



Home Care Service User Guide

Home Care Service User Guide

Contents		Page
Introduction	Our Contact Details	3
	About Us	4
	Aims and Objectives	4
	Staff Structure	4
Home Care	Personal Care	5
	Assistance with Housekeeping	5
	Tasks Which Must Not Be Undertaken	5
	Care Needs Assessment	6
	Service User Care Plan	6
	Human Rights, Privacy and Dignity	6
	Autonomy and Independence	6
Medication	7	
Safeguarding	Safe Working Practices	7
	Risk Assessments	7
	Financial Protection	8
	Your Protection	8
	Security at Your Home	8
	Records Kept in Your Home	8
Staff	Recruitment and Selection	9
	Job Descriptions	9
	Training and Development	9
	Qualifications	9
	Appraisal and Supervision	9
	Confidentiality	9
Quality Assurance	Monitoring Visits	10
	Complaints Procedure	10
Financial Arrangements	Contracts	10
	Withdrawal of Service	11
	Terms and Conditions	11
	Private Paid Work	11
	Call Times	11
	Fees - Self Funded Clients	12
	Staff Time Sheets	12
	Charges and Method of Payment	12
Insurance	12	

INTRODUCTION

Our Contact Details

TELEPHONE:	01594 829311
Clement	079 6238 1910
Tandi	078 3217 1199
OFFICE HOURS:	09.00 - 17.00 Monday - Friday
OUT OF HOURS:	
Clement:	079 6238 1910
Tandi:	078 3217 1199

PROPERTY OF: _____

Please DO NOT remove from Service User's home

This guide is available in alternative formats, including Large Print, Easy Read (including pictures), Audio Version and on various coloured paper upon request.

About Us

Our home care team is registered with the Care Quality Commission to provide personal care to individuals in their own home. We specialise in providing dependable, trustworthy, high quality home care for private individuals, local councils and other organisations. Whether it is an occasional visit for companionship and household cleaning, or daily assistance with practical tasks like washing, dressing and help at mealtimes, our flexible packages are carefully customised around the specific needs of the individuals we support.

All our staff are Disclosure and Barring Service (DBS) checked, provide two written references and undertake an induction programme before they are permitted to enter a care environment or domiciliary services.

TNC Healthcare Ltd offices are located in Cinderford at 8B Market Street, Cinderford, Gloucestershire GL14 2RX. The offices are open Monday to Friday from 9am to 5pm. We operate an out of office hours telephone service from 6pm until 9am.

Tandi Mwamuka is the Registered Manager of TNC Healthcare Ltd.

Aims and Objectives

We aim to promote independent living within your own home whilst enabling you to pursue as full and interesting life as possible. This Service User Guide has been produced with the aim of providing you with information about our services so that we can meet your needs.

We endeavour to make a positive difference by providing a high quality, safe and efficient service through the provision of high quality well trained staff within the home care environment. Our staff provide a wide variety of services, as required to meet your individual needs.

Staff Structure:

Registered Manager

Deputy Manager

Care Coordinators

Care Support Workers

We provide care for the following people:

- Adults aged 18 – 65 years
- Adults of the age of 65 years and over
- Older people in supported living schemes
- People with dementia
- People with learning difficulties
- People with mental health problems
- People with physical disabilities

Home Care

Our staff provide support to enable you to remain safe, comfortable and as independent as possible in your own home. Services are provided by carers making personal visits at agreed times to meet your needs. Visits can vary in length from 30 minutes to one or more hours. One or more visits can be made during the day on one day per week or up to seven days per week. Sit-ins, Sleep-ins, Working Nights and Live-in Care.

Staff are reliable and able to respond flexibly to your needs and wishes, which arise on a day to day basis. Staff will arrive at your home within the time band specified and will stay for the full amount of time allocated. Upon arrival your carer will ask whether you have any particular personal care needs for that visit.

Personal Care

We can provide assistance with personal care such as:

- Mobility, e.g. transferring in and out of bed
- Toileting and continence care
- Washing and dressing
- Making and changing your bed
- Mouth care
- Electric shaving / **No Razor**
- Supporting meal preparation and eating / drinking
- Medication administration

Assistance with housekeeping

We can also help you with:

- Preparing meals, feeding and advising about healthy eating
- Laundry
- Escorting you to appointments and social activities
- Housekeeping/cleaning can be provided as part of the care package if agreed in advance. You will be responsible for providing cleaning materials and equipment.

