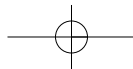
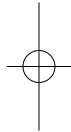
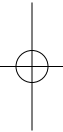
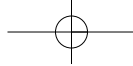




Service User GUIDE



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Part 1:**ABOUT: HELPING HANDS HOME CARE****1.1****INTRODUCTION:**

HELPING HANDS HOME CARE is a Home Care Agency which has been established to respond to the needs of our service users on a 24 hour basis. Our service users are those who, because of increasing age or disability, find it difficult to cope with domestic responsibilities and their own personal care needs.

We are an independent care agency providing care to our service users in their own home environment on a one-to-one basis. Our services are designed for the older person who is physically frail or housebound or for those with memory loss as well as for younger adults, and are undertaken by our team of highly trained and experienced specialist carers.

We provide care services to both the private and public sectors, and your needs for care and support are identified through an assessment; this may involve the Care Manager from the Local Authority. We normally operate within parts of Warwickshire and Worcestershire for "hourly" care and nationally for live-in care.

1.2**OUR AIMS & OBJECTIVES (MISSION STATEMENT):**

We aim to provide our service users with a comprehensive service of care of the highest quality 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 will treat each service user with respect and remain sensitive to his / her individual needs and abilities, and aim to promote the service users independence and personal dignity.

We have set out our objectives in a Mission Statement which can be found in our Policy Manual and which can be made available to you should you desire it.

1.3

YOUR CHARTER OF RIGHTS:

We respect the right of each service user to lead as independent and fulfilling life as possible. We have set out a Service User Charter of Rights which we believe should be the minimum entitlement for each service user. Our Care Staff are sensitive to, and will observe the following standards which we have identified:

- It is the right of each service user to make informed choices and to take risks; there is a certain amount of risk associated with each aspect of our lives.
- Each service user is an individual with individual needs, wants and desires. This individuality will be recognised and respected to ensure promotion and maintenance of the service user's dignity and self-worth.
- Each service user, as an individual, has the right to fulfil his / her potential for personal choice of lifestyle and opportunities.
- Each service user has the right to a Care Service that does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.
- Each service user has the right to refuse anybody entry to their home. This will include the Care Worker where the service user feels an element of incompatibility as he / she perceives it.
- Each service user has the right of access to their personal Care Records, and to annotate them accordingly. He / she has the right to be consulted with respect to the Care Services provided and to be involved in on-going reviews of the same. Where, for reasons of mental frailty, the service user is unable to make his / her wishes known directly, an appointed advocate may fulfil this purpose.
- Each service user has the right to details of the Contract with respect to the Care Services offered, including the costs involved.
- Each service user has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.
- Each service user has the right to complain about any element of the Care Service, and to do so without fear of any intimidation, recrimination or reprisals.
- Each service user has the right to be informed in advance of any changes in hours of duty by the Care Worker, or even a change in the Care Worker, as a result of emergencies. Reference clause above the service user retains the right not to accept substitute Care Workers into their home, though they will be informed of the implications of this with respect to the Organisation being unable to provide continuity of care.

1.4

RANGE OF OUR SERVICES:

We provide a service to a wide range of individuals in the community. Our induction process and training provides for the provision of a general home care service. We do recognise that some individuals have identified specialist needs, when we are tasked with providing this care we cater for this by having a range of expertise and training resources. In this instance we will provide appropriate briefing where necessary to generate awareness.

The range of service users for whom care is provided includes:

- Older people
- People with dementia
- Adults with mental health problems
- Adults with learning disabilities
- Adults with sensory impairment
- Adults with HIV/aids
- Adults with terminal illness
- Adults who are ill (other than terminal illness)
- Adults who are recovering from illness

We do not offer nursing care.

The sole criterion upon which Helping Hands accepts service users is the perceived ability of the agency to provide assessed care needs. Therefore we offer our services to service users irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender, sexual orientation and disabilities or impairments.

1.5

HOW WE MAINTAIN OUR STANDARDS:

1.5.1

POLICIES:

Every aspect of running and managing our business is set out in a comprehensive set of Policy documents. These Policies ensure that we meet the statutory requirements for running a Home 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. Our master Policy Manual is held at our offices but may be consulted at any time upon request.

1.5.2

OUR QUALITY MANAGEMENT SYSTEM:

We have embodied quality in our way of life and in everything we do. We define 'quality' as delivering a service of care appropriate to each individual service user's needs. We have a comprehensive Self-Assessment System which requires all of our Policies and work practices to be audited at least annually to ensure that we maintain the standards we have set ourselves. Any "non-conforming" areas are corrected and reviewed for any other action that we may need to take to ensure that the problem is not repeated in the future.

