

Q Care & Special Care Ltd.
Quality Homecare Services.

*“Quality of care
For
Quality of life.”*

Service User Guide



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Registration No;- 04706231Q Care & Special Care Ltd

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service user guide

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This document gives basic information about Q Care and Special Care Ltd. It includes the materials required by the domiciliary care agencies regulations 2002 and it should be read in conjunction with our statement of purpose.

Summary of the Statement of Purpose

Company Directors, sisters, Annmarie Ostanek, and Sian Morris, founded Q care in October 1997, and incorporated special care in December 2001, we have over 25 yrs experience in the care sector

We were brought up in a residential care home for the elderly, where we both also worked, Annmarie then trained as a Registered nurse, and continued to work across the care sector to date.

As managers we recognise the importance of continuous self-improvement and regularly undertake managerial courses to enable us to lead our team of carers effectively. We have both achieved NVQ Level 4 'Care Management in Practice'.

We aim to provide a high quality support service to clients in their own home, respecting their independence, privacy and dignity to ensure they enjoy the best quality of life at home.

We provide carers to both Social Services and private service users, In Prestatyn, Rhyl and the surrounding areas and assist a range of clients with varying care needs, from young to older people, with

- Physical, disabilities
- Chronic illness
- Mental illness

Special care aims to be a person centred organisation offering a holistic approach to caring for people with dementia and their carers.

We believe that a person centred approach is one that supports people with dementia to lead as fulfilling a life as possible in all areas of daily living.

We also strive to be a learning organisation that is proactively seeking to improve the service we offer and our knowledge and understanding of dementia.

The agency operates 365 days a year 24 hours a day.

Office Hours – 9-5pm Monday –Friday. Tel 01745 851310

Out of Hours we have an office answer phone, messages will be retrieved on Monday. We also have a member of staff "on call" 5pm-10pm and weekends, please contact the "on call" number to inform us of any changes to calls or if your carer is more than 15 minutes late or in the case an emergency. Tel 07880700017

We also have a 24hr emergency "on call" facility, at an extra charge.

Insurance.

We have employers liability insurance for £5 million and are insured with Carroll London Markets, a copy of the insurance certificate is on display in the office.

Care Workers.

We employ approximately 30 trained Home Care Workers. To ensure the health and care of our service users is in the very best hands, a great deal of trouble is taken choosing reliable, caring staff. We check the qualifications of all our carers rigorously and all references are thoroughly taken up to ensure that our service users have piece of mind.

Prospective employees are required to provide at interview:

- Proof of ID.
- 2 Passport photos.
- The names of two referees, one of which would be their most recent employer.
- Certificates attained in relation to care work.
- Full Criminal Records Check

Once satisfactory references are received and the Agency is satisfied that the applicant has the relevant experience and is suitable, they will undergo Induction Training before assignments are allocated to them.

We recognise that for most service users the most important people in our organization are the care & support workers with whom the service users will have regular contact. Our Team leaders take great care in recruiting, training & supervising our staff. Our staff have a wide range of qualifications which include:

- First Aid
- Team leaders to NVQ Level 3
- Manual Handling / Hoist Awareness
- Basic Food Hygiene
- NVQ Level 2 & 3
- Alzheimer's & Dementia training
- Deafness/Visual awareness training
- Bereavement awareness
- Supervision
- Fire Training
- Principles of Care
- Alcohol Awareness
- Health & Safety
- Risk Assessment
- Medication Awareness
- Peg Feeding training
- Infection Control
- Abuse of vulnerable adults
- Arthritis awareness
- Epilepsy awareness
- Diabetes awareness
- Managing challenging behaviour

This list is not exhaustive as we continually seek to improve our carer's knowledge and skills.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service.

The fees charged are dependent on the type of care package and needs of the individual Service User.

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from your Social Worker or the Agency Manager.

The services we offer

The care we provide covers from ¼ an hour to 24 hours per day, 7 days a week.

You may require help for personal care tasks. Our sensitive care staff allow you to maintain your independence in a dignified manner. Personal care services may include:

- Assistance with personal care, Getting up, toileting, bathing, washing and dressing
- Assistance with putting to bed.
- Meal Preparation.
- Overseeing medication.
- General housekeeping duties. Laundry - housework etc.
- Sleepovers.
- Shopping/ Pension duties
- Companionship and Social Activities.
- Check calls.
- Respite calls.
- 24hr Emergency "On call" facility, (Care line linked)

Other services

In accordance with Q Care policy carers are required to ensure the security and safety of Q care and special care clients. In line with this It is Q care policy that Key safes are installed. We offer the service user the opportunity to purchase and have a key safe fitted by Q care the cost for this is £60.

Assessing Your Needs

We operate a person centred approach to care and feel it is vital that you are directly involved with any decisions affecting the way you are cared for. One of our experienced Team Leaders will visit you to discuss your exact requirements and advise you accordingly. All clients will be fully involved in the development of their care plans. The service is absolutely free and places you under no obligation.