Tasks which must not be undertaken by our staff

- Moving a person in circumstances where there is a risk of injury to either party (if the need is urgent, an ambulance will be called)
- Moving heavy objects such as rearranging furniture
- Carrying out tasks which are not specified in the care plan
- Using equipment supplied by you which is faulty or dangerous
- Gardening
- Caring for pets
- House maintenance / repairs

Care Needs Assessment

A home care needs assessment will be undertaken before we provide a service. (Or within 2 working days in exceptional circumstances). This is carried out by the registered manager or other suitably qualified person, with your involvement. The assessment takes place in your home or hospital, and we encourage you to have a family member or friend present.

We will assess the following:

- Your home environment
- Personal care and physical well being
- Family involvement and other personal contacts
- Sight, hearing and communication
- Continence
- Mobility, dexterity and the need for specialist equipment
- Mental health and cognition
- Medication requirements
- Personal safety and risks
- Specific condition-related needs and specialist input
- Dietary requirements and preferences
- Social interests, religious and cultural needs
- Preferred method of communication with the office team
- Method of payment
- Whether you smoke

Information from the care needs assessment forms part of the service user care plan. Your needs will be reassessed annually. However, if staff report a change to your care needs to us, a reassessment can be undertaken if necessary. Key staff will be allocated to carry out your care so that you are supported by staff with whom you are familiar. Occasionally, other staff may visit you in cases of staff absence or annual leave.

Service User Care Plan

A personal Service User care plan is developed and agreed with you, taking into account the care needs assessment, risk and manual handling assessment. The plan will take into account your wishes in relation to the way in which care is provided and your chosen lifestyle - as long as it conforms to legal requirements and does not compromise the obligations of TNC Healthcare Ltd.

The plan sets out in detail what staff must do to meet your assessed needs, including specialist needs and communication requirements. Any areas of flexibility will be identified, to enable you to maximise your potential and maintain independence. The plan is signed by you and is available in a language and format you can understand. You will be provided with a copy of your plan.

Human Rights, Privacy and Dignity

The focus of our philosophy of care is that you are treated with respect, your dignity is preserved at all times and your right to privacy is always observed. Personal care and support is provided in a way which maintains and respects your privacy and dignity, in accordance with your lifestyle. Care and support is provided in the least intrusive way. You and your representatives will be treated with courtesy at all times.

Staff are sensitive and responsive to ethnicity, disability, age, gender, sexuality and spiritual beliefs.

Autonomy and Independence

You will be assisted and supported to make your own decisions and control your own life. You will be encouraged, enabled and empowered to control your own finances unless prevented from doing so by mental incapacity or disability.

Medication

Our policies and procedures on medication and health related activities protect you and assist you to maintain responsibility for your own medication. Staff may only provide assistance with taking medication in accordance with your care plan.

- Staff will never administer medication which has not been prescribed
- Staff will not administer medication to you against your wishes
- Staff may not alter the timing of the doses and this includes medication which can be purchased over the counter
- All medication administration is recorded
- If staff advise you to see or telephone your GP or other health professional, they will make a record in your file

SAFEGUARDING

Safeguarding Adults in Gloucestershire

Telephone: 01452 426 868

Emergency: 01452 614 194

Email: socialcare.enq@gloucestershire.gov.uk

Safe Working Practices

The health, safety and well-being of you and our staff is promoted and protected. Our policies and procedures comply with the requirements of Health and Safety legislation in order to protect our staff and service users.

Staff attend Health and Safety training as part of their induction, and they attend an annual refresher / update.

Other training undertaken: **Basic First Aid, Moving and Handling, Food Hygiene, Infection Control, Control of Substances Hazardous to Health, Fire Safety, Adult and Child Safeguarding, Mental Capacity Assessment.**

Staff are instructed on dealing with accidents and emergencies and know how to report such incidents. They are provided with personal protective equipment such as gloves and aprons.

Risk Assessments

We endeavour to ensure that the risk of accidents occurring during the home care is minimised. A risk assessment will be carried out by a suitably qualified person before home care commences. This will identify potential risks associated with the provision of care, including risks associated with medication and other health related activities. The assessment is updated annually or more frequently if required.

The risk assessment will specify the risks for you in maintaining your independence and living in your own home. The views of you and your representative will be taken into account.

A separate moving and handling risk assessment will be carried out if staff are required to assist you with moving and handling, such as helping you in the shower or transferring in and out of bed.

Financial Protection

Your money and property is protected whilst we are providing domiciliary care.