1.5.3

OUR QUALITY ASSURANCE FRAMEWORK:

We monitor the quality of the work we do and your views of it. This tells us if we are meeting your needs in the ways that you want us to. We further develop the quality of our work by planning investments in staff training and improvements in the management of our staffing, our equipment and our facilities.

The quality assurance framework is a cycle. We set standards, we monitor our actual work and we invest in its development, in order to assure the right outcomes for you. We work to respond to your assessed needs and to fulfil the promises we make to you. In order to do this it may be necessary to review your files as part of the auditing, inspection and regulation process.

Our quality assurance starts with the recruitment of the best carers possible and continues with systematic and ongoing monitoring of their performance. Delivering a high quality service is our priority. We value your views and opinions on the Care Services that we provide. We firmly believe that only by asking the users of our services, i.e. you – our service users, can we obtain the information that we need to enable us to continually improve our services. We have an action plan in force which enables us to obtain feedback regarding the service at many different levels, user satisfaction surveys, telephone interviews and meeting personally with you. However, we do welcome comment from you at any time.

We also meet regularly with our staff whether that is through team meetings or at a one to one level.

When seeking your views about our Service we always like to include the views and opinions of your family and friends. What is their perception of us? To enable us to do this we have simple questionnaires which we ask them to complete from time to time.

1.5.4

EXTERNAL INSPECTIONS:

In addition to our own Self-Assessments we also receive regular inspections from the local offices of the Care Quality Commission to ensure that we are operating as we should. Copies of the latest announced and unannounced inspection reports may be consulted upon request.

Part 2: ABOUT OUR STAFF

2.1 MANAGEMENT, ORGANISATION & STAFFING

The organisational structure:

- Managing Director
- Company Secretary
- Operations Manager
- Training Manager / Registered Manager
- Head of Department
- Senior Care Manager
- Senior HR Manager
- Care Managers
- Care Co-Ordinators
- HR Resourcer
- Nurse Assessors
- Assessors
- Administrative Assistants
- Care workers

A full register of all employees may be found at the organisations offices.

2.2 OUR STAFF TEAM:

We have an excellent team of highly skilled professional care staff to look after you. Each care worker undergoes continuous training that ensures that we deliver the highest quality services to you. This training includes appropriate Health & Safety issues such as Food Hygiene, Moving & Handling and Handling Hazardous Substances.

2.3 YOUR CARE WORKER:

We recognise that your care worker is somebody with whom you can form a professional but close relationship, and for this reason we take great care in selecting a staff member with whom you feel completely comfortable. This is only done with your full consent, and you are free to ask for a change in carer worker at any time if you so desire it.

2.4 VISITING YOU AT YOUR HOME:

When our hourly care staff attend your home they will always be wearing a white uniform together with an appropriate Identification Badge with photograph so that he /she is easily identifiable to you. They will knock and not try to gain entry without your permission. Wherever we are entrusted with the keys to your home, staff will always knock when using the key so that you know who is calling.

Carers attending you at your home will not at any time be accompanied by partners, children, friends or pets.

If at any time your carer is unable to attend we will endeavour to telephone you with the name of the replacement carer.

2.5**DAILY LOGS:**

When your carer visits you in your home they need to record the amount of time spent with you and the tasks they have undertaken for you in accordance with your agreed plan of care. Therefore, at the end of each visit the carer will complete the Daily Log and request that you or your representative sign it to confirm that the work has been undertaken at the times stated. We need accurate records of visits in order for us to maintain a correct and efficient invoicing system for the work done. Your co-operation in this respect will be appreciated.

Part 3:**CONTRACTUAL & PERSONAL ISSUES:****3.1****CONTRACTS:**

Our Terms and Conditions for the Care Service are embodied in our Contract document which forms the basis of your agreement with us. You have free access to copies of any such document and other records concerning your care at any time. Please ask a member of staff who will be able to explain in more detail.

3.2**CANCELLATION/WITHDRAWAL OF SERVICE**

There may be circumstances where the service may need to be cancelled or withdrawn; however there must be legitimate reasons and it must be in the best interests of all involved to take such action.

The agency endeavours to provide a consistent service, nevertheless there are occasions where a change of care worker is necessary for example if a care worker is undertaking training, is unable to work due to illness or is on holiday. There may also be situations where your service requirements change and the existing care worker does not have the physical capacity or specialist training to meet those changing needs. If such an instance should occur, you will always be consulted in advance and involved in the decision. You too are always at liberty to contact the agency if you feel that a change is necessitated, 1 weeks notice is required for the cancellation of an assignment.

