

The Home Care Provider

The Workshop

Rickford

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Statement of Purpose

And

Service User Guide

This guide is intended to introduce our organisation and the services provided, it details how you can access our services and summarises our key policies and procedures.

This document can be made available in large print, Braille and alternative formats on request.

CONTENTS

Aims and Objectives of the Home Care Provider	Page 3
Our Services	Page 4
Hours of operation	Page 4
The people for whom our service is provided	Page 5
Initial enquiries, referrals, assessments and delivery of service using care plans	Page 6
The Complaints Procedure	Page 8
Quality Assurance	Page 8
Important Policies and Procedures	Page 9
How to contact the local office of the Commission for Social Care Inspection	Page 11
Insurance	Page 11
Service User Declaration	Page 12

The Aims and Objectives of The Home Care Provider.

The Home Care Provider offers a professional domiciliary care service throughout the Cheddar Valley & Wedmore areas, Burnham on Sea & Highbridge, and many of the villages throughout North Somerset including Wrington Vale, Winscombe and just South of Bristol in Winford, Felton & Backwell.

We work with privately-funded clients and are contracted with both North Somerset and Somerset Local Authorities to deliver care to their Service Users. We also work with local Primary Care Trusts.

We work in partnership with our clients, their representatives and allied professionals, our objective is to deliver high quality services to those who wish to receive care in their own home and we aim to be the preferred choice of homecare provision locally.

Our service emphasises the importance of staff completing their duties discreetly, efficiently and to the highest standards. We aim to be flexible and to respond to our clients' needs fully and professionally.

We are proud of the standards of care we provide, keeping them under review by a number of Quality Assurance systems.

All of our services, business and employment practices are regulated and inspected by the Commission for Social Care Inspection [CSCI]. Our policies and procedures comply with their requirements.

Our Services

The Home Care Provider offers a range of services to clients including:

- Personal care
- Domestic cleaning
- Ironing
- Day sitting/companionship
- Night care [waking or sleep-in]
- Shopping
- Dog walking
- Gardening and small property maintenance may be available by separate negotiation, subject to availability.

Hours of operation and out of hours emergencies.

Our care services are available 24 hours a day for 365 days a year.

Day care operates from 0700-2200 and overnight care is available on request and according to availability.

Office opening hours are 0930-1630. We have an out-of-hours telephone service that operates on the general office telephone number (which diverts to a mobile phone) and is answered by a senior member of the team. This should be used in the event of an emergency or urgent situation rather than for routine calls, as these should be made within the office hours above.

The people for whom our service is provided.

The Home Care Provider's services are available to adults of any age, without discrimination, who wish or need to have care or help provided within their own home.

We are registered with the Commission for Social Care Inspection to provide a service to the following groups:-

- Older people
- People with dementia
- Adults with mental health problems
- Adults with learning disabilities
- Adults with terminal illness
- Adults who are ill (other than a terminal illness)
- Adults who are recovering from illness

Initial enquiries, referrals, assessments and delivery of service using care plans.

Private funded service users

Anyone who wishes to arrange care services for themselves or someone they represent should make an initial enquiry to the office, by phone, in writing or in person.

Initial enquiries may be made by telephone or in writing to The Manager, at The Home Care Provider's offices based near Churchill, North Somerset, or any member of the office staff team. A brochure is usually posted at this stage detailing our service provision and costs.

If you wish to progress your enquiry, a senior member of The Home Care Provider's care team will visit at an arranged time to conduct an assessment of needs, to discuss what is required and how we can help. More details of our service will be discussed and usually a start date is agreed. This visit will include a 'risk assessment' where we need to look around your home for any hazards or potential dangers to you or to our care team. It may be necessary to request you make some changes within your home in order to ensure the safety of you and our care team, this may be to arrange a small repair or to move an item that may be easily fallen over for instance.

