



Country View Homecare Services

Quality Care for the Community

Service User's Guide

Telephone

01243 373757

www.caresouth.co.uk

**V2.0
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Welcome

We would like to take the opportunity to welcome you and to say thank you for choosing Country View as your care provider. We are a leading care provider in this area so rest assured in the knowledge that you have chosen wisely!

To get the most from your service please take a moment to read this Service User Guide, it will provide you with lots of useful information.

We do our utmost to attend at the times agreed however our Care Workers are mobile and rely on their transport to attend Clients. Occasionally there will be times when the Carer is running late due to road conditions or other circumstances beyond their control. We would ask for your understanding and patience when this arises. If you are concerned that the Carer has not arrived please telephone and we will check on the situation for you.

Please pass any proposed care amendments via the Office Staff, as this will enable any changes to be recorded properly rather than relying on messages to be passed via the Carers.

During normal office hours if you have concerns or queries about the service please bring it to the attention of the Registered Manager. Out of office hours the telephones are diverted to the Duty Manager who will be able to deal with calls of an **Urgent** nature. The telephone number is **01243 373757**.

Finally, all the Staff and Carers at Country View look forward to attending your needs.

Yours sincerely,

The Directors
Country View Homecare Services Ltd

INTRODUCTION

This guide has been produced to provide information about the company to Service Users and prospective Service Users, in order that they are fully aware of the services that we are able to offer and the policies relating to their care.

It details the process from initial contact, through to Care Plan development and care delivery. The guide also explains how we will monitor the quality of our services and the procedure to be followed in the event of a complaint.

The company's **Statement of Purpose** is available for inspection by contacting the office during normal working hours where arrangements will be made for you to examine a copy.

AIMS & OBJECTIVES

Mission Statement

Country View Homecare Services Limited aims to provide the highest standards of domiciliary care to elderly and vulnerable people in their own homes, whilst at all times respecting their privacy, dignity and lifestyle.

Objectives

The objectives of the company are:

- a. To deliver the best possible outcomes for our elderly and vulnerable clients.
- b. To extend to our clients the basic human rights of:
Privacy, dignity, respect, confidentiality and freedom from abuse or harm.
- c. To treat our clients with patience, kindness and compassion.

- d. To respect the values, beliefs and opinions of our clients and not to suppress or deny the right of expression.
- e. To promote independence and to carry out our duties with the client and not for them.
- f. To fully involve our clients in all aspects of their care and any decisions concerning their care.

Implementation

To achieve our mission we will:

- a. Comply with the standards set down by the Care Quality Commission and review at regular intervals.
- b. Learn from communities, value their diversity and ensure equality and access to services.
- c. Provide continuous training for our staff appropriate to a client's needs and encourage personal development.
- d. Carry out quality monitoring of our care delivery and review our procedures on a regular basis.
- e. Comply with current Health & Safety legislation and observe the procedures set down in our Safety Statement.

RANGE OF ACTIVITIES

Nature of Service Provision

Country View Homecare Services Ltd is able to provide the following services to elderly and vulnerable people in their own homes:

- a. Personal Care. Assistance with bathing, toileting, dressing and medication.
- b. Emotional Support. To provide companionship, promotion of well-being and self-confidence.
- c. Domestic Duties. Assistance with household cleaning, laundry, shopping and other general tasks.

We are able to assist people who have:

- a. Physical disabilities.
- b. Dementia.
- c. Sensory Impairment.
- d. Terminal Illness.
- e. Suffered a stroke.
- f. Mental Health problems.

Area Covered

We cover the following areas in West Sussex and East Hampshire:

Havant, Waterlooville, Emsworth, Bosham, Fishbourne and surrounding areas.

Hours of Operation

Our normal office hours are 09.00 – 17.00 Monday to Friday. To contact the office telephone 01243 373757. Out of office hours telephones will be diverted to the Duty Manager who is able to deal with any queries up until 22.00 and after 06.00 the next morning.

Our Carers are available between 07.00 – 22.00, 7 days a week, all year round.

Provision is made for night duties the hours of which are 22.00 – 07.00. Unfortunately for safety reasons night duties cannot be split into smaller time periods.

Limitations

We are flexible in the service that we provide and we will be happy to discuss your individual requirements. However, we are not able to assist with certain tasks examples of which are:

- a. Gardening.
- b. Heavy lifting and furniture removal.
- c. Pet care and dog walking.
- d. Technical tasks for which the Carer has not been trained.
- e. Working at height.
- f. Medical procedures including giving injections. (We **are** able to assist people to take their prescribed medication successfully).

THE PROCESS OF CARE DELIVERY

The following paragraphs detail the process that will be followed in order to deliver the right care for you. The procedure is straightforward and there are no complicated forms to fill in. All of the necessary arrangements can be completed in less than an hour. The initial home visit is free of charge. All information provided will be treated with the strictest confidence.