3.3**STATEMENT OF PURPOSE:**

Part of the Policy documentation that we are obliged to have in place is a "Statement of Purpose". This is a summary of our Organisation, the services that we offer, fees charged and the staff that perform care duties. Should you wish to consult this document, please ask a member of office staff.

3.4

CONFIDENTIALITY and CONDITIONS FOR DISCLOSURE

Our Care Staff are all bound by a Code of Conduct which includes preserving the confidentiality of any information that you divulge to us. We will not actively seek confidential information from you unless we feel that it is your best interests, i.e. to enable us to prepare a better Care Plan for you. Where we do have such information, we undertake not to disclose any of it to an unauthorised third party without your express permission, except in an emergency or crisis situation. When this happens we will always keep you informed of any discussions that have taken place and this will be recorded in your care records to which you may have access at any time.

The agency is registered with the Information Commission and fully committed to compliance with the Data Protection Act 1998. We ensure through our policies and procedures that we comply with the principles of data protection. Situations may occur however, where it is necessary to disclose confidential information. It is the policy at Helping Hands Home Care to encourage the reporting to management of all matters of serious concern involving suspected situations of abuse, and for persons to feel that they can do so freely and without fear of reprisals or intimidation.

3.5

CARE PLANS & RECORDS:

A Care Plan, or Service User Plan, is the key document for your care needs. We will have assessed areas of risk and identified your needs, and this is recorded on your Care Plan. We then decide how our staff can properly meet these needs, and this forms your plan of care. Care planning is continuously reviewed because people's needs change, some times on a daily basis, and we have to respond to these changes to make sure that we are delivering the right care. We will always seek your opinions and input when developing the Care Plan, and making changes or amendments to it, to ensure that you are fully satisfied with the care you receive from us.

We also recognise the value in involving your family members, relatives and friends in your Care Plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.

As we start to work for you, we will be generating records of visits and tasks performed on a daily basis in the daily log. You have the right to have access to these Care Plans and records at any time. Please understand that your carer will need to notify our office of any changes in your condition, or any accidents that you may have had, to ensure that we can maintain the best care options for you.

INSURANCE

The agency has a comprehensive policy which provides Employers Liability Cover, Public Liability Insurance – in respect of legal liability for injury to third party persons and damage to third party property damage excess. Your household insurance will cover breakages or damages within your home, however, the agency's policy covers instances where it can be proved that a care worker has been negligent and can be held legally liable for an incident.

3.6

PRICE LIST & PAYMENT METHODS:

Part 4:

YOUR CARE

4.1

PERSONAL CARE:

Your care worker will be able to undertake personal care services such as helping you to get up in the morning, washing, dressing, toileting, bed-making, helping you to go to bed at night, etc. The carer can also help you to take any medicines that have been prescribed for you by your doctor, subject to certain limitations which will be explained to you.

4.2

PREPARATION OF MEALS & SNACKS:

Your care worker will prepare your meals as specified within the care plan, such as breakfast, your mid-day meal, evening meal or supper, and any other snacks and drinks that you may need during the day. The care worker will be able to sit with you while you have your meals for conversation or companionship purposes. Your exact needs will be identified at the time your Care Plan is prepared.

4.3

PERSONAL SERVICES:

Your care worker can help you with personal tasks such as preparing shopping lists and doing the shopping for you, help you to manage personal affairs such as birthdays and other anniversaries, and with your permission can collect your pension for you. Your exact needs will be identified when your Care Plan is developed.

4.4

DOMESTIC & HOME HELP SERVICES:

Your care worker will be willing to undertake light domestic tasks such as hoovering, dusting and general cleaning, washing up, and personal laundry. The care worker can also help with managing your fuel supplies, and help with light gardening duties, subject to certain restrictions which will be discussed with you when your Care Plan is drawn up.

4.5

CARE AT NIGHT:

We can offer you a flexible service in respect of caring for you at or through the night:

- Night duty - awake - this service is for service users who require frequent attention during the night.
- Night duty - sleeping - this service ensures that the service user is not left alone during the night. We do ask that a bed is provided in a separate room for the carer, who will be expected to sleep. Staff will expect only to be called once or twice during the night.

4.6

LIVE-IN CARE:

We specialise in providing live-in care workers who are on hand most of the day to attend to all your needs and to promote the independent way of living that you have chosen. There are cost benefits of a live-in care package over a programme of care that allows for many visits in the day or a combination of hourly support and night duty's. Continuity of care is obviously of paramount importance with this type of service.

4.7

EQUIPMENT

The agency will always provide care workers with the necessary equipment that may be required to enable them to do certain tasks for example protective clothing, gloves and identification badges. Depending on the care that you are receiving, it may also be necessary for you to provide your carer with equipment so that they can work safely and efficiently.

