



Care at Home

Clients Guide

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1. INTRODUCTION

Care At Home (UK) Ltd has been providing domiciliary care services in Essex, Cambridgeshire and East Hertfordshire since 1990. The company was set up to provide care services, primarily for the elderly, but also for other adults with disabilities, to allow them to continue living safely and independently in their own homes, without being forced to move into a care home. It is this overriding aim to help people maintain their dignity and independence which still guides the organisation today.

2. PURPOSE OF THE GUIDE

- ❖ To provide all our current and potential clients with comprehensive information about our services.
- ❖ To set out our Aims and Objectives and our Philosophy of Care to enable you to make an informed choice as to whether we can meet your specific care needs.
- ❖ **This guide is available in LARGE PRINT. Please call us on 01799 513777 for further details.**

3. SUMMARY OF CARE SERVICES PROVIDED

Care At Home (UK) Ltd provides a range of care services mainly for the elderly in Essex, Cambridgeshire, Hertfordshire, Suffolk and further afield on demand. We specialise in live-in care, although we also provide visiting care in a number of cases. We offer our clients a totally holistic service - not just providing the basic essentials, but nurturing the whole person - mind, body and spirit.

Your carer is there to help you enjoy the best quality of life you can. If you have a specific personal goal, or if there are some extra steps you would like to take, then your carer is there to assist and guide you, never to restrict you. Perhaps you would like to be able to prepare snacks for yourself occasionally or take your dog for a walk. If that is at all possible, we will be there to encourage and help you achieve that goal.

4. OUR CLIENTS

Care At Home (UK) Ltd provides care and support services for people who wish to continue living independently in their own homes. Some may just need a companion, while some may be totally dependent -everyone is different and individual.

Our clients are mostly the elderly, but also anyone over age 18 who requires help because of physical or mental needs. You may be recovering from an illness or an unfortunate accident. Because our care service is totally flexible, our carers can provide a wide variety of services as required to meet the needs of individual clients.

5. AIMS & OBJECTIVES OF THE SERVICE

Care at Home (UK) Ltd aims to provide a consistently high standard of care that will enable its clients to live safely, comfortably and as independently as possible in their own homes, whilst maintaining their dignity and privacy.

6. OUR PHILOSOPHY OF CARE

Our aim is to provide a service which meets the needs of our clients as individuals, regardless of their age, gender, sexuality, religion or disability. In addition, the care delivered by Care At Home aims to meet not just the physical, but also the emotional, spiritual, cultural and psychological needs of the people we look after.

All our clients are encouraged to participate in the planning and delivery of their own care to ensure that, as far as possible, the care they receive enhances the quality of their everyday life. By listening to our clients and finding out exactly what they want and by working with them in partnership, we aim to help them achieve the quality of life they are looking for.

Our carers will be aware that this partnership often extends to our clients' close family and friends. As long as our clients are happy for us to do so and able to make the decision, we will encourage their relatives and friends to participate in their lives and be involved in planning their care with a view to enhancing their overall quality of life.

To ensure that all our clients receive a consistently high standard of care, we employ only experienced and trained carers. We provide them with additional training on a regular basis to improve their knowledge and skills in key areas and we encourage them to gain formal qualifications through the government-backed system of National Vocational Qualifications (NVQs).

A full copy of our Statement of Purpose is available to all at our offices during normal office hours, which are 9am to 5pm, Monday to Friday.

7. RANGE OF CARE SERVICES PROVIDED

Our carers can provide a wide variety of services as required to meet the needs of individual clients. The services offered fall into four main areas, as detailed below:-

7.1. Personal Care

- ❖ Help with washing and bathing to maintain personal hygiene
- ❖ Support with toilet needs
- ❖ Help with preparing and serving meals
- ❖ Assistance with medication
- ❖ Help with personal grooming

7.2. Mobility

- ❖ Help with dressing and undressing
- ❖ Assistance with getting in and out of bed
- ❖ Help in moving around the house
- ❖ Assistance with getting to work/daytime activities
- ❖ Help with going to shops, post office etc
- ❖ Assistance in attending social activities and/or going on holiday

7.3. Household Tasks

- ❖ Keeping the house clean
- ❖ Staying warm/cool
- ❖ Running errands
- ❖ Washing/ironing clothes
- ❖ Minor repairs to clothes, e.g. sewing on buttons
- ❖ Collecting pensions, prescriptions etc
- ❖ Paying bills
- ❖ Shopping and light household duties
- ❖ Feeding pets

7.4. Social Interaction

- ❖ Providing companionship and interaction
- ❖ Helping clients keep in touch with family and friends
- ❖ Helping clients participate in hobbies and interests

8. SPECIALIST CARE SERVICES

There are certain aspects of the service we provide for which our carers require more advanced training. In such instances the carer will receive training from a specialist qualified in this area. The specialist trainer will then assess the carer and, once they are satisfied that they have acquired the necessary knowledge and skills, they will sign them off as competent to deliver this specialist care.

