

Purpose of this Document

This document summarises basic information about Care at Home Services (South East) Ltd for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the *Domiciliary Care Agencies Regulations 2002*.

These regulations also require us to prepare a 'Statement of Purpose' which includes all the details covered in this Service User Guide and in addition provides details of the qualifications of the Registered Manager and Registered Person and the range of qualifications for care staff. This document is available on request.

Care at Home Services (South East) Ltd offers a wide range of personal care, rehabilitation, social care and domestic services to people in their own homes. We operate across a wide geographical area within East Sussex and Kent with a network of branches, as well as another local office based in Hastings, East Sussex.

Working with other professionals, it is our aim to:

- ❖ Provide personal and domestic assistance, which allows people in need of assistance of all ages, and those with physical disabilities to remain in their own home for as long as possible.
- ❖ Facilitate the earliest possible discharge from hospital of patients, by providing appropriate care services in the home.
- ❖ Assess each service user's needs in full consultation with the service user, their family/friends and other relevant parties, to provide a totally integrated package of care.
- ❖ Keep under review and to respond to the changing needs of the service user in an appropriate way in consultation with the relevant services.
- ❖ Meet each individual's needs, as far as possible, with particular sensitivity to the race, religion and cultural background of each service user.
- ❖ Promote the welfare and well being of the service user and to ensure that those who need help due to frailty, disability or illness live as comfortably and independently as possible.
- ❖ Ensure that all staff are trained and supported so that they provide the high level of service required by service users. Such training will be a recognised national qualification.

Our Principles

1. To provide services which are of a high quality, well coordinated and totally integrated.
2. To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
3. To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
4. To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care which contributes to their overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible their maximum participation in their community.

Service Users' Rights

The aim of good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. Through our policies and procedures we aim to promote the following rights:

- ❖ Privacy - *An individual's right to privacy involves being free from intrusion or unwelcome attention.*
- ❖ Dignity - Recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs.
- ❖ Independence - Providing opportunities to think, plan, act and take sensibly calculated risks without continual reference to others.
- ❖ Civil rights - We aim to help our service users to continue to enjoy their civil rights.
- ❖ Choice - Providing the opportunity to select independently from a range of options.
- ❖ Fulfillment - Providing the opportunity to realise personal aspirations and abilities.
- ❖ Security - Promoting as much independence as possible whilst identifying and managing risks.

People for Whom the Services are Provided

- older people
- people with physical disabilities
- people with sensory loss, including those with dual sensory impairment
- older and younger people with mental health problems
- people with learning disabilities
- people with terminal illnesses
- personal or family carers

Services We Provide

As an organisation we have the experience and capabilities to provide assistance with a range of services covering personal, social and emotional care and practical care. This includes, but is not limited to: washing, dressing, meal preparation, assistance with medication, domestic tasks, shopping & bill payment, assistance with paperwork and other administration. The Manager and Care Coordination Staff are based at the following address:

Office Address: 1 Cooden Sea Road
 Little Common, Bexhill on Sea
 East Sussex, TN39 4SJ

Telephone: 01424 848088

Overview of the process for delivery of care

All new service users will have a care assessment carried out prior to the delivery of care, which will identify their particular care needs. In exceptional circumstances this may be carried out within 2 working days of the commencement of care.

This assessment will be carried out by appropriately trained staff, preferably in the home of the service user, and will cover the service requirements, relevant personal information, the health and safety risk assessment and a moving & handling risk assessment if appropriate. All the information gathered will be treated confidentially. The service user will be provided with the organisation's written contract of terms and conditions, which covers the fees and billing procedures.

A service user plan, which outlines the delivery arrangements for the care, will be developed with input from the service user and relevant family members or user representatives.

The service user plan will be reviewed as changes in circumstances require, but at least annually with the service user. If at any time there are aspects about the care which you would like to change, let us know.

Advocacy

We recognise that some individuals may need support in exercising their rights and obtaining information and services to maintain their independent living. We are able to liaise with independent advocates e.g. Citizen's Advice Bureau, Age Concern or other professional individuals. In certain circumstances it may be appropriate for members of our organisation to act in an advocacy position.

Hours of operation

Our normal office working hours are 8.30am to 5pm Monday to Friday. We do operate an emergency out of hours on call service which may be contacted via telephoning the normal office number 01424 848088 or the on call mobile on 07720 450957. This service is for notification of cancelled calls, queries concerning care to take place during the closure of the office and other emergencies. For other routine enquiries, we would kindly request that you contact the office during office hours.

We provide care from the hours of 7am through the day to approximately 10pm finish, depending on the level of staff and experience in any particular area. Due to the nature of the work, we take seriously the health & safety issue regarding calls carried out late at night by lone carers, which will affect the latest time that we can provide a service in some areas. This will be discussed at the initial visit.