Part 5:**YOUR VIEWS & COMMENTS**

5.1

HOW TO CONTACT US:

You will be able to contact us through our offices 24 hours a day, 7 days a week on the following telephone numbers:

Office hours (01789 762121)

Evenings & weekends (01789 762121) – Duty on call not regular manager

Emergency (24 hours) (01789 762121) – Out of hours service

If less urgent you can email enquiries@helpinghandshomecare.co.uk

5.2

COMPLIMENTS & COMPLAINTS:

Unfortunately, with the best will in the world we don't get things right all the time and we need you to tell us when we fall short of expected standards. If you have a complaint please speak to your Care Manager. If the problem cannot be solved to your satisfaction please put your complaint in writing or telephone the office (see 5.1) where your complaint will be formally recorded and passed onto the Registered Manager. If your complaint is then still not satisfactorily resolved you have the right, as a last resort to contact the Care Quality commission.

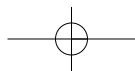
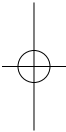
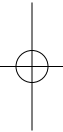
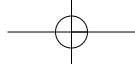
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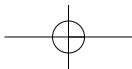
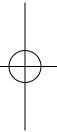
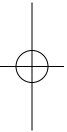
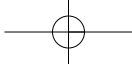
GIFTS & GRATUITIES:

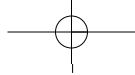
Our job is to ensure that you are looked after to the best possible standards and that you receive the best possible care. We are rewarded enough when we receive compliments from our service users. Written or verbal compliments from service users are logged and carers are notified. All compliments go towards the Helping Hands Carer of the year award. There is no need to offer any gifts, tips or gratuities; indeed we are unable to accept them. Your understanding in this matter is appreciated.

This list is not exhaustive, a full list of duties and activities not to be undertaken by care staff can be found in our Policy Manual, policy number 101.

- Where the service user is receiving on-going medical / nursing care the Care Worker must not become actively involved, but may be required to offer personal assistance to the service user, which may include disposing of syringes (for self-injecting service users) and the emptying of commodes, but must not be involved in any invasive procedures.
- Care workers should not undertake nail cutting. This task should be arranged to be done by a qualified Chiropodist.
- Care workers can provide a shave using an electric razor. Wet shaves should not routinely be undertaken by care workers, a specific risk assessment will be undertaken to cover this activity.
- Ear & Eye drops can only be administered by a care worker if they have received relevant training and paperwork to support this training has been completed, signed and received back in the office.
- Dressing can only be applied by a Care worker to a wound that isn't broken. A specific risk assessment will be completed and details added to the plan of care. Any broken skin must be dressed and monitored by a trained nurse in exceptional circumstances a care worker may be required to remove a soiled dressing prior to personal care delivery.
- The Care Worker must not directly accept keys to a service user's home. Details for entry to homes will be documented in the initial assessment and any concerns referred to the appropriate department of action.
- The Care Worker must only accept money from a service user for shopping etc. this activity will be included in a financial assessment.
- The Care Worker must not borrow money from a service user, or become involved in lending money to a service user. Similarly, the Care Worker must not take any responsibility for looking after a service user's valuables, selling or otherwise disposing of goods belonging to the service user, and must not become involved in betting syndicates (such as the lottery or football pools) with the service user.
- Cleaning duties outside those specified in the Contract, e.g. spring cleaning, must not be undertaken without special permission from the Care Manager.
- The Care Worker should not smoke or consume alcohol while in the service user's home, even if invited to do so.
- The Care Worker must not bring other members of their family, e.g. children, or any other unauthorised persons into the service user's home. Similarly, the Care Worker must not bring pets into a service user's home.
- The Care Worker MUST NOT accept any direct payment from the service user for services rendered, and MUST NOT become involved in selling any personal goods or services to the service user.
- The Care Worker must not make use of the service user's property, e.g. telephone, for his / her personal use.
- The Care Worker must not carry out their duties in an unoccupied house. If the service user is absent when the Care Worker calls and assuming that the Care Worker has a key, then this must be reported immediately to the Care Manager.
- The personal affairs of other service users of Helping Hands must not be disclosed under ANY circumstances to another service user or any other third party. Care workers must not give out their personal telephone numbers or contact details.
- Care workers must not use service users address for correspondence purposes, or provide address as personal details e.g. for bank statements. Helping Hands address should always be provided if care workers require mail to be sent to them.







THANK YOU FOR CHOOSING HELPING HANDS HOME CARE.
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.
PLEASE DON'T HESITATE TO ASK IF THERE IS ANYTHING YOU REQUIRE.



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Regulated by the Care Quality Commission