Following the assessment the senior care worker/co-ordinator will create a file to keep within your home containing the agreed details of our service, contact information and instructions for care workers attending your home. This is called a Service User Care Plan and every time you receive a visit from a care worker, they are required to record details of their time spent with you and they may ask you to sign or initial to confirm their attendance.

Following commencement of a package of care, a written contract of supply will be issued, detailing terms of business and the cost of care under the current assessed number of hours of care required. Invoices are issued monthly and most clients choose to send a cheque by return. Please contact the office if you would prefer not to pay by cheque and other payment options will be discussed.

Social Care is a regulated industry and in the interest of our service users we are required to make and retain certain records relating to our service users and the delivery of our service to them. Records made by care workers in the Service User Care Plan are collected regularly and stored at the office address in lockable filing cabinets. Access to records is restricted to the Manager, Office Manager, Office administration team and Senior Care Workers. Service users may request access to any information held by The Home Care Provider Ltd by writing to The Manager, The Home Care Provider Ltd, The Workshop, Rickford, BRISTOL BS40 7AH.

Service users who have care arranged and/or funded by Social Services, Local Health Authority or Primary Care Trust

The Care Manager/Social Worker will make an assessment of care needs, which will be sent to The Home Care Provider Ltd.

After the assessment document has been received, a senior member of The Home Care Provider care team will arrange a visit to the client at home to discuss and agree details of how we will be assisting you within your home. This visit will include a 'risk assessment' where we need to look around your home for any hazards or potential dangers to you or to our care team. It may be necessary to request you make some changes within your home in order to ensure the safety of you and our care team, this may be to arrange a small repair or to move an item that may be easily fallen over for instance.

The care plan file will be kept within your home and will include details of the services to be provided, how and when they are to be given, which member/s of staff will attend, the areas of responsibility, limits of responsibility, contact details, etc.

The staff are experienced and trained to offer support, help and care to clients with discretion, efficiency and flexibility. The staff perform their tasks as arranged and agreed with the client, and according to the care plan implemented, but remain flexible to meet changing needs, wishes or requirements of individuals.

If a change is required to the care being delivered, a review of the care plan is arranged involving the service user, the Social Services Care Manager and the senior member of The Home Care Provider staff who arranged the package of care.

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Service users who receive Direct Payments and wish to purchase their care from an agency

Using an agency is a route that many people in receipt of Direct Payments opt for in order to avoid the responsibility of fully employing a personal carer or assistant, which involves making PAYE deductions and brings other employment responsibilities. It also means that should the main carer be ill or unavailable, an alternative trained, screened and criminal-records-checked person is supplied.

It is likely that an assessment of need will have been conducted by Social Services prior to a Direct Payment scheme being implemented, however, one of the benefits of Direct Payments is the fact that Service users can choose how and when their care is delivered. We therefore arrange an assessment and introduction meeting with a senior member of our team to agree the preferred package of care before commencing with the implementation of a care plan.

The pricing structure for Direct Payment packages is different to full private paying fees and so please contact the office to discuss costs.

The Complaints Procedure.

The Manager and staff of The Home Care Provider will always welcome comments and suggestions about the service provided, and will remain open to discussion about improving our service.

If you have any queries, or you are not entirely satisfied with any aspect of your care please talk to your allocated senior care worker or your co-ordinator in the first instance.

Many minor problems can be solved by informal discussion and agreement, and we hope that most issues can be dealt with this way.

However, if you feel dissatisfied with the response, or your concern is of a more serious nature, please contact the Manager Nicola Norville at the office who will:

- Record the nature of your complaint
- Write to acknowledge any written complaint within 48 hours
- Investigate fully
- Respond in writing to you within 28 days and inform you of any action to be taken

A copy of the full complaints procedure can be obtained on request from our office. If, after this procedure you remain unsatisfied, or your complaint or concern is of a very serious nature then please contact our Inspector at the local office of the Commission for Social Care Inspection, whose contact details are found under Section 9 on Page 11 of this document.