Initial Referral

Following initial contact we will arrange for a manager to visit you at a mutually convenient time to initiate the process. If you prefer you may wish to have a friend or relative present to assist you with your decision. You will not be placed under pressure at any time, and there is no obligation to accept the service.

Needs Assessment

If you are privately funded our representative will ask you a few simple questions and take down some details. From this point we will discuss with you and your family or friend, ways in which we are able to assist you, bearing in mind your particular needs and the amount you are able to afford.

If you are publicly funded through the Social Services the care needs assessment will have already been carried out by your Social Worker or Care Manager. We will confirm the details of the assessment with you.

Care Plan

The next stage will be to formulate a Care Plan that will detail the schedule of the service to be provided. It will include the tasks and duties of the Care Worker, timing of visits and duration, details of medication and other relevant information. If you agree to the use of our services, the Care Plan will be signed and dated and will be left in the Service User's house for use by your allocated Care Worker.

Risk Assessment

We have a duty to safeguard the health and safety of our staff, therefore we are required to complete a risk assessment of the premises in which the care will be delivered. It will also incorporate an assessment of any manual handling requirements.

Contract

If you are privately funded the terms and conditions will be fully explained along with the weekly cost of the care to be delivered. When this has been completed and providing that you wish to proceed, we will ask you to sign an agreement to formalize the arrangements.

Care Delivery

All the necessary steps have now been completed and your care will begin as agreed.

Care Review

Within 2 weeks of commencing the service, we will contact you to ensure that you are satisfied with your care provision and discuss with you any amendments needed.

Quality Assurance

We are committed to providing the best possible service and we take our customers' views very seriously. We will contact you on a regular basis and conduct a home visit once every 12 months. We will ask for your opinions on the quality of care being delivered to enable us to review and improve our procedures. The process will also allow us to reassess your care and if necessary amend your Care Plan according to your needs. Your cooperation in this process would be much appreciated.

CONTRACT TERMS AND CONDITIONS

Parties

1. This is an agreement between the Service User or representative and Country View Homecare Services Ltd.

Termination

2. Either party may terminate this contract with 24 hours notice. (Subject to terms in paragraphs 3 and 13).

3. If the Service User terminates the service within 28 days from the commencement of the service, an administration fee of £15.00 will be charged in addition to the cost of any services provided.

Charges

4. Charges for service provision will be in accordance with our current price list.

5. A charge for service provision at the normal rate will be made if a service, whether temporary or permanent, is cancelled with less than 24 hours notice.

6. Services provided on Bank and Public Holidays will be charged at double rate.

7. Service Users or their representative will be invoiced monthly in arrears. Payment is required within 10 days of receipt of invoice. Cheques are to be made payable to Country View Homecare Services Ltd.

8. In certain circumstances we may request part payment in advance of service delivery, this will be discussed fully if applicable at the initial referral.

9. All prices are subject to change with 28 days notice.

Service Provision

10. We will provide the Service User the service(s) as agreed at the initial needs assessment and as agreed at future reviews.

11. We will endeavour to provide you with a regular Care Worker, we reserve the right to supply a different Care Worker in cases of sickness, holiday and other circumstances beyond our control.

Health & Safety

12. In the interests of the health and safety of our employees, you agree to a risk assessment being carried out on the premises where the care will be delivered prior to the service commencing.

13. We reserve the right to refuse or suspend our service with less than 24 hours notice on the grounds of health and safety if the condition of the premises in which care is delivered poses a significant risk to our employees.

14. The company will provide protective equipment to our employees with respect to personal care, the Service User agrees to provide protective equipment with respect to domestic care e.g. Rubber gloves. The Service User is responsible for providing the necessary equipment and cleaning materials to enable our employee to undertake their work. All equipment provided must adequately maintained and in a safe condition.

Quality Assurance

15. In order that we are able to ensure the best possible service we request that you agree to a home visit annually by a manager of the company to review your needs and obtain your opinions. You will also be contacted (normally by telephone) between annual visits to obtain your opinions on service delivery. From time to time you may be requested to allow a manager into your home in order that we may witness care delivery as part of the supervision process.

Insurance

16. The company has public/employees liability and personal indemnity insurance. A copy of the certificate may be inspected at our offices.

17. All work is carried out through the company. Our Care Workers are not allowed to enter into any private contract or arrangement with the Service User and are not insured to do so.

SUMMARY OF KEY POLICIES AND PROCEDURES

This section summarizes some of the company's main policies and procedures that will be of interest to the Service User.

