



™ CARE4U2DAY Limited Home Care Services

SERVICE USER GUIDE Policy



SERVICE USERS GUIDE

The aim of Care4u2day's Service Users 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** policy which can be found on our website. This policy sets out:

- Our aims and objectives
- The nature of the services which we provide
- The range of qualifications within our care team
- Arrangements for handling complaints and suggestions
- Contact details of the Directors of Care4u2day Limited

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 treat each service user with respect and dignity and remain sensitive to each individual's needs and abilities, as well as promoting their independence.

Our Principles

- **To focus on Service Users**
To provide personal care and support to each service user, enabling them to lead an independent and as fulfilling life as possible.
- **To ensure that we are fit for our purpose**
We regularly examine our operations to ensure that we are successfully achieving our aims and objectives as stated in the Statement of Purpose policy.
- **To ensure the welfare of our Service Users**
We aim to provide a bespoke care package for each of our service users 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 the service user's independence.
- **To meet assessed needs**
The process of developing a care plan begins when we carry out a needs assessment to ensure we can meet the service user's needs. The Registered Manager / General Manager or Care Administrator will visit the service user in their home to discuss their needs while carrying out a simple risk assessment of the home environment. From this information, we develop the service user's personal care plan which is continuously reviewed and changed to ensure that it continues to meet the service user's needs.
- **To provide quality services**
We are whole-heartedly committed to providing top quality services and to continuously improve 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 out by the Commission for Social Care Inspection.

Service Users Rights

The aim of good quality home care services must always be to promote a way of life for service users which permit them to enjoy, to the greatest possible extent, their life. 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 copies of any specific policies may be requested which can be sent via email or a member of the care team can deliver them to the service user.

Quality Assurance

- Regular review of all services
- Bi-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
- 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 18 Who suffer from physical or learning disabilities as well those who are physically frail or housebound or who suffer with sensory loss or a form of Dementia

How we Deliver Care

Needs Assessment

Care4u2day can be contacted directly or via the social services department initially involved. Our Registered Manager / General Manager or Care Administrator will arrange a mutually convenient time when they can visit the service user in their home, along with any family members involved in their care or day to day life. The purpose of the visit will be to carry out a needs assessment. The service user will be involved throughout the assessment to identify what their needs are and how these impact their wellbeing. How the service user wishes to live their life and if there are any aims that they would like to achieve will be discussed.

Risk Assessment

Finally, our assessors will make an inspection of the service user's 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's Care Plan

Following the assessment, a Care Plan will be written based on the information provided as well as our observations. The draft Care Plan will then be submitted to the service user and/or their family for approval allowing for amendments to be made. Initially care calls will be carried out by a senior carer while we get to know the service user's needs. 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' carers for each service user. 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 Needs and Reviewing the Care Plan

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 the service user gets as much or as little help as they need. Our Registered Manager and Care Administrator will work closely with the service user and their family to continually review the care plan and ensure that everyone involved is happy with the arrangements in place at all times. If at any time there are aspects about the care which the service user or their family would like to change, please contact us so we can look at implementing any changes.

Terms & Conditions

The service user and their family have access to our Terms and Conditions which are located within the service user's home care folder. Copies of any such document and other records concerning your care at any time can be accessed by asking a member of the management team who will be happy to provide this to you.

Our Care Team

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

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 the carers are individuals with whom service users can form a special friendship, and for this reason we take great care in selecting staff members with whom the service user feels completely comfortable and they are free to ask for a change in carer at any time if they desire it.

Attending Your Home

When our staff attend the service user's home they will be wearing a CARE4U2DAY uniform unless the service user requests otherwise, and will carry their identification badge with them so that he/she is easily identifiable to service users. There will be an agreed procedure for the carers to enter the service user's home and they will always knock when entering unless otherwise specified.

Monitoring Systems - Safeguarding

When the carer visits the service user's home, they are required to log in and out using our care planner monitoring system to record the amount of time spent with the service user. The monitoring system is located at the front of the service user's home care folder. At the end of the visit when logging out, the carer will be required to detail the tasks they have undertaken in accordance with the agreed care plan.

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 sits
- 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

Description of Services

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.

Compliments & Complaints

Within every service user's care folder, there is a form to record any concerns or complaints the service user or their family may have regarding the quality of the services delivered by CARE4U2DAY.

- Concerns or complaints may originate from the service user, their family or representatives, either directly, or through the contracting authority or from CARE4U2DAY's care staff. Concerns and complaints, must be received in writing via email or as a letter.
- Each instance of a concern or complaint must be reported/routed to the Registered Manager. Upon receipt Care4u2day will complete the appropriate sections of the concerns/ complaints form for appropriate action.
- Every effort will be made to resolve any concern or complaint and to provide a full response to the complainant as soon as possible. The Registered Manager or General Manager 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:

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 visit service users. However, this only applies to what is agreed in the care plan and agreed with the Registered Manager. We do recommend that service users maintain their own insurances on their home and possessions in the normal way.

How to contact us

CARE4U2DAY can be contacted through our office, 08:00-16:00 Monday – Friday on the telephone numbers below:

Tel: 01442 213379

	Paula Hayes	Registered Manager
	Paul Hayes	Managing Director
	Chloe Hayes	General Manager
	Jordan Sydney	Care Administrator

If you need to contact CARE4U2DAY outside of these hours or if you have an emergency, please ring the emergency on call mobile as seen below:

Emergency On Call Mobile Tel: 07515: 929390

CARE4U2DAY Limited

Useful Addresses

Registration Authority:

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

Telephone: 03000 616161

Adult at risk of suffering abuse or neglect:

Health & Community Service

Telephone: 0300 123 4042

Social Services & Health Care Authorities:

Adult Care Service
Brindley Way
Hemel Hempstead
Herts.
HP3 9B

Telephone: 0300 1234042

Adults at risk of also suffering mental abuse:

Hertfordshire Partnership Foundation Trust

Telephone: 0300 777 0707

THANK YOU FOR CHOOSING [™] CARE4U2DAY Limited

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 - Paula Hayes

Directors