our Service Users**
We aim to provide for each of our service users a bespoke care package which contributes to their overall personal and health care needs and preferences. We will work in co-operation with other services and professionals to help to maximise each service user's independence.
- **To meet assessed needs**
The process of developing a care plan begins when we are approached to see if we can provide the care you need. The Registered Manager and/or Care Manager will visit you at your home to assess you and determine what your needs may be. At the same time, we perform a simple risk assessment of your home environment. From this we develop your personal care plan. This care plan is continuously reviewed and changed to make sure that it continues to meet your needs.
- **To provide quality services**
We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.
- **To employ quality staff**
Standards for our managers and staff are based on the National Standards and Regulations as laid down by the Commission for Social Care Inspectorate.

SERVICE USER RIGHTS

The aim of good quality home care service must always be to promote a way of life for service users, which permit them to enjoy, to the greatest possible extent, their rights as individuals. The principals of good care, which all staff are trained to are fundamental to Care4u2day's work.

POLICIES

Every aspect of running and managing our business is set out in a comprehensive set of specific Policy documents. These Policies ensure that we meet the statutory requirements for running a Domiciliary Care Service, and cover all aspects of staffing, managing, and caring for our service users, and the preservation of health and safety standards where appropriate. All of our Policies are regularly reviewed to ensure that they are kept up-to-date and in line with latest legislation and regulations. Our master Policy Manual is held at our offices but may be consulted at any time upon request or you may request copies of any specific policies which your carer can bring to you.

QUALITY ASSURANCE

- Regular review of all services
- Annual surveys of Service User satisfaction, and where appropriate their relatives or representatives, to obtain views and opinions
- Complaints & Compliments Policy which encourages feedback about our services
- Thorough checks on all staff during the recruitment and selection process
- Close supervision of staff and services via regular direct observations by Management Team
- Procedures for managing poor performance or conduct of staff

QUALITY ASSURANCE. cont.

- Regular review of all policies and procedures
- In addition to our own self-assessments we also receive regular inspections from the Care Quality Commission to ensure that we are operating as we should. Copies of the latest inspection reports may be viewed online at <http://www.cqc.org.uk/location/1-3563175701>

PEOPLE FOR WHOM THE SERVICE IS PROVIDED

Our services are designed for people over the age of 19 who suffer with physical disabilities, the elderly person who is physically frail or housebound and people who suffer with sensory loss or a form of Dementia

HOW WE DELIVER CARE

Needs Assessment

You may contact Care4u2day directly or via the Social Services department from which you initially sought help. Our Registered Manager and/or Care Manager will arrange a mutually convenient time when they can visit you in your own home, along with any family members involved in your care or day to day life. The purpose of the visit will be to carry out a care assessment. You will be involved throughout the assessment to identify what your needs are and how these impact on your wellbeing. They will also discuss with you how you wish to live your life and whether there are certain aims you would like to achieve but feel unable to do so because of your care and support needs.

Risk Assessment

Finally, our assessors will make an inspection of your home – paying particular attention to moving and handling as well as health and safety. If it is felt that the home is lacking in any area (e.g. need for grab rails, loose floor covering etc.) this will be indicated and addressed.

Service User Care Plan

Following the assessment, a Care Package will be written based on the information you provided as well as our observations. The draft Care Package will then be submitted to you for approval – which allows you to add or expand on any points until you are satisfied. You will then be given a schedule of calls – knowing what days/times your personal carer(s) will be in attendance. Initially care calls will be carried out by either the Registered Manager or Care Manager. This is to ensure that your care is carried out exactly as you requested – making any adjustments in the early stages.

Once a care package has been established you will then be introduced to the individual carers who will be visiting you on a regular basis. We pay particular attention to finding the 'right' carer for each person. All of our carers are strongly vetted and highly trained – many of whom specialise in a particular area – such as dementia or end of life care.

Reassessing the Need and Reviewing the Care

We are aware that the care needs of an individual can change and as they do we can adapt our care service to make sure that you get as much or as little help as you need. Our experienced Care Directors will work closely with you to continually review your care plan and ensure that you are happy with the arrangements in place at all times. If at any time there are aspects about the care, which you would like to change, let us know.

TERMS & CONDITIONS

Our terms and conditions for the care service are embodied in our contract of services, which forms the basis of your agreement with us. You have free access to copies of any such document and other records concerning your care at any time. Please ask a member of management who will be able to explain in more detail.

OUR CARE TEAM

We have an excellent team of highly skilled professional experienced care staff to look after you. Each carer undergoes continuous training that ensures that we deliver the highest quality services to you.

All new carers undergo a comprehensive accredited Induction program. This program is based on the Care Certificate and lasts 12 weeks, consisting of induction; workbook assignments; work based assessments, shadowing experienced carers and one to one mentoring.

