

# Q Care & Special Care Ltd.

## Quality Homecare Services.

### Statement of purpose.

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 service users guide.

#### **OUR AIMS & OBJECTIVES**

Our main objective is to provide a quality care package/ support service that can be relied upon by each client and their families, to actively promote an awareness of the personal needs and requirements of all our clients regardless of age or dependence and being particularly aware of the inter-personal relationships necessary to preserve their primary values of dignity, privacy, independence and freedom of choice.

Company Directors, sisters, Annmarie Ostanek, and Sian Morris, founded Q care in October 1997. 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'.

With over 25 yrs experience we aim to provide high quality support to service users in their own home, respecting their independence, privacy and dignity to ensure they enjoy the best quality of life at home.

In the event that one of the above named managers is absent from the agency for a continuous period of 28 days or more C.S.I.W will be informed and the other Director will continue to run the agency. We employ a Care team leader, and two team leaders. Also, a business administrator and office junior.

We cover Prestatyn, Rhyl and the surrounding areas.

Office Hours – 9-5pm Monday –Friday

Out of Hours we have an office answer phone, messages will be retrieved on Monday.

In case of an emergency we have a 24hr emergency "on call" facility, at an extra charge.

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

- physical, disabilities
- chronic illness
- Dementia/mental illness

We provide care from ½ an hour to 24 hours per day, 7 days a week, and can assist with;-

- Personal care – assisting with washing and dressing - bathing
- 24hour care
- Companionship
- Sleep ins/awake nights
- Domestic help - meal preparation – laundry/housework etc.
- Shopping
- Pension collection
- Check calls
- Medication call
- 24hr on call care line linked emergency service.

### **Care Workers**

We employ over 40 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.

We recognise that for most service users the most important people in our organisation are the care & support workers with whom the service users will have regular contact.

We take great care in recruiting, training & supervising our staff. Appointed to lead our care team are Team leaders, who are responsible for organising, supervising and monitoring the care of our clients, and ensuring our staff comply with the code of conduct, and Q care policies and procedures.

Our staff have a wide range of qualifications which include some of the following:-

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

## **OUR PRINCIPLES**

1. To focus on services users. We aim to provide personal care and support in ways, which have positive outcomes for services users and promote their active participation.
2. 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 & relatives.
3. To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximize each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.
4. To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the agency provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
5. To ensure the health and safety of our service users and our care workers, a detailed risk assessment will be made by the agency. 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.
6. To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer. We welcome feedback from our service users and their friends & relatives. Quality questionnaires will be given to you quarterly to assist us in this objective. Your allocated team leader will be in close contact to ensure that you are happy with the standard of our service.
7. To employ a quality workforce. Standards for our managers, team leaders and care staff are based on the national occupational standards for the care industry set by the National Training Organisation.

## **SERVICE USER'S RIGHTS.**

The aim of good quality domiciliary care must always be to promote a way of life for our service user's, which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our agency's work.

### **QCARE Policy Related to Rights**

We regard the rights of our clients as fundamental to achieving our aims and objectives in particular relation to personal care and from which arise our philosophy with regard to privacy, dignity, independence, choice and fulfilment.

We will seek to ensure that clients are not subjected to inhuman or degrading treatment, whether physical or mental or compelled to undertake any tasks against their will.

We will encourage freedom of conscience, thought and religion and facilitate participation in the political process and in chosen activities, religious or otherwise.

We will ensure the right to complain, whether in open forum or in private, and receive and impart information and ideas particularly regarding personal care and treatment.

We will respect private and family life, confidentiality of personal affairs and personal areas, whilst permitting and facilitating opportunities for personal relationships.

We will permit and facilitate opportunities for social contact. We will not discriminate on any grounds against individual rights related to gender, age, race, colour, language, religion or other status or political or other opinion.

Wherever it is deemed necessary to interfere with or restrict the rights of individuals we will ensure that they are recorded, explained and justified to all interested parties and reviewed regularly which will involve monitoring Q Care's performance in safeguarding the rights of residents.

### **Q CARE Policy Related to Choice**

In the context of our care, we will recognise the inherent value to clients well being, of their being able to exercise some choice about the content of their daily lives by having a clear picture of their physical and mental capabilities and encompassing this in a care plan pertinent to the client, regularly reviewed and updated.

Clients will be encouraged to exercise choice regarding personal affairs, care and life style with due regard to acceptable risk taking.

Any limitations on choice should be explained, justified and reviewed regularly.

## **CHOICE**

Our policy with regard to choice is :



## **OFFER**

A range of different courses of action – all of which should be aimed at improving dignity, privacy and individual fulfilment.