Principal Contract Terms and Conditions

Private service users are issued with a written contract at the commencement of care, which details all the relevant terms and conditions. Social Services' service users enter into contracts directly with their local office, and their payment terms will be governed by the requirements of their local area. It may be requested that we collect a contribution towards care on behalf of Social Services, and this will be discussed with you at your Social Services assessment, or prior to the commencement of care.

Principal Policies and Procedures

Running a domiciliary care agency poses a variety of issues to be resolved, for service users, staff and managers. To be sure that we behave consistently, to capture good practice and to keep everybody informed of how the agency works, we have written down where we stand on certain key matters and how we handle certain frequently recurring situations. These are our policies and procedures. Together they form quite a long list and rather than replicate all of them in this document, they are available on request.

Our company has considerable experience in the recruitment and training of staff. Our company's policies and procedures ensure that all appropriate checks and training are adhered to prior to, and following employment, and that there is continual supervision of staff by senior management.

All Care at Home Services (South East) Ltd employees are required to attend regular training sessions and must be able to demonstrate a variety of relevant skills. All new carers undertake induction training to Common Standards, and all carers take part in training courses, including moving and handling, the safe handling of medicines, care practices and other courses offered. Some of our carers have also completed, or are working towards, NVQ levels 2 and 3.

Care at Home Services (South East) Ltd adhere to all the policies and procedures required by both The Care Quality Commission and East Sussex Social Services. Copies of any of these policies and procedures are available on request or are available for viewing at our office on request. Service users are welcome to examine any of these documents and to have a copy of their own if they wish.

Data Protection & Access to records

Care at Home Services (South East) Ltd is registered under the Data Protection Act 1998, and operates within the 8 principles laid down by the Act.

Representatives from our company will not discuss or disclose information with regard to our service users and their plan of care without their expressed permission. In cases of emergency, the Company reserves the right to alert the appropriate emergency services and to provide them with any relevant information.

Service users or their relatives or representatives (with the permission of the service user) are able to see their personal files kept on our premises, and to have that information corrected or erased if it is inaccurate.

In accordance with The Care Quality Commission quality auditing procedures, and the regular inspections carried out by them, service users files may be reviewed as part of the inspection process.

Details of Insurance Cover

Care at Home Services (South East) Ltd has appropriate levels of insurance as required by The Care Quality Commission and the local contracting authority, details available on request.

Quality Assurance Process

Care at Home Services (South East) Ltd operate an effective system for Quality Assurance, based on the guidelines laid down in the Care Standards.

There is a process and procedure for consulting with service users and their carers about the care service on a regular basis and assuring quality and monitoring performance including:

- An annual visit to all service users undertaken by a supervisor or manager and combined where possible with a review of the service plan, or monitoring the performance of the care or support worker.
- Annual survey of service users, their relatives or representatives where appropriate to obtain their views and opinions of the service.
- Regular supervision meetings between supervisors and care and support workers.

Complaints and Compliments

Care at Home Services (South East) Ltd aims to offer a high standard of service and reliability. However, there may be occasions where you feel that your service has not been delivered at our usual standard and may wish to complain. It should be remembered that we do not necessarily know you are unhappy unless you tell us. Similarly, we want to hear your comments or compliments, so we can provide the best service possible.

In the event that you wish to make a complaint, if it is possible you should talk first to your Home Carer, as he/she may be unaware that you are concerned about some aspects of your care. If you feel that you cannot speak directly to your Home Carer, or having done so are still not satisfied, please contact the Care Co-ordinator on 01424 848088. Alternatively please write to them at the Bexhill office address. The Care Co-ordinator will discuss any areas of concern with you at the earliest opportunity.

If you are still not satisfied, the matter should be referred to the registered manager, Mrs Deborah McDowell, who should be contacted by writing to them at the Bexhill Care at Home Services Office.

In the event of any complaint, if you are a Social Services service user, the matter may be referred to your Care Manager at your local Social Services Office. Additionally, both Private and Social Services service users are entitled to contact the area office of the Care Quality Commission with any unresolved issues. (Telephone number provided under Local contacts section).

We assure you of our concern and co-operation relating to any level of complaint. We will always endeavour to acknowledge any complaint within 7 days, and to resolve the matter within 28 days.

Local Contacts

Care at Home Services (South East) Ltd is regulated by the Care Quality Commission, the address and telephone number of the local area office is as follows:

Care Quality Commission
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG
Tel: 03000 616161

Care at Home Services (South East) Ltd is also a contracted provider to East Sussex Social Services, who can be contacted as follows:

Social Services Information Line: 0845 601 0664

Other numbers which may be useful:

General Social Care Council
Goldings House
2 Hay's Lane
London
SE1 2HB
Tel: 020 7397 5100

Bexhill and Rother NHS Trust
Bexhill Hospital
Holliers Hill
East Sussex
TN40 2DZ
Tel: 01424 735600