Care Worker Identification

All Care Workers are instructed to wear their identification cards at all times when on duty. The means of identification is sealed in a tamper proof cover and will clearly display a passport-sized photograph of the Carer. Information also printed on the card will include the Carer's name, identification number, date of issue and date of expiry. Other information included is the name, address and telephone number of the company. If there is any doubt as to the identification of a Carer, the office coordinator or Duty Manager should be contacted.

Confidentiality

The success of service provision is based on mutual trust between the Service User and the Carer. The company respects the right to confidentiality of the Service User and all personal information will be treated as confidential.

Confidential information will only be shared on a need to know basis and then only with the permission of the Service User or representative. Only information essential to service provision will be shared.

Confidential information will be kept in secure storage at the company premises and access is strictly limited

The company takes a Service User's right to confidentiality very seriously. Confidential information may only be breached in an emergency situation where it is absolutely unavoidable and the safety or

well being of the Service User is at risk. Any breaches or suspected breaches will be thoroughly investigated without delay and where necessary disciplinary action will be taken.

Data Protection

Any person on whom we keep personal data is entitled to see that information whether it is held manually or on computer. They may also have information changed or removed.

We will not disclose data or information except for the purpose that it was originally intended for.

Any information we keep will be relevant to the care we provide and issues arising to the proper provision of that care including updating information.

Only persons with a legitimate access to information based upon the purpose for which it was intended may access such information that will be locked away when not in use.

We follow any advice given via the Data Protection Registrar particularly regarding registration under the Data Protection Act.

Gifts and Legacies

It is generally against company policy to allow our work force to receive gifts from Service Users. However, in exceptional circumstance we do allow our staff to accept minor gifts of small monetary value. The Carer will declare the acceptance of a gift to the Registered Manager. Our staff are instructed never to accept money. Our staff or members of their family are precluded from the making of or benefiting from Service User's wills or soliciting any other form of bequest or legacy or acting as a witness or executor or being involved with any other legal document.

Keeping of Keys

It is our policy not to act as key holders for Service Users. Where there is clearly going to be difficulties gaining access to a Service User's home, arrangements are to be made in accordance with the Service User's wishes.

Consideration should be given to the provision of a key safe with the combination only known to those persons who have a legitimate use for it. We as a company will keep any combinations absolutely confidential.

Medication

Care Workers are allowed to assist a Service User to take their **prescribed** medication successfully and this will be discussed fully with you at assessment. Any involvement with prescribed medication entails keeping accurate records kept in the Service User's home.

We will only assist with medication prescribed by a GP and for the avoidance of doubt we will **not** become involved in medication that is:

- a. Over the counter medication, for example Aspirin from the chemist or supermarket.
- b. Secondary dispensed, for example left out by the family for later.
- c. A homeopathic, alternative or complementary remedy.

Money Handling

Our staff are not allowed under any circumstances to become involved in a Service User's finances, this includes the giving of advice.

If a Service User entrusts a Carer with money, it must solely be for the purpose of enabling care provision. e.g. shopping or collection of pension. For the protection of both the Service User and staff member all monetary transactions should be recorded in a duplicate book and signed for.

Records in the Home

To enable us to provide the best care service, we may require, with the Service User's consent, to keep certain records in the home. This may include: Care Plan, Care Notes, Medication Administration Record (MAR) and any other relevant information.

All written records will be factual, signed and dated and kept in a safe place as agreed by the Service User.

Where a Service User, relative or representative refuses to have records kept in their home, it is requested that a statement is signed to confirm this.

Smoking

We wish to provide all of our staff with a healthy working environment and we also have a duty under the Health and Safety at Work Act to ensure any risks are minimised. Staff have the right to withdraw care services if the environment in which they are working is unacceptable. If you or any members in your household smoke we request that you provide a smoke free environment when our staff are visiting your property. You can do this by:

- a. Refraining from smoking inside the property for at least 1 hour before we arrive.
- b. Opening windows and doors to fully ventilate the area prior to our visit.
- c. Refrain from smoking or letting anyone else smoke in the working vicinity whilst in your property.

Training

The company is committed to providing appropriate training to managers and Care Workers in order to meet the needs of the Service User and to encourage the personal development of the staff.

All Care Workers will receive induction training, undergo an assessment and receive specialist training if necessary before being assigned to a Service User. The Care Worker will then complete a probationary period where they are closely supervised and assessed. All Care Workers receive continuation training and are supervised on a regular basis.

OTHER INFORMATION

Means Test

If you pay for your care privately you should be aware that if your income or some assets fall below a certain threshold then you may be entitled to have the cost of your care funded in part or in full by the Local Authority. Please contact Social Services for further details.

Advocacy

Some clients may experience difficulty in engaging or participating in decisions or activities affecting their health and well-being. You should be aware that advocacy services are available. Contact Social Services for more information.