The majority of our team have also studied specialisms including medication, infection control, dementia awareness and end of life courses. All staff undergo a DBS prior to employment. The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

YOUR CARERS

We recognise that your carer is somebody with whom you can form a special friendship, and for this reason we take great care in selecting staff members with whom you feel completely comfortable. This is only done with your full consent, and you are free to ask for a change in carer at any time if you so desire it.

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ATTENDING YOUR HOME

When our staff attend your home they will always be wearing a Care4u2day uniform and carry an appropriate Identification badge with photograph so that he / she is easily identifiable to you. They will knock and not try to gain entry without your permission. Wherever we are entrusted with the keys to your home, staff will always knock when using the key so that you know who is calling.

MONITORING SYSTEM

When your carer visits you in your home they are required to log in with our care planner monitoring system to record that they have arrived. This will record the amount of time spent with you, and the tasks they have undertaken for you in accordance with your agreed plan of care.

At the end of each visit the carer will be required to log out of our care planner monitoring system, detailing the services that have been provided.

DESCRIPTION OF SERVICES

Personal care

- Assistance with dressing/undressing - getting up in the morning and preparing for bed at night
- Assistance with bathing, showering and washing
- Assistance with skin care, washing hair, cleaning teeth and shaving
- Assistance with bed bathing
- Assistance with toileting and use of incontinence aids
- Assistance with medication and health related duties (in accordance with the details in the agreed written Care Plan)
- Night sleepover or sitting service and day sitting services
- Assisting with eating/drinking
- Mobility issues, including use of hoists, rotary stands and wheelchairs

Social care including

- Companionship and mental stimulation
- Collecting prescriptions/medications
- Outings to friends, cinemas, theatres, sports events etc.
- Letter writing, reading and managing correspondence
- Attending hospital/doctor/healthcare appointments
- Pet care
- Participation in hobbies
- Supported living services in general

Domestic care including

- Preparing meals
- Menu planning and encouraging good nutrition
- Cleaning and general routine household tasks
- Shopping
- Laundry (including incontinence laundry)
- Making/changing beds

All tasks carried out by Care Assistants will be agreed and set out in writing in the Care Plan/Contract.

COMPLIMENTS & COMPLAINTS

Within every service user's care folder, you will find our process for concerns, complaints, compliments received from service users and families regarding their perception of the quality of the Care Service delivered by the Organisation.

- Concerns, complaints & compliments may originate from service users, their family / relatives, either directly or through the contracting authority, and even from the Organisation's own care staff. Concerns, complaints, compliments may be received both verbally and in writing.
- Each instance of concerns, complaints, and compliments must be reported / routed to the Registered Manager/Care Manager. Upon receipt Care4u2day will complete the appropriate sections of a concerns/complaints/compliments record form for appropriate action.
- Every effort will be made to resolve any concern or complaint and to provide a full response to the complainant asap. The Registered Manager or the Care Manager or will personally visit the service user to discuss their concern or complaint.
- Should you be unhappy with the outcome then the concern or complaint should be directed to the contracting authority, details of which are as follows:

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COMPLIMENTS & COMPLAINTS

Adult Care Services:
Hertfordshire County Council
County Hall, Pegs Kane, Herford SG13 8DQ
Email careconcerns@hertfordshire.gov.uk
Phone: 0300 123 4042

INSURANCE

Our agency is fully insured for public and employer's liability and professional Indemnity through Aviva Insurance to £5 million. This means that our staff are insured when they come and visit you. However, this only applies to what is agreed in the care plan and agreed with the Registered Manager. We do recommend that you maintain your own insurances on your home and possessions in the normal way.

HOW TO CONTACT US

You will be able to contact us through our offices 24 hours a day, 7 days a week on the following telephone numbers:

- **Office hours open 8:00am – 17:00pm Monday to Friday 01442 462159 / 01442 213379**
- **Emergency (24 hours):**



Paula Hayes

Registered Manager

07590 639205



Cathy Eggers

Care Manager

07989 975921

USEFUL ADDRESSES

Registration Authority:

Care Quality Commission
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161

Social Services & Health Care Authorities:

Adult Care Service
Apsley One
Brindley Way
Hemel Hempstead
Herts. HP3 9B
Tel: 0300 1234042

Adult at risk of suffering abuse or neglect:

Health & Community Service
Telephone: 0300 123 4042

Adults at risk of also suffering mental abuse:

Hertfordshire Partnership Foundation Trust
Telephone: 0300 777 0707

THANK YOU FOR CHOOSING™ CARE4U2DAY Homecare Services

*We hope that you will have a long and happy relationship with us,
where we aim to develop a partnership based upon care and mutual trust.*

Paul Hayes

Managing Director