We can always try to persuade a person to take a particular course of action, if in that person's interest, but we can NEVER INSIST.

## **Q CARE Policy Related to privacy**

A brief definition for privacy is the right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs.

We will undertake to gain some knowledge in conversation with our clients and with their approval, background of previous lifestyles, so as to understand their expectations regarding personal privacy.

We will endeavour to ensure that clients can meet, correspond and converse with others without being overheard whilst, at the same time and with their agreement.

That intrusion into their lives is minimized and only occurs with their consent and that they can bathe, wash, toilet, commensurate with their own abilities without being overlooked or overheard so far as this is possible and according to their wishes.

Personal matters will be dealt with discreetly and in private with due regard for confidentiality,

There may be situations where certain essential forms of care are necessary which possibly erode the privacy of individuals and where this appears to happen we will undertake to regularly review such a situation and explain fully to the individuals concerned, their families, friends and interested parties, that this very act does not undermine the clients privacy.

We will endeavour to create an environment which protects people from public gaze and which gives them security and allows them choices of whether to be alone or in company.

## **QCARE Policy Related to Independence**

A brief definition of independence as opportunities to think and act without reference to another person including a willingness to incur a degree of calculated risk.

We will undertake to gain some knowledge in conversation with our clients and with their approval, background of previous lifestyles, so as to understand their expectations regarding independence.

We will help and encourage our clients to think and act independently as far as this is compatible with their own abilities, their impact on other people, the constraints of commercial life and the risks involved.

Through our meetings and the occasional questionnaires we will endeavour to ascertain the view of residents about any proposed action, which will affect their lifestyles whilst further encouraging them to be involved in decisions.

## **QCARE Policy Related to Dignity**

A brief definition for dignity – we include it here as a recognition of the intrinsic value of people regardless of circumstances, by respecting their uniqueness and their personal needs and treating them with respect in terms of what now may be considered as old fashioned values, but are an integral part of the life of the elderly.

We have established our ethos or philosophy of care briefly in our brochure and more fully in our Aims and Objectives. We recognize that people have a right to be treated with respect and helped to live in a dignified manner.

We will make every endeavour to understand the requirements of their religious and cultural backgrounds and make decisions with them and not for them.

We will be sensitive and attentive to the needs of people who are infirm and possibly absent minded and provide care for clients to look after their own personal care to the fullest extent, commensurate with their age, level of frailty and infirmity.

## **Q Care & Special Care Ltd.** **Quality Homecare Services.**

2b Sandy Lane, Prestatyn, Denbighshire, LL19 7SG.  
Telephone: 01745 851310 Fax: 01745 851340. e-mail: Qcare.Org

Registration No;- 04706231Q Care & Special care Ltd.

### **The Registered provider.**

The person registered with the national care standards Inspectorate for Wales.  
The registered provider is;

Mrs. Sian Morris details as above.

### **The Registered manager.**

Mrs Annmarie Ostanek details as above.

Both the registered provider & the registered manager have 25 years experience in the care sector, have been running Q Care & Special Care Ltd for the past 7 years.

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

### **Complaints & Compliments**

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

### **Q care complaints procedure.**

We expect all our staff to respond to your concerns and to investigate all 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 who will investigate your complaint within 24hrs if possible and ensure that you are informed within 28 days or sooner of any action (if any) that is to be taken.

The Agency Manager: AnnMarie Ostanek or Sian Morris.

If the service user is dissatisfied with the company's response they can contact :

**FLINTSHIRE** - 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.

We are required to maintain a record of each complaint, the action taken and the outcome.

## **Q Care & Special Care Ltd Policies & Procedures**

Copies of all Q Care policies & Procedures are available on request from the office.

### **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.

### **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, this will act as proof of service delivery.

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

### **Continuity**

We endeavour to provide you with regular Home Carers 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.

**Cost of Service.  
(private clients)**

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

Our hourly rates are as follows: -

1 hr..... 3/4hr ..... 1/2hr.....

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)

It is understood that you may change the service you have requested at any time by contacting one of the Q Care managers.

You may cancel calls at any time but it is agreed that unless exceptional circumstances arise, you will give more than 72 hours notice; or you 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.

You will receive invoices every four weeks.

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.

Q Care will take all reasonable actions to ensure that staff introduced will be sufficiently skilled to provide the service requested. If any special skills are required, we ask that you notify Q Care in advance of the staff being introduced.

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.

Contact number 01745 **851310**

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

Q Care & Special Care Ltd reviews all of its policy documents from time to time, we welcome any comments on the Statement of Purpose.

Signed: .....

Date: .....

Last Reviewed: 09/02/09.....

Policy Review Date: 09/02/2010