- Staff are not permitted to accept gifts or money from you.
- Staff are not allowed to lend money or property to you.
- Staff are not permitted to witness wills or accept bequests in wills.

Your Protection

We endeavour at all times to protect you from any form of harm or exploitation. This includes physical, financial, psychological, sexual abuse, neglect, discriminatory abuse, self-harm or degrading treatment through deliberate intent, negligence or ignorance. Staff receive training on safeguarding of children and adults. Staff operate within our robust safeguarding policy.

Security at Your Home

Staff ensure you and your home are secure when providing care. Staff may not take unauthorised people or pets into your home or admit anyone without checking their identity and gaining your permission. Staff wear a photographic identity badge which they are required to display at all times.

If you are unable to let staff into your home yourself, it may be appropriate to have a key safe fitted. This will allow staff access to your key so they can let themselves in. Staff are not permitted to keep hold of keys to your home. Only staff who are carrying out your care will have access to the key code. When staff leave your property, they will ensure that windows and outer doors are secured, unless you request otherwise.

If staff are unable to gain access to your property, they will contact the office and a telephone call will be made to your next of kin. If you know you will not be in when a visit is scheduled, please inform the office so that the visit can be cancelled.

Staff will treat your property with respect. On occasions, accidental damage and breakages can occur. TNC Healthcare Ltd accepts no liability or responsibility for this type of damage. We would recommend that claims should be processed through your own home insurance.

Records Kept in Your Home

Your health, rights and best interests are safeguarded by maintaining a record of key events and activities carried out in the home during provision of domiciliary care. Care Plan and Contracts to be kept in your home but Daily Notes and Medication Administration are on our Monitoring App which can be viewed by Clients and Family.

- Assistance with medication
- Changes in your health, physical condition and care needs
- Accidents (however minor) to you or the staff.
- Incidents or information which may assist other staff in carrying out your care.

You and your representative have access to the file in your home. Records will be removed from your home every four weeks and stored at our office.

STAFF

Recruitment and Selection

Our comprehensive recruitment policy safeguards your well-being, health and security. We operate an equal opportunities and anti-discriminatory procedure when selecting staff.

Job Descriptions

Staff are provided with a written job description identifying their responsibilities and are issued with a TNC Healthcare Ltd Staff Hand Book.

Training and Development

Our structured induction process and training programme is designed to meet CQC regulations and best practice standards. New staff are supported by job shadowing more senior staff prior to taking responsibility for the provision of personal care and working alone in the homes of service users.

Qualifications

Staff are competent to carry out the activities for which they are employed and responsible. All Care Staff should have Care Certificate within the first 3 Months and Pursue relevant Diplomas in Social Care.

Appraisal and Supervision

Staff receive regular supervision from their line managers. Staff meet formally to discuss their work on a regular basis. We may carry out direct staff observation of care delivery in your home. We will ask your permission beforehand. Staff appraisals are carried out regularly.

Confidentiality

Staff employed by TNC Healthcare Ltd have a duty to keep your information strictly confidential and to use it only for the proper purposes. Your personal data held on computer or paper records may be reviewed as part of the inspection and regulation process, including inspectors working on behalf of the Care Quality Commission and local authorities. Your personal file is kept in a locked cabinet at our offices. We dispose of all records containing confidential information in a secure way. You have the right to view personal data which we hold about you on computer systems or paper records.

Personal confidences you share with a particular member of staff will be treated with respect, ensuring that your privacy and dignity are maintained.

Staff receive training in confidentiality and are aware of when it is appropriate to share information. Breaches of confidentiality are investigated via our disciplinary policy. We will only disclose information with your consent unless we are required to do so by law.

QUALITY ASSURANCE

Monitoring Visits

Regular monitoring visits are carried out by senior members of the care team. We may tell you that we are coming, or we may arrive whilst your personal care is being carried out. We may also arrange to visit you independently. We also carry out service user surveys by post and over the telephone. We may contact your representative and ask for their feed-back.

Complaints Procedure

A copy of our complaint's procedure will be located in your service user information file at your home. All comments, including complaints will be recorded and placed on your office file. Complaints are investigated by the registered manager and resolved as quickly as possible. We endeavour to learn from all concerns raised, in order to help you and other service users in our care.