8.1. Tasks requiring specialist training include:-

- Assistance with artificial feeding (except medication)
- Catheter care (changing bags, monitoring output)
- Assistance with eye or ear drops
- Ileostomy and colostomy care (changing of bags)

8.2. Services We Will Not Provide

Care workers will not undertake tasks that require the skills and expertise of clinical professionals. Such tasks include:-

- Toe and nail cutting
- Ear syringing
- Removing or replacing urinary catheters
- Bowel evacuations
- Bladder washouts
- Injections involving syringes, administering intravenously controlled drugs.
- Filling of oxygen cylinders
- Lifting from the floor unaided
- Tracheotomy care (changing tubes)
- Skin prick tests for diabetics
- Any invasive procedures

Care At Home (UK) Ltd does not provide nursing care services.

9. THE ASSESSMENT & DELIVERY OF CARE

9.1. Assessing Your Needs

When you call us to make an enquiry about care, we will arrange with you a day and time for our Care Assessor, Diane Bowyer, to visit you in your home to talk about what you need and how we can best meet your requirements. Diane will discuss with you in detail what you are looking for in your care package and any particular outcomes and goals you may wish to achieve.

For example, you may say that you just want to feel safe at night, meet up with your friends and family, being active in your garden again or even taking a trip to your favourite destination. Of course you are welcome to involve members of your family or a friend in this meeting.

Our Care Assessor, Diane Bowyer, will discuss your needs in detail and establish the key elements of your Care Plan. This plan will list all the tasks that you would like your carer to carry out and the days and times they will need to do this. The plan will be completely individual to you and will take into consideration not just your physical and dietary, but also your cultural and religious needs.

9.2. Finding The Right Carer For You

As well as being good at their job, it is essential that the carers we provide for you are people whom you can get on with and we attach great importance to finding carers who will fit in with individual clients. We take into account personalities and interests as well as the essential skills.

All the carers we employ have worked in this field for at least two years. We always obtain two professional references and carry out a Criminal Records Bureau (CRB) check on them. The CRB is an executive agency of the Home Office and provides access to criminal records and other information to organisations in England and Wales to help organisations make more informed decisions when recruiting people into positions of trust.

We will tell you in advance the name of the person who will be caring for you and, if there are any changes in the personnel looking after you, we will inform you. All our Carers are provided with an identity card which bears our company name, the carer's name and their photograph.

9.3. Establishing & Implementing Your Care Plan

Before we start providing care, our Care Assessor, Diane Bowyer, will finalise your Care Plan and carry out an assessment of your home to make sure that it is safe, both for you and for your Carers.

Once we start providing you with regular care, you will be given a folder containing your Care Plan and other information relevant to your care. Your carers will also use this folder to log a daily record of your care. This information is freely available to you to read at any time and, with your permission, it may also be shown to members of your family.

9.4. How We Make Sure Your Care Service Runs Smoothly

The carers allocated to you will have been selected because they have the relevant skills, experience and temperament to meet your needs.

All our carers receive regular training to refresh and update their knowledge and skills and new carers are sent on an Induction Course prior to being given their first care assignment with us. This training covers such areas as first aid, food hygiene and moving and handling

Each carer has a supervision review with their Manager four times a year to discuss any concerns that they may have about their work and to review their training needs.

The Care Manager also makes regular unannounced visits to clients' homes to ensure that the carers are delivering care in accordance with the agreed Care Plan.

In addition, clients will be visited at least 4 times a year by one of the Homecare Team to ensure that the care being provided is still meeting your needs and expectations. They will see what the outcome of the last 3 months has been and address those accordingly. We also send out questionnaires at least twice a year to canvass your opinions of our service and your carers.

Should you ever be unhappy with our service for any reason, we would like to know immediately, so that we can address the problem and put the situation right without delay.

