



Service User Guide

This document summarises information about a Caring Company 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.

Our Statement of Purpose

This Service User's Guide should be read in conjunction with our Statement of Purpose, a copy of which will be in your Service User Record. This sets out:

- our aims and objectives;
- the nature of the services which we provide;
- the names, business addresses, qualifications and experience of the people who manage A Caring Company Ltd.

Services we Provide

We provide high quality personal care to people in their own homes. We assist service users to stay independent for as long as possible in their own home. Each plan of care is individually drawn up but we provide services which include:

- Personal washing and dressing
- Getting up and putting to bed
- Manoeuvring or mobilising a service user
- Assisting with medication
- Meal preparation or assistance with meals
- Shopping
- Light Housework
- Companionship

People for whom the Services are Provided

We provide services for:

- older people
- people with physical disabilities
- people with sensory loss, including those with dual sensory impairment
- people with mental health problems
- people with learning disabilities

How We Deliver Care

Initial Referral

When you realised that you needed care, you may have approached A Caring Company Ltd direct. Alternatively, you may have been referred to us by the Social Services department or from the Health Service, if you are eligible for NHS funding. In all cases, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to talk with you and possibly with a family member or representative. We may also need to talk to the Social Services or Health Service department which contacted us. We are an approved social service provider with Central Bedfordshire Council and as such work in close partnership with them. We also work closely with the Health Service and are providers of complex or palliative packages of care.

Funding

Your care may be:

- privately funded;
- fully or partly funded by Social Services; or
- eligible for Health Care funding under the Continuing Health Care criteria.

If you are unsure, contact Central Bedfordshire Council for a financial assessment and advice.

Assessing the Need

If someone comes to us from a social services department, the local authority care manager will have carried out an assessment of what you need before deciding that domiciliary care, that is a care service delivered to your own home, is going to meet your needs. A summary of this information, usually called a needs assessment, will have been passed to us. In this event, we will visit you to go through this assessment and ensure that our service can meet your needs.

If you have approached us direct, we need to make an assessment ourselves. To do this we will need to ask you quite a lot of questions, and possibly seek information from a family member or representative, your GP and any other specialists who know about your health and needs. We will endeavour to obtain your consent prior to discussing your care with any other parties. The assessment will usually be carried out by our Registered Manager who is a Registered Nurse and a qualified District Nurse. In the absence our Registered Manager, your assessment will be carried out by a senior member of our team, and followed up by our Registered Manager at the earliest convenience.

We hope that you do not find the process by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. Remember, all the information will be treated confidentially and any information we gain about you is treated in accordance with the General Data Protection Regulations 2018. We have issued you with a Privacy Notice which states how we obtain, process, store, handle and dispose of your information. Our aim is always to make sure that we understand what you need and what your preferences are about services, so that we can respond in ways which really suit you.

Assessing the Risks

If you have decided to have care provided in your own home, you will know of course that this carries some risk. The Care Support Worker is unlikely to be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home. On the other hand you retain your independence and many people find that, on balance, a measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. So, with you, we carry out a risk assessment, weighing up the risks to be taken with the advantages, and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimised.

In general in the home all electrical equipment needs to be sound and in good working order and any gas appliance needs to be serviced regularly by an appropriately qualified engineer. We will ask you to verify that any electrical equipment that needs to be used by the Care Support Workers is in good working order, is electrically sound, i.e., no exposed wires or taping present, and has not been modified by an unqualified person. If we are required to use gas appliances we require certification that this has been inspected by a Corgi registered engineer. We will also require you to have smoke alarms fitted and in good working order and if gas appliances are being used, to have a carbon monoxide alarm fitted and in good working order. These measures will help to keep you and your Care Support Workers safe.

Infection Control

In the interests of your safety and to prevent the spread of infection from one individual to another, our care workers will adhere to strict infection control procedures as follows:

- As hand washing is the most effective way of preventing the spread of infection, our care workers will always wash their hands when they enter your home, after they have carried out your personal care and before and after food preparation. You will need to provide liquid soap and kitchen roll in order for hand hygiene to be maintained in an effective way, as bar soap and towels are thought to harbour bacteria;
- Personal protective equipment is supplied to our carers by us. This consists of aprons and gloves and these will be worn for all personal care. Aprons are worn for food preparation with good hand hygiene accompanying this. Masks will only be worn: if you have an acute respiratory infection in line with Government guidelines; at your request if you feel vulnerable; or if the Home Care Support Worker has a cough or a cold but is fit to work.
- Uniforms are worn at all times by our carers when carrying out personal care and household cleaning. You may request our carers to wear their own clothes instead of uniform if they are escorting you on an outing or providing a sitting service where no personal care or household chores are carried out;
- In order to prevent bacteria or viruses being transmitted on hair or inanimate objects, our care workers hair is tied back and no jewellery is permitted to be worn, with the exception of a plain wedding band. In addition to this our care workers are not permitted to wear false nails or nail varnish, and nails must be kept clean and short whilst at work. This also safeguards you against any accidental injury from jewellery or long/false nails during personal care.

Service User Plan

Having assessed your needs and the risks in the situation, we then prepare a plan for the care we expect to deliver, we draw up this plan with you at the centre of it. It will specify the services we will provide, with details like timings of Care Support Worker visits and the special tasks to be performed, and will state what we all hope to be the objectives of providing the service and how we plan to achieve those objectives.

Reassessing the Need and Reviewing the Care

Your care will be reviewed routinely every 6 months, or if there are changes outside of those times. Over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, let us know.

Terms, Conditions and Fees

Terms and Conditions and Fees are covered in our Statement of Terms and Conditions. If you pay privately for your care, your fees will be calculated as itemised in the Statement of Terms and Conditions.