If an issue is not resolved to your satisfaction and you are in receipt of care arranged through North Somerset Council, you can contact Social Services by writing to: Contracts Team, North Somerset Council, Weston Court, Oldmixon Crescent, Weston-super-Mare, North Somerset, BS254 9AU, or by telephone on 01934 888801.

Quality Assurance.

The Home Care Provider aims to deliver a professional service appropriate to our clients' needs and wishes.

In order to make sure that we maintain and improve our quality of provision we use various methods of quality assurance. Included in this process are:

- Annual Client satisfaction survey
- Feedback from allied professionals and independent advocates
- Regular supervision and appraisal of staff
- Quality assurance visits to clients
- Observation of staff working practices, etc.

If you would like to comment on the quality of our service, or have suggestions for improvements we would be very happy to hear from you.

Please either speak to your senior care worker, care co-ordinator or Nicola Norville at the office.

Important Policies and Procedures.

Our policies and procedures cover every aspect of our service, and include our Code of Practice, which sets out the standards of conduct we expect from our staff, and the standards of service that you can expect from us.

Confidentiality Policy

The information which staff need to do their work remains confidential.

Confidentiality can only be breached when it is necessary to protect the client from actual or potential abuse, or when required to safeguard the welfare of the client [e.g. requesting emergency medical care or similar circumstances].

Any breaches of confidentiality are taken very seriously, and staff are subject to the Disciplinary process and dismissal.

Provision of non-discriminatory practice Policy.

This policy is to ensure that the service is provided without discrimination against anyone, regardless of their age, disability, sex, race, lifestyle or in any other way at all.

Health and Safety Policy

Staff have responsibilities to follow closely all policies about

- How to use safe working practices
- How not to endanger themselves or others, emergency procedures
- How to identify hazards and reduce risks of accidents
- How to prepare food safely
- How to protect personal safety
- How to move and handle clients safely with regard to privacy and dignity, and to use protective clothing

Accident and Emergency Policy

This policy details action staff must take in case of any emergency or accident.

Staff have access to their co-ordinator during all their working hours, and she will be able to offer support in an emergency.

Records Policy

The necessary records used to provide care for our clients are kept in a safe place within the home, and afterwards kept safely locked.

Handling money and financial matters for clients Policy

Staff who may be collecting money or shopping on behalf of a client have procedures to follow in recording, storing and accounting for any monies. These procedures are for the protection of both clients and staff.

Entering and leaving the home Policy

The client will always know when the member of staff is expected, and staff will use the agreed procedures on entering and leaving the home. Any keys are stored safely with an identification tag that does not disclose the name or address to which the key belongs.

Assisting with medications Policy

This policy details what staff may, and may not, do in assisting clients with their medication. This policy is for the protection of both clients and staff.

Whistleblowing Policy

The staff of The Home Care Provider are obliged to report to their manager if they have any concerns about actual or potential abuse of any kind. This policy explains exactly what staff should do and the procedures they must follow.

How to contact the local office of the Commission for Social Care Inspection.

You may contact the Inspector at the local office by writing to:

CSCI
The Taunton Area Office
Ground Floor
Riverside Chambers
Castle Street
TAUNTON
TA1 4AL
Telephone: (01823) 345 960

Insurance.

A copy of our insurance policy is available upon request. Our insurance is arranged with Zurich, through our brokers:

BA Insurance Services Group
28 Swinegate
YORK
North Yorkshire
YO1 8AZ
Telephone: (01904) 610 444

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Service User Declaration

I confirm that I have received The Home Care Provider Ltd Service User Guide.

I understand that the office telephone number on the front of my care plan folder is available outside office hours for emergencies.

I have been offered the Service User Guide, Brochure and any other information relating to the service provided by The Home Care Provider Ltd, including the information contained within the care plan, in any alternative format necessary eg; large print/Braille.

I understand that I may access any records or information held by The Home Care Provider Ltd relating to my care provision, if I wish to request access to any records I will write to The Manager at The Workshop, Rickford, BRISTOL BS40 7AH.

Name of Service User:

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Signed by Service User or Representative:

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Date

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