9.5. What Happens If Your Needs Change

We recognise that people's needs change and we will keep up to date of your needs by:

- Telephoning you on a regular basis
- Visiting you at least every three months
- Updating your Risk Assessment every six months.
- Reviewing your care plan if you have been in hospital or if your Needs or goals change.

If your carer is ill, we will call you immediately to discuss your needs and preferences with regard to the provision of a temporary replacement. Your regular carer will then be reallocated to you as soon as possible.

9.6. Maintaining A Record Of Care Provided

In order that we can monitor the care provided and to comply with the requirements of the Minimum Standards for Domiciliary Care Agencies, our carers will always make a daily record of the care that they have provided to you.

A note will be made of every significant event during the care period in the folder kept in your home for this purpose. The folder will also contain a copy of the care plan that has been discussed with you and the risk assessment that has been carried out on your home.

The folder needs to be kept in a place where the carer can find it. You and your family are welcome to make notes in it and read all the information that has been recorded about your care. The folder may be reviewed by social services as part of their inspection and regulation process and our own Care Manager will also on occasion check the folder to make sure that accurate, daily records are being maintained.

9.7. Confidentiality

Every carer that we register for work has to abide by Care at Home UK Limited's confidentiality policy and procedure. This means that they are not allowed to discuss any details of their work for you, unless it is with a Social Worker, District Nurse, GP or another member of our Live in Care Team.

A copy of our confidentiality policy is given to every carer. Carers need your permission before disclosing details about you to anyone other than the people listed above. Details which carers are not allowed to reveal to third parties include your address and telephone number, your medical history and your financial situation.

There may be occasions when carers are unable to keep information given to them confidential. They have a duty to report any suspicions of abuse or discrimination to the Care Manager as soon as possible.

If you suspect that your carer has been discussing your personal details without your permission to anyone other than the people listed above, please contact our Care Manager as soon as possible.

9.8. How Do You Qualify To Use Our Services?

To be eligible to receive our services we need to be satisfied that the following conditions have been met:

1. You are a legitimate client who will treat all our members of staff in an appropriate manner.
2. Any member of staff providing care for you will work without fear of discrimination in a safe environment.
3. We will be paid for the services supplied.

10. QUALITY ASSURANCE

Care At Home (UK) Ltd aims to provide a high standard of care at all times and this process starts from the moment we receive a new enquiry from a potential client.

We always recruit the best carers possible and we match them as closely as possible to the individual client. We employ only experienced and trained staff and all our carers have worked in the care industry for a minimum of two years. Before we employ a new carer, we take up two references and carry out a CRB check on them.

All new carers go through an Induction Course, during which they receive up-to-date training in the key aspects of care provision. Carers also receive regular on-the-job training to ensure that their knowledge and skills remain up to date.

Once a carer has been assigned to a new client, we monitor their performance on a regular and systematic basis. This monitoring includes telephone satisfaction surveys, written satisfaction surveys and face-to-face interviews with clients or their representatives.

Our carers receive regular visits, both announced and unannounced, at their place of work from our Care Assessor, to ensure that they are maintaining the high standards we set.

Our Care Assessor also regularly canvasses the views of clients and their families through a combination of telephone enquiries, home visits and written Customer Satisfaction Surveys.

11. CUSTOMER FEEDBACK

We welcome feedback from clients and their families and we are delighted when we can pass on praise and compliments to our care staff, most of whom work alone for long periods in a relatively isolated working environment.

However, whilst Care At Home aims to provide clients and their families with a first class service at all times, we recognize that there may be rare occasions where the service provided falls short of our own very high standards.

We would encourage clients and their families to relay any concerns they may have about any aspect of the care being provided at the first available opportunity, either directly to their carer, or to our Care Assessor, Diane Bowyer, or our Care Manager, Teresa Wells.

In most instances we would hope to be able to deal with the issue there and then and it is clearly better for all concerned if relatively small concerns can be addressed immediately before they become a serious problem.

However, there may also be rare occasions where more swift and serious intervention is needed and, once again, we would urge clients or their representatives to contact us without delay.

12. COMPLIMENTS AND COMPLAINTS PROCEDURE

For this reason we have instituted a formal complaints procedure which we want clients and their families to be aware of and to feel free to use, should the need arise.

12.1. What Is A Complaint?

A complaint is any communication from a client, a member of Staff, a member of a clients' family or a visitor to the client, either in verbal or written form, expressing dissatisfaction with anything relating to the provision of care. Complaints can also be made anonymously.