You may be in receipt of Direct Payments from Social Services which you can use to cover all or some of the costs of your care. Where the Direct Payment does not cover all of the cost of your care, you will need to pay the difference from private funds. The Attendance Allowance or Disability Allowance can also be used to assist in the cost of your care and we can assist in your application for this if you are not already in receipt of it.

Complaints and Compliments

A Caring Company Ltd welcomes feedback on its services, especially from service users and their representatives, whether these are compliments, complaints or suggestions for doing things better. We operate a robust Complaints and Comments Procedures a copy of which is kept in your home file.

Service users should feel free to make comments regarding their service to the Care Support Workers working with them. If you are dissatisfied with the service, or encounter a particular problem, you can raise this with the Care Support Worker, who will do their best to rectify the situation. If you prefer to take up the matter with someone else in the organisation or if you feel that a point that you have made is not taken seriously or acted on, you can contact the Registered Manager or Supervisor directly on the office telephone number given below.

If you wish your dissatisfaction to be dealt with more formally you should follow the steps outlined in the attached complaints procedure.

Reporting a Concern

If you feel that we have not dealt with a complaint to your satisfaction or you feel there is a problem with the quality of your care, you can report the matter to:

- Central Bedfordshire Adult Social Services, who are commissioners of adult social care in Central Bedfordshire.

- Adult Safeguarding Unit for Central Bedfordshire and Bedford Borough on Tel 0300 300 8122 Mon-Fri 0845 to 1720 hrs or 0300 300 8123 outside these hours or email adult.protection@centralbedfordshire.gov.uk or fill out an online safeguarding report by going to the Central Bedfordshire Council website at www.centralbedfordshire.gov.uk.
If you or the person you are concerned about is in immediate danger you should contact the Police on 999.
- The Care Quality Commission, who are the regulators of our service on Tel 03000 61616; or
- The Local Social Care Ombudsman on Tel 0300 061 0614, an independent person who will investigate all complaints about adult care services, whether your care is provided by a council or paid for yourself.

You may also want to contact the UK Home Care Association on Tel 020 8288 5291 who will investigate the complaint for you. A Caring Company Ltd is a member of the UK Home Care Association and as such we must comply with its Code of Practice.

Full Contact details for all the above are given at the end of this guide.

Quality Assurance

We are always keen to provide the best possible service and to do this we continually check on what we are doing, talk with our staff and with outsiders who have opportunities to see and judge our work, and above all listen to our service users. This process is called quality assurance. It involves:

- 6 monthly reviews routine reviews of your care plan, which will involve either a face to face meeting or a telephone review;
- reviews if there are changes to your care needs;
- regular supervision meetings between each care worker and their line manager;
- an annual survey of service users, and where appropriate their relatives or representatives, to obtain views and opinions;
- careful checks on all service user files, telephone log in records and any charts in use such as Medication Administration Records.

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best placed to tell us.

Details of Insurance Cover

Insurance

We have insurance specifically designed for organisations working in the domiciliary and home care sectors.

Data Protection

We will always ensure that your data is treated confidentially and appropriately. We will comply with the Data Protection Act 2018 and UK Data Protection Regulations and ensure that your personal information is :

- only kept for the purposes used lawfully, fairly and in a transparent way.
- collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- relevant to the purposes we have told you about and limited only to those purposes.
- accurate and kept up to date.
- kept only as long as necessary for the purposes we have told you about.
- kept securely.

You can access a full Privacy Notice on our website at www.acaringcompany.org

Review

A Caring Company Ltd reviews all of its policy documents annually. We welcome any comments on the contents of this Service User's Guide. This guide was reviewed on 30 January 2024 by Loretta O'Brien, Registered Manager.

How to Contact Us

By Phone:

01525 877088 Office Hours Monday to Friday 9.00 am to 5.00 pm

07954305085: For Urgent Matters and Out of Office Hours
(Not to be used for medical emergencies)

By Email: mail@acaringcompany.org

By Post: A Caring Company Ltd
Market Chambers
10A High Street
Toddington , Bedfordshire LU5 6BY
www.acaringcompany.org

Useful Addresses

Care Quality Commission

Care Quality Commission, Finsbury Tower, 103–105 Bunhill Row, London EC1Y 8TG (tel: 03000 616161). Website www.cqc.org.uk

The Care Quality Commission set the standards of quality and safety in relation to health and social services and are our regulatory body. All providers of personal care are required to be registered with the Care Quality Commission

Adult Safeguarding Unit for Central Bedfordshire and Bedford Borough

Tel 0300 300 8122 Mon-Fri 0845 to 1720 hrs or 0300 300 8123 outside these hours or email adult.protection@centralbedfordshire.gov.uk or fill out an online safeguarding report by going to the Central Bedfordshire Council website at www.centralbedfordshire.gov.uk.

If you the person you are concerned about is in immediate danger you should contact the Police on 999.

UK Home Care Association

UK Home Care Association, 2nd Floor, Group House, 52 Sutton Court Road, Sutton, Surrey SM1 4SL Tel: 020 8288 5291 Email: enquiries@ukhca.co.uk, Website: www.ukhca.co.uk

The UK Home Care Association is the representative body for organisations that provide personal care to people in their own homes. The Association aims to identify and promote the highest standards of home care and to promote training and development of individuals and organisations providing home care. Organisations joining UKHCA agree to abide by the Association's Code of Practice, which can be viewed on their website.

A Caring Company Ltd is a member organisation of the UK Home Care Association

Central Bedfordshire Adult Social Services department

Central Bedfordshire Council, Priory House, Monks Walk, Chicksands, Shefford, SG17 5TQ Telephone 0300 300 8000

Local Government Ombudsman

PO Box 4771 Coventry CV4 0EH, Telephone: 0300 061 0614. Website www.lgo.org.uk