



Individual Homecare

SERVICES

Call our friendly team on 01246 475747

CONTENTS

Part 1:ABOUT (Individual Homecare Services):

- Introduction
- Our Aims & Objectives (Mission Statement)
- Your Charter of Rights
- How we maintain our Standards:
 - Policies
 - Our Quality Management System
 - External Inspections

Part 2:ABOUT OUR STAFF:

- Our Staff Team
- Your Carers
- Visiting you at your Home
- Time Sheets

Part 3:CONTRACTUAL & PERSONAL ISSUES:

- Contracts & Conditions
- Insurance Issues
- Our Schedule of Fees
- Statement of Purpose
- Confidentiality
- Care Plans & Records

Part 4:THE SERVICES WE PROVIDE:

- What we Offer
- Our Hours of Business
- How we Deliver the Care Service

Part 5:YOUR CARE:

- **Personal Care**
- **Preparation of Meals & Snacks**
- **Personal Services**
- **Domestic & Home Help Services**
- **Pets**
- **Care at Night**

Part 6:YOUR VIEWS & COMMENTS:

- **How to Contact Us**
- **Your Opinions on the Services we provide**
- **Involving your Family, Relatives and Friends**
- **Compliments & Complaints**
- **Gifts & Gratuities**
- **How to Contact the Regulatory Authorities:**
 - **Social Services & Health Care Authorities**
 - **The Registration Authority (CQC)**

Part 1: About Individual Homecare Services:

1.1 INTRODUCTION:

Individual Homecare Services (IHS) is a Domiciliary Care Agency which has been established to respond to the needs of our clients on a 24-hour basis. Our clients are those people who may require some kind of assistance or just find it difficult to cope with domestic or social activities and their own personal care needs.



We are an independent care agency providing care to our clients in their own home environment or in their community on a one-to-one basis. Our services are designed for people who may have physical /mental /learning disabilities or anyone who would just like help in their daily activities. These tasks are undertaken by our team of highly trained and experienced specialist staff.

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 operate within Derbyshire.

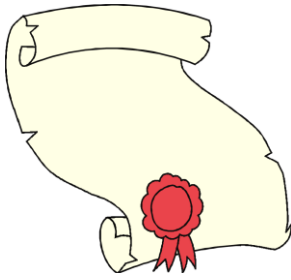


1.2 OUR AIMS & OBJECTIVES (MISSION STATEMENT):

We aim to provide our clients with a comprehensive service of care of the highest quality within their own home environment or community. We strive to offer a flexible, efficient and professional service which is tailored to meet each person's individual needs. We will treat each client with respect and remain sensitive to his / her individual needs and abilities, and aim to promote the client's 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:

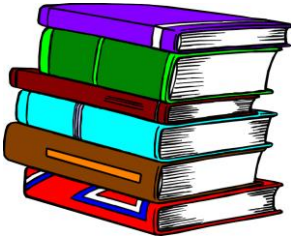


We respect the right of each client to lead as independent and fulfilling life as possible. We have set out a Service User's *Charter of Rights* which we believe should be the **minimum** entitlement for each service user. Our Care Staff are sensitive to, and will observe, the following standards which 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.
- Every 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.
- Every service user, as an individual, has the right to fulfil his / her potential for personal choice of lifestyle and opportunities.
- Every 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.
- Every 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.
- Every 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.
- Every service user has the right to details of the Contract with respect to the Care Services offered, including the costs involved.
- Every service user has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to any unauthorised third party without their express permission.
- Every 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.
- Every service user has the right to be informed in advance of any changes in hours of duty by 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 HOW WE MAINTAIN OUR STANDARDS:

1.4.1 POLICIES:



Every aspect of running and managing our business is set out in a comprehensive set of specific Policy documents. These Policies ensure that we meet the statutory requirements for running a Home Care Service, and cover all aspects of staffing, managing, caring for our clients, 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 and in line with latest legislation and regulations. Our master Policy Manual is held at our offices but may be consulted at any time upon request or you may request copies of any specific policies which your carer can bring to you.

1.4.2 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 Client’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.



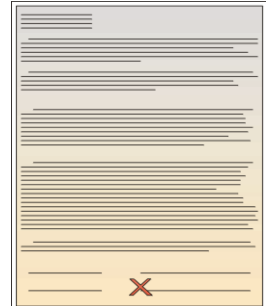
1.4.3 EXTERNAL INSPECTIONS:

In addition to our own Self-Assessments we also receive regular inspections from The Care Quality Commission (CQC) to ensure that we are operating as we should. Copies of the latest inspection reports may be consulted upon request or are available on the CQC website www.cqc.org.uk .

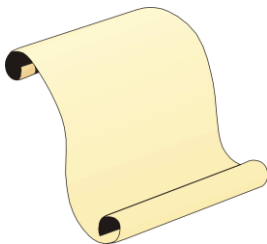
Part 3: CONTRACTUAL & PERSONAL ISSUES:

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 our office staff who will be able to explain in more detail.



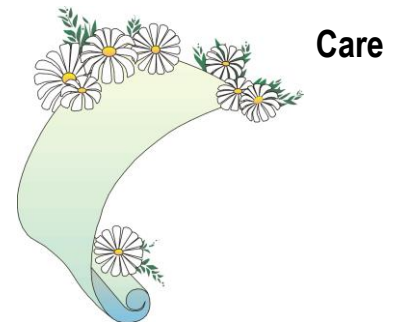
3.2 INSURANCE ISSUES:



Our Agency is fully insured for Public Liability and Professional Indemnity. This means that our staff are insured when they come and visit you. However, this only applies when we visit you and we do recommend that you maintain your own insurances on your home and possessions in the normal way.