12.2. How To Make A Complaint

All complaints or concerns should be made if possible to our Care Manager, Teresa Wells.

12.3. How to Pay us a Compliment

We do, however, receive far more compliments than complaints. If you would like to pay us a compliment just call us at the office or drop us a line. Please let your carers know that you are happy too, they all work very hard and no one objects to being complimented!

If you would like to see some of the many compliments we receive please go to our website www.careathome.org and click on the link.

12.4. Complaints Procedure

Where possible a complaint will be dealt with to the satisfaction of the parties concerned at the time. Where this is not possible the complaint will be acknowledged in writing within 7 days of receipt and a formal response provided within 28 days.

If a complaint is not resolved to your satisfaction, you are free at any stage in the proceedings to contact the Commission for Social Care Inspection, Fairfax House, Cessian Road, Colchester, CO1 1RJ, telephone 01223 771300. Alternatively you can refer the matter to any of the following authorities:

- ❖ Social Services
- ❖ Health Care Authorities
- ❖ General Social Care Council: Phone 0207 397 5120

Complaints may also be made directly to this body by any complainant:

The Commission for Social Care Inspection,
Eastern regional office
CPC1
CapitalPark
Fulbourn
Cambridge CB215XE
Phone: 01223 771300
Fax: 01223 771339
Email: enquiries.eastern@csci.gsi.gov.uk

13. SOURCES OF ADVISORY ASSISTANCE

If you want advice or assistance in relation to any aspect of domiciliary care, we suggest you contact any of the organisations detailed below.

The Independent Advocacy Service

Cambridge, Norfolk and Suffolk	0845 456 1084
Bedfordshire and Hertfordshire	0845 456 1082
Essex	0845 456 1083

14. REGISTRATION AS A DOMICILIARY CARE AGENCY

Under the Care Standards Act 2000 all Domiciliary Care Agencies must be registered with the Commission for Social Care Inspection and must agree to meet the minimum standards laid down by the CSCI. Care at Home UK Ltd is registered under this act with the following Certificate Number 1560002869.

15. OFFICE ADDRESS & HOURS OF OPERATION

Care at Home UK Limited
Wendens House
Station Road
Wendens Ambo,
Essex CB11 3AQ
Tel: 01799 541400
Fax: 01799 541500

Our normal office hours are 9am to 5pm Monday to Friday. We also run an out-of-hours telephone service in case of emergency.

16. QUALIFICATIONS & EXPERIENCE OF KEY STAFF

Responsible Person: Diane Bowyer
Care Manager: Teresa Wells
Care Assessor : Diane Bowyer
Care Coordinator: Barbara Graham

Our Care Manager, Teresa Wells, is an experienced carer, having worked both in care homes and as a domiciliary carer. She is also our Key Practitioner and leads the company's policy and training for the Protection of Vulnerable Adults (PoVA). Teresa also has several years' experience in management training of staff and customer relations.

Our Responsible Person and our Nurse Risk Assessor, Diane Bowyer, is a Registered General Nurse (RGI), a Registered Midwife and a qualified carer and has over 20 years' nursing experience.

Our Care Coordinator, Barbara Graham, is also an experienced carer and still provides some care on a part-time basis.

17. RANGE OF QUALIFICATIONS OF DOMICILIARY CARE STAFF EMPLOYED

Our carers receive regular training in all aspects of their work, including:-

- ❖ Moving & handling
- ❖ First aid
- ❖ Food hygiene
- ❖ Administration of medication
- ❖ Infection control
- ❖ Health and safety
- ❖ Care and protection of vulnerable adults
- ❖ Other specialist needs, including Peg Feeding, Dementia Care and Palliative Care.

Many of them are also working towards formal qualifications in care through the government-backed initiative of National Vocational Qualifications (NVQs).

18. INSURANCE COVER

The company has cover with Zurich Insurance in respect of employer's liability and public/product liability to the limit of £10 million each.

19. KEY CONTRACT TERMS & CONDITIONS

19.1. The contract charge for the provision of domiciliary care to the client will be agreed to in advance for each seven days care. Saturday and Sunday are charged at 25% more than weekdays, although except on public holidays, this makes no difference to the overall weekly charge. Christmas day and Boxing day are charged at three times the standard rate for the days on which they fall and all other public holidays are charged at double the standard rate.