Abuse

There are many types of abuse the most common ones being: physical, sexual, neglect, financial and psychological. All of our Care Workers are trained to recognize signs of abuse and their training is updated annually. If you feel that you are being abused by someone please talk to your Care Worker about this or the Registered Manager. We have a duty to follow up any abuse allegations and therefore we cannot guarantee that it will remain confidential. However, we will only discuss the matter with people that need to know and the matter will be taken seriously and handled with sensitivity.

PAYING YOUR BILLS

Invoices

If you pay privately for your care we will usually send you an invoice calendar monthly in arrears. The invoice will normally be posted on the first working day of the month detailing the charges for the preceding month as per our tariff of charges.

Sometimes we are unable to allocate you a credit account or the facility may be withdrawn. In these circumstances we will request payment in advance of any care provision.

Payment

On receipt of your invoice you may pay your invoice by:

Cash

We prefer not to accept payment by cash, however if this is unavoidable please give it to your Carer who will acknowledge payment and give you a receipt. Please do not send cash in the post.

Cheque

Please make your cheque payable to: Country View Homecare Services Ltd

Please remember to sign and date the cheque and ensure the amount is correct. We have provided a pre-paid, pre-addressed envelope to help you return your payment.

BACS/Internet Banking

Please quote the following details:

Payee: **Country View Homecare Services Ltd**
Bank: **Barclays**
Sort Code: **20-69-40**
Account No: **80623156**
Reference: **Your invoice number**

Receipts

If you pay by cash we will issue you with a receipt. If you pay by Cheque or BACS we will issue you with a receipt on request.

Statements

We do not usually issue statements for zero balances. If for some reason at the end of a particular period you have a credit or debit balance we will issue you with a statement of account along with your most recent invoice (if applicable).

Important

Please note that it is a condition of the service contract that all invoices are paid within 10 days of issue. This means that your payment must reach us by the 15th day of the month.

We reserve the right to suspend or terminate our services for accounts that remain unpaid. However, we will only do this after giving you a reasonable opportunity to clear unpaid balances and with written notice.

COMPLAINTS PROCEDURE

The company takes very seriously any complaints or dissatisfaction of the service that it delivers. We encourage the Service User to take up any complaint with the Registered Manager at the earliest opportunity either in writing or by telephone. Please inform us if these communication means are inappropriate and we will arrange a suitable alternative.

Stage 1

If your complaint is of a minor nature and it is your wish not to complain formally, you may inform your Care Worker who will attempt to bring the situation to a satisfactory conclusion.

Stage 2

If your Care Worker is unable to rectify or deal with your complaint or you wish to complain formally, then you should contact the Registered Manager as soon as possible either by telephone or in writing to:

**The Registered Manager
Country View Homecare Services Ltd
PO Box 149
Havant,
Hants. PO9 2WA. Tel: 01243 373757**

On receipt of a complaint the Registered Manager or authorized representative will endeavour to initiate an investigation immediately but in any event within 3 days. We will keep you informed as to how the investigation is proceeding at all stages. Please bear in mind that we may have to request a meeting with the complainant as part of the investigation process. If you prefer you may have a person of your choice present at the meeting. The Registered Manager will inform the complainant of the action to be taken in response to a complaint within 28 days of first being made.

Stage 3

If you are unsatisfied with the outcome of the complaint or in the way in which it has been handled, you may take the issue further by writing to:

**The Managing Director
Country View Homecare Services Ltd
PO Box 149
Havant,
Hants. PO9 2WA. Tel: 01243 373757**

A record of all complaints including the details of the investigation and outcome will be kept on the personal file of the Service User and Care Worker held by the company. All complaints, the result of the investigation and the outcome will be recorded and details will be made available to the Care Quality Commission when requested.

You may write to or contact the Care Quality Commission at any time.

**Care Quality Commission
National Correspondence
Citygate
Gallowgate**

Newcastle upon Tyne NE1 4PA

**Tel: 03000 616161
Email: enquiries@cqc.org.uk**

www.cqc.org.uk

USEFUL CONTACT DETAILS

Registered Provider and Offices:

Country View Homecare Services Ltd
Westbourne Road
Westbourne
West Sussex
PO10 8UL Tel: 01243 373757

Registered in England No: 4278202

Email: homecare@caresouth.co.uk

Website: www.caresouth.co.uk

Other Contacts:

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle
NE1 4PA. Tel: 03000 616161

Email: enquiries@qc.org.uk

Website: www.cqc.org.uk

Postal Address:

Country View Homecare Services Ltd
PO Box 149
Havant
Hants.
PO9 2WA. Tel: 01243 373757

General Social Care Council
Golding House
2 Hays Lane
London
SE1 2HB Tel: 020 7397 5100

Email: info@gsc.org.uk

Website: www.gsc.org.uk