3.3 OUR SCHEDULE OF FEES:

Our fee schedule is variable depending upon the level of required and available on request.



Items not included in the fees, and which will attract additional charges will include:

(eg out of pocket expenses incurred by staff - mileage rate whilst taking out a client in a carers own vehicle currently 45p per mile).

**Our fees are payable 4 weekly by cheque or bank transfer not in cash .
Under no circumstances should any payments be paid directly to staff.
Unless previously agreed between service user and registered manager of Individual Homecare Services.**

3.4 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 our office staff.



3.5 CONFIDENTIALITY:



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 Plan of Care 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.

3.6 PLAN of CARE & RECORDS:

A Plan of Care, or Service User Plan, is the key document for your care. We will have assessed areas of risk and identified your needs, and this is recorded on your Plan of Care. 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, sometimes on a daily basis, and we have to respond to these changes to make sure that we’re delivering the right care. We will always seek your opinions and input when developing the Plan of Care, and making changes or amendments to it, to ensure that you are fully satisfied with your care.



We also recognise the value in involving your family members, relatives and friends in your Plan of Care, 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. You have the right to have access to these 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.

Part 4: THE SERVICES WE PROVIDE:

4.1 WHAT WE OFFER:

We provide quality individual care to each of our clients in their own home environment / Community. According to need we are able to provide a tailored package of care for you which can include some or all of the following:

- **Helping with personal care tasks;**
- **Helping you to prepare meals and to eat them;**
- **Helping you to clean your home, and to do the laundry;**
- **Helping with arranging your shopping needs, and if necessary do the shopping;**
- **Helping you with arranging/attending social events in your life;**
- **Making sure you are aware of the need to take any medicines that may have been prescribed for you;**

There are, however, some things we are not allowed to do for you, and these will be explained to you in your Contract for Care.

4.2 OUR HOURS OF BUSINESS:

- **Our staff are available to care for you twenty four hours a day, seven days a week.**
- **Our offices are open between the hours of 09.30 and 16.00 Monday to Friday. However, there are staff on call 24 hours a day for emergency situations and there are emergency numbers that will be proved to all clients.**

4.3 HOW WE DELIVER THE CARE SERVICE:

The process of developing a Plan of Care to look after you begins when we are approached to see if we can provide the care you need. Trained staff will visit you at your home to assess you and determine what your needs may be. At the same time we perform a simple assessment of your home environment to identify any areas of undue risk to you. From this we develop your personal Care Plan. As we explained, this Plan of Care is continuously reviewed and changed to make sure that it continues to meet your needs. Your care workers are then assigned with your full consent.

Part 5: YOUR CARE

5.1 PERSONAL CARE:



Your carers 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 carers 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.

5.2 PREPARATION OF MEALS & SNACKS:

Your carers will prepare your breakfast, your mid-day meal, evening meal or supper, and any other snacks and drinks that you may need during the day. The carers will be able to sit with you while you have your meals for conversation or companionship purposes, subject to time available.



5.3 PERSONAL SERVICES:



Your carers can help you with personal tasks such as preparing shopping lists and doing the shopping for you if needed, assist you to arrange/attend social events, help you to manage personal affairs such as birthdays and other anniversaries, and with your permission can collect your pension or monies for you. Your exact needs will have been identified when your Plan of Care is developed.

5.4 DOMESTIC & HOME HELP SERVICES:

Your carers will be willing to undertake light domestic tasks such as hoovering, dusting and general cleaning, washing up, and personal laundry. The carers 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 Plan of Care is drawn up.



5.5 PETS: This service is negotiable



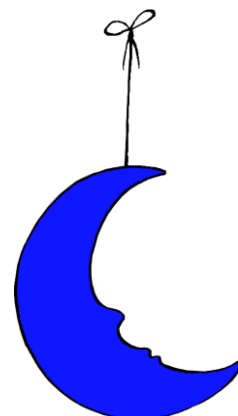
Subject to agreement, your carers may be able to feed your pet.



5.6 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 - sitting*** - this service is for service users who may need some attention during the night. Staff will expect only to be called periodically 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 for the carer, who will be expected to sleep.



Part 6: YOUR VIEWS & COMMENTS

6.1 HOW TO CONTACT US:

You will be able to contact us through our office between 9.30 and 16.00 Monday - Friday on the following telephone number:

- Office hours 09.30 – 16.00hrs 01246 475747



6.2 YOUR OPINIONS ON THE SERVICES WE PROVIDE:



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. yourselves - we can obtain the information that we need to enable us to continually improve our services. Part of our on-going commitment to quality is to ask you to complete a simple questionnaire annually about your views of the Service, and our office staff can tell you more about this. However, we do welcome comments from you at any time.

6.3 INVOLVING YOUR FAMILY & FRIENDS:

When seeking your views about our Service we always like to include the views and opinions of your family and friends (after gaining your permission). 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.



6.4 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 carers. If the problem cannot be resolved to your satisfaction please telephone our office (see 7.1) and ask to speak to the Registered Manager or Operations Co-ordinator. It is at this point that your complaint is officially recorded and dealt with. If your complaint is then still not resolved to your satisfaction then you have the right to contact the office of the Care Quality Commission or the *General Social Care Council*. Section 6.6 below will show you how to do this.

6.5 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. 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.



6.6 HOW TO CONTACT THE REGULATORY AUTHORITIES:

- **Social Services & Health Care Authorities:**
Derbyshire County Council 08456 058 058
- **Registration Authority:**
Care Quality Commission – 03000 616161



*THANK YOU FOR CHOOSING **INDIVIDUAL HOMECARE SERVICES** 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*