19.2. The above charge is based on the assumption that this assignment will be both regular and ongoing as defined in clause (3) below.

19.3. For these purposes, the term regular and ongoing means that care is provided either:

a. On a continuous (unbroken) basis

or

b. we provide at least 4 week's care within any 13 week period and subject to each period of care so provided being of minimum duration of one week.

In all other circumstances, we levy an additional set-up charge of £200 although this would become refundable if the care provided were to fall within the terms of 3(b) above.

19.4. Our charges are otherwise inclusive in so far as there is no introduction or registration fee and no premium for staff travel costs.

19.5. The above charge will be annually reviewable from the quoted commencement date. However, we reserve the right to raise our charge at any other time if the physical and/or behavioural demands of the Client should so warrant - or (albeit in exceptional circumstances) withdraw our care completely if the safety of our care staff becomes compromised.

19.6a. Should the Client's care be suspended or terminated due to genuinely unforeseeable circumstances (such as sudden hospitalisation for example), then unless otherwise requested, our care would then be withdrawn and obligation for future payments terminated from the end of the then current seven day period of care until or unless the care resumes.

19.6b. In all other circumstances we require two weeks' written notice of suspension or termination of our service. A charge at the then prevailing rate will be made in lieu of any portion of that notice period which is not given.

19.7. Our service normally provides for administering personal help, cleaning, cooking, housework and support to the Client in accordance with their wishes and instruction, plus the provision of any other help identified by our staff as conducive to their general well-being, the latter being subject of course to the Client's own assent and/or that of those family members (or other parties) whom the Client is expressly agreeable to have represent their interests.

19.8. So far as our carers' welfare is concerned, then we would ask that they be provided with a separate bedroom in which to rest and sleep, with two sets of bedding to facilitate the change of same immediately before their weekly changeover. We would also ask that the room be adequately heated.

19.9. We make our best endeavours both to limit the number of carers attending a Client and also to ensure that the Client is entirely happy with each. Accordingly therefore, we generally aim to try and stabilise our care around a central core of two or three carers only. However it does also follow from this that it is sometimes necessary to deploy different carers in the initial successive periods in order to settle on those who are most compatible with the Client and/or with whom the Client is happiest.

19.10. We generally provide for a continuous presence as opposed to arrangements having to be made around carers' rest or relief periods. Our carers are accordingly advised not to expect regular time off therefore, but rather to try and arrange their daily rest periods around those times when the Client generally has no need for their assistance in any case, such as when they might want to take their own rest or want to entertain relatives or friends in private. We similarly work on the basis of providing true seven day a week cover, which is to say that if a carer falls ill or becomes otherwise unexpectedly unavailable we endeavour to carry a sufficient surfeit of staff to facilitate their virtually immediate replacement with minimal dislocation to the Client.

19.11. Should Client (or the signatory to this agreement) privately engage any member of our staff at any time within a three month period of either the date of that carer's resignation or their last actual day of work for us (whichever is the later), we will levy a charge amounting to three months provision of care at the then prevailing rate.

19.12. All our carers are directly employed by us.

19.13. It is incumbent on the signatory to this contract to take every reasonable precaution to ensure that the Client's domicile is free from any risk to our carers.

19.14. We welcome comments on our service and we equally welcome suggestions on how it might be improved, no matter how insignificant any points so raised might seem. We equally want to hear any complaints, although we would ask that any that amount to more than minor criticism are expressed in writing and include the identity of the actual complainant(s). The latter stipulation is to protect our carers from unfounded criticism or malicious rumour, for which same reason, any serious allegation or complaint which is disseminated to a third party without prior reference to ourselves would be held by us to be a breach of contract and grounds for our withdrawal.

19.15. This contract is deemed to be made with its signatory only, which same party we hold liable for all payment in all circumstances including the full and prompt discharge of any final account. Should the signatory also be the Client, arrangements should be made to ensure that the payment of the final account is paid on presentation and not delayed by probate.

19.16. The care will be invoiced weekly in arrears and our payment terms are seven days from the invoice date. We reserve the right to charge interest on late paid accounts at a rate of 6% over the Bank of England Base rate.

20. DATA PROTECTION

We hold written and computer records on all our clients. Written records are kept in a locked filing cabinet and our computer records are protected by authorised passwords. For more information on your rights under the Data Protection Act, please speak to our Care Manager, Teresa Wells.