You may wish to inform our local safeguarding authority of your concerns:

Gloucestershire Social Services 01452 426 868

You may wish to share a concern or good news about our service with our regulators, the **Care Quality Commission (CQC)**. **03000 61 61 61** or **www.cqc.org.uk**

Whilst CQC do not usually investigate concerns they may refer your concern to an appropriate investigator. CQC have produced the following leaflet, available to download from their website: "How to complain about a health or social care service".

If you are not entirely happy with the way your concern has been handled, you can contact a Local Government Ombudsman (LGO) for further advice / support.

LGO: Tel: 0300 061 0614 Email: advice@lgo.org.uk www.lgo.org.uk

FINANCIAL ARRANGEMENTS

Contracts

A written Contract/Letter of Agreement will be issued to you within seven days of commencement of the service, unless the service is funded via the local authority. The contract will be signed by you (or your representative) and the registered manager. A copy will be retained by you and a further copy will be retained by TNC Healthcare Ltd.

Withdrawal of Service

Where termination of contract is the only reasonable option after consideration, TNC Healthcare Ltd will ensure a reasonable notice period of at least 14 days, unless safety issues require a swifter departure from the service.

Although the Registered Manager will take all possible measures to resolve problems, there are some reasons why the consideration of withdrawal of service have to be made as follows:

- Physical violence towards staff
- Serious verbal abuse towards staff which includes swearing, making derogatory remarks that are racist or sexist and that are meant to cause offence to staff
- Refusing to adhere or co-operate with the risk control measures put in place under the Management of Health and Safety at Work Regulations 1999 and thus putting themselves and staff at risk
- Withdrawal of service will be considered when there are risks present to the health and safety of the staff that are unacceptable and no control measures can be found

Other reasons that TNC Healthcare Ltd will consider the withdrawal of the service is the continual pressure on staff to perform duties that are not part of the agreed Care Plan and the continual undermining of staff 'one to another' or threats of physical violence. If you have failed to meet your financial commitments to TNC Healthcare Ltd, this will also be a situation where withdrawal of the service is considered

Terms and Conditions

The letter of agreement, together with this service user guide and our current tariff will comprise the terms and conditions on which our service is provided.

Private Paid Work

Requests for additional support on a private basis should be made through TNC Healthcare Ltd offices. If your care is funded by the local authority, you must inform them of your request.

Staff are not permitted to carry out additional care without reference to their manager. TNC Healthcare Ltd will take disciplinary action against staff who have an inappropriate relationship with a service user either within or outside their engagement terms.

Call Times

Call times are primarily set according to the Service User's wishes. Obviously, it is not always possible to achieve the exact requirements from day one, and sometimes a compromise is reached. You will always be advised of any changes and your approval sought before any change. Punctuality is a high priority and is monitored very actively. Our aim is to arrive on time, all the time. Our policy is that, should a member of staff know that they will be more than 15 minutes late arriving, then the office or our out of hours manager will be notified and the Service User informed immediately.

Fees - Self Funded Clients

We reserve the right to charge an initial one-off assessment fee (as detailed in the fee schedule) for our time and expertise in assessing your needs and the appropriate service and care/support plan to meet those needs.

We reserve the right to charge a deposit (as detailed in the fee schedule) in respect of the fees if we consider (in our absolute discretion) it necessary. You shall only be entitled to a refund of the deposit if this agreement is terminated in accordance with these terms and conditions. You shall not be entitled to any interest on the refunded deposit.

We will invoice you on a fortnightly basis in advance for the service in accordance with the fee schedule. We shall clearly identify on our invoices any other agreed expenses (such as travel expenses) incurred by us in performing the service.

Staff Time Sheets

A time sheet must be completed by staff at every visit. This acts as a record of the time worked and this is how we calculate the cost to you. Staff will record their arrival and departure times in daily statement. Senior staff carry out spot checks on staff during their calls.

If your care is funded by the local authority, staff are booked for a specific length of time and will not be able to spend longer with you, unless it is agreed beforehand with Social Services.

If you are paying privately for your care and you wish staff to stay for longer than is booked, staff will refer to TNC Healthcare Ltd offices for verification. Agreed additional time will be recorded on the time sheet and you will be charged for this additional time.

Any queries relating to invoices and charges can be raised with TNC Healthcare Ltd accounts department.

Charges and Method of Payment

Rates will be agreed and verified with each service user and or their representative prior to engagement of our services. You will be invoiced on a weekly basis. All payment terms are seven days and payment can be made via BACS, standing order or cheque.

Insurance

We have insurance cover in place from Towergate and this is available for your inspection, at our offices.

Inspected and rated by