A care plan will be designed to meet your specific needs and a carer will then be assigned to carry out your specific requirements.

Quality Assurance and Standards of Service

As an organisation involved with continual improvement and development, this is what you can expect from this agency: We will,

- Respect your dignity and independence
- Give you privacy
- Offer you choice
- Help you live as full a life as possible
- Respect your rights
- Ensure that you are not subject to discrimination in respect to age, gender, race or sexuality

Q Care & Special Care Ltd welcomes feedback on its services especially from service user's and their carer's, whether these are complaints, complements or suggestions.

We continually consult with our service users and their carers through informal interviews and Quality questionnaires, which we send to you quarterly. The outcome of the annual Quality assurance process and a copy of the most recent CSIW inspection report will be available at Q Care office, if required.

Additionally our Home Care Manager constantly monitors the performance of Home Care Team Leaders, and Care staff to ensure they meet your requirements.

The Quality Standards of Service that you can expect from this agency are:

Continuity

We endeavour to provide you with regular Home Carer/s where possible, you will receive a visit schedule weekly, we will inform you in advance of any changes to carer and ensure you know the name of the replacement worker where possible.

Care workers are changed for legitimate reasons e.g. sickness, training, changes to service requirements, where the care worker is unable to cover additional hours, or changed times, to provide relief to cover other care workers in stressful situations. Personality clashes. To protect care workers from abuse or discrimination.

We may cease to provide services in the following circumstances:-

If the service user requests to change the agency.

The agency is unable to fulfil the terms of the contract.

Health and safety issues may deem it unsafe for care workers to provide care.

Dignity and Respect

Home Care Workers employed by this agency will treat you with care, politeness and respect.

Punctuality

We provide your service within the days and times specified on your care plan. If for whatever reason your Home Care Assistant is unable to arrive at the agreed time you will be notified as soon as possible.

Confidentiality

Home Care Workers employed by this agency will not divulge details on your personal circumstances without your agreement, unless failure to do so would put you at risk. Employees found to be in breach of this code will be subject to Q care Disciplinary procedure.

Information and Involvement

This agency will provide you with information about the care we are to provide and its costs (private clients only). You will also be provided with information that will enable you to complain if you are not satisfied with any aspect of the care provided to you.

Flexibility

We are committed to provide a responsive and flexible service wherever possible to meet your assessed needs. This may include visits on weekends, public holidays, early mornings and evenings and urgent situations whenever possible.

We will always endeavour to remain flexible to meet your needs.

Security

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk free lifestyle, taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our service users need for security in the following ways.

- We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity, which places them in situations of substantial risk.
- We hope to help to create a physical environment, which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- The staff of our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.
-

Costs

We will inform you about our charging policy. We will write in advance to you if there are any changes to your charges.

(Private Clients Only).

Upon Arrival at Service Users Home

The carer will introduce him or herself and should be recognisable by their identification badge and uniform. Once assigned their duties the carer will carry out the tasks in accordance with the wishes of the Service User. Those may include the following:

Personal Hygiene (In accordance with Q care personal care policy)

- Help with dressing/undressing
- Help with shaving
- Help with mouth care
- Help with washing/bathing

Toileting (In accordance with Q care personal care policy)

- Help to and from Toilet/commode
- Maintaining a high standard of cleanliness with equipment used.

Continence (In accordance with Q care personal care policy)

- Help with incontinence pads i.e. changing and disposing of
- Emptying and changing of catheter bags
- Assistance as required to and from toilet

Feeding

- Help with food preparation
- Feeding Service Users as necessary with meals and fluids

Domestic

- Washing and ironing
- Maintaining the Service Users own standards of cleanliness

Report Writing

For home care service users, carers will record in client diaries the agency provides, all tasks they have carried out, and should also include relevant information relating to the day-to-day condition of the Service User. The record of care should be signed and dated on leaving. Your carer will also ask you to sign their time sheet.

The above is a general guide to what you should expect from your carer however a flexible approach to all care tasks is encouraged.

What we cannot do for you

Smoking

In Accordance with government legislation we have to ensure our employees work in a safe environment therefore in line with Q cares smoking policy we ask that you or your family / friends refrain from smoking prior to and during the time your carer is with you.

Asking the home carer to spend more time with you than on your care plan.

All home care staff visit a number of people each day who will be expecting them at a certain time. If they are delayed, this will mean that someone else is kept waiting. If you need more time, please speak to the agency manager/ team leader as soon as possible. 5 minutes at the beginning and end of each call are allowed for travel.

Medication

If you find it difficult or are unable to take you own medication, you should ask for help from the District Nurse attached to the surgery of your GP. It is preferred that Medication only be issued from bubble packs.

Changing curtains/light bulbs or cleaning windows

Because of risk of falls, staff cannot carry out any tasks that would involve them standing on anything where there may be a risk of industrial injury through accidents.

Lifting moving heavy furniture or other items

Again because of the risk of accidents, our staff are not permitted to move or lift heavy items, for any reason.

Provision of continence aids or specialist equipment

The agency does not provide continence aids or wheelchairs, bath aids, and other Occupational Therapy/Physiotherapy aids.

These things will be fully discussed with you when your needs assessment takes place. If there is a need for equipment or continence aids identified, referrals will be made to the appropriate agency or service.

Client responsibility

It is the responsibility of the service user to ensure the environment in which they live does not place people visiting their home at risk. It is our responsibility to ensure that any risks identified are managed safely and reviewed regularly, according to Q care policies and procedures. We have the right to withdraw services if we feel our carers may be put at risk.

Last Will and Testaments/ lending monies

Staff are not allowed under any circumstances to witness 'Last wills or testaments' for client or their families. It is also against Q care policy for carers to ask for or accept any monies /loans.

Who to contact if you have an enquiry, concern or complaint

We expect our staff to respond to your concerns and to investigate your complaints. If you are dissatisfied with the response you have received you may wish to complain to your allocated Team Leader or the Agency Manager:

Any complaint will be thoroughly investigated within 24hrs, and you will be informed of any action/ outcome taken, within 28 days or sooner.

The Agency Manager: AnnMarie Ostanek or Sian Morris

.....
Address: Q Care and Special Care Ltd
2b Sandy Lane
Prestatyn
Denbighshire
LL19 7SG

Telephone no. 01745851310
Out of hour's emergency number
07880700017

If you wish to have an advocate to act on your behalf, contact:

Address:
The Advocacy Manager
Age Concern
12-14 Hall square
Denbigh.
Telephone Number:01745 816947 or 816188....

If you are not happy with the outcome of our complaint procedure you can contact the following departments: -

FFLINTSHIRE - Social Service Department, County Hall, Mold. CH7 6NN. Tel: 01352 752121.
DENBIGHSHIRE –Quality Assurance Team, Ty Nant, Nant Hall Rd, LL19 9LG. Tel: 01824 706655

Care Standards Inspectorate Wales.

This agency is registered with the C.S.I.W who is responsible for inspecting our services to ensure that they meet with government standards.

The local C.S.I.W Office is based at:
C.S.I.W.

Address: Broncoed House
Broncoed Business Park,
Mold, Telephone Number:01352 707900.

Service User Agreement

I (Service User Name).....wish to appoint “ Q Care and Special Care Ltd ” to provide me with the service that has been discussed with me.

The service/services I require are

Name of service:.....
.....

Frequency required.....

Date service is to commence:.....
.....

Date service is to finish:.....
.....

Cost of Service:.....
.....

There is a set up fee of £30 to cover administration, should the package terminate within a month of commencement.

These costs will be reviewed from time to time and any changes will be notified to you in advance in writing.

All Bank Holidays are charged at double time (Christmas Eve and New Years Eve from 5pm)

I understand that I may change the service I have requested at any time by contacting one of the Q Care team leaders or managers. (We will make every effort to accommodate.)

I understand that I may cancel calls at any time but agree that unless exceptional circumstances arise, I will give more than 72 hours notice; I understand I will be charged if sufficient notice is not given. 70% of the charge will be made if a contract is terminated for any reason. This will apply only as long as calls are booked to carers as a scheduled visit. This will be for a maximum of 7 days.

If a client is admitted to hospital for 3 days or longer and wishes to retain care, a fee of 70% of normal daily rate will be charged to keep staff on stand by.

I understand that I will receive invoices monthly.....
If invoices are unpaid after 14 days, unless otherwise agreed or exceptional circumstances arise, a charge of 10% in interest will be levied on the unpaid balance.

Telephone calls to the on- call are for emergency only. Time will be charged for any calls

deemed not to be an emergency.

Should a Care Assistant employed by, or who was employed by Q Care & Special Care during the previous six calendar months, enter into direct or indirect employment with the Client an introduction fee is charged to the Client. This fee constitutes 25% of the Care Assistant's first year's re-numeration and is payable to Q Care.

I understand that Q Care will take all reasonable actions to ensure that staff introduced to me will be sufficiently skilled to provide the service requested. I understand that if special skills are required, I will notify Q Care in advance of the staff being introduced. (I may be charged accordingly for any time required to ensure health and safety issues relating to manual handling procedures are addressed.)

The above conditions have been explained to me by (name and position)

.....

I fully understand and agree to them:

Name.....

Telephone

No.....

Address.....

.....

Signature for Q Care and Special care Ltd.

Manager.....

Date.....

Contact number **01745 851310**

Out of hour's emergency number **07880700017**

Policy updated: 10.03.2009

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