



Guide For Service Users



**Homecare
Association**



Index

Page 3.	Our Aim
	Your Care Plan
	About Us
Page 4.	Contact Us
	Our Care Staff
Page 5.	What You Can Expect from Us
	What We Cannot Do
Page 6.	What We Ask Of You
Page 7.	Our Commitment to You
Page 8.	If Your Needs Change
	Zero Tolerance
Page 9.	Unacceptable Behaviour
	Quality Assurance
	Insurance
Page 10.	Withdrawal Of Services
	Out of Hours
Page 11.	Comments and Complaints



Our Aim

Welcome to Care Needs. We are a family run independent local company and our aim is to provide good quality practical and personal care services to enable you to remain as independent as possible in your own home. We are registered and inspected by the Care Quality Commission (CQC) and are members of the UK Homecare Association (UKHCA). Our latest CQC inspection report can be found at www.cqc.org.uk

The aim of this Service User Guide is to summarise essential information for people who are already using or thinking of using our services, their family, or representatives.

Your Care Plan

We will create for you an individually tailored Care Plan to meet your needs. We will do this with your consultation and agreement. We will take you through each part of the service and agree at each step what you need. We can share all this information with everyone who is part of your Care Circle. We will carry our Assessments and Reviews to ensure that you are safe and that your needs are being met. We will liaise with those in your Care Circle at all times.

All our Care Plans are digital and can be updated or changed instantly. A copy of your Care Plan will be available for you to keep, if you would like a copy of your Care Plan please let us know.

About Us

The Registered Manager is Sarah Henigan. Sarah has worked at Care Needs for over 15 years.

The Registered Provider of Care Needs is Lucy Frisby.

The Owners are Lucy Frisby and Craig Frisby. The company was started in 2000 by Lucy and her mum.



Contact Us

For all enquiries, please contact the Office on 0161 428 7628. The office is open Monday - Friday between 08.30 and 16.30. If you need to contact us outside office hours in an emergency, please ring the same number and you will be transferred to our Out of Hours service.

We respectfully ask that you only contact us outside office hours in an emergency. Such as if you are taken ill, or need to cancel a call at short notice, for full details of our Out of Hours Service, and how it can be used, please see page 10 of this guide.

Our Care Staff

All our Care Staff are selected for their initiative, flexibility, friendly nature, and their ability to work alone. Before starting work with us they must provide proof of identity, two references, one of which must be their last employer, a checkable work record, education record, and evidence of their eligibility to work in the UK. Before they start work they must have undertaken an enhanced DBS (Disclosure and Barring Service) and ISA First check.

All our Care Staff receive full induction training on all aspects of care and undertake shadowing sessions with experienced Care Staff before commencing work.

All Care Staff must agree to attain at least the Care Certificate as soon as possible after starting work with us.

We always strive to maintain continuity of Care Staff wherever possible as this benefits the people who use our Service and Care Needs. However, it is inevitable that there may be times when we must substitute your regular Carer to cover sickness, leave or other operational reasons.



What You Can Expect from Us

At each visit all Care Staff will:

- Complete all the tasks set out in your Care Plan.
- Have the knowledge, skills, and competence to carry out their duties.
- Arrive as near as reasonably possible to the time stated in your Care Plan. Please keep in mind that Care Staff can be delayed by emergencies at previous visits or adverse road, or weather conditions.
- Wear a uniform and Care Needs photo ID badge.
- Be polite and courteous.
- Maintain a good standard of appearance.
- Keep all your personal and financial details strictly confidential.
- Respect your rights and dignity and promote your independence.
- Show respect for your home, belongings, personal preferences, and personal standards of behaviour.
- Help with Medication if it is agreed in your Care Plan.

What We Cannot Do

Our Care Staff cannot:

- Undertake tasks that are not part of an agreed Care Plan.
- Undertake private work for you under any circumstances, failure to abide by this rule will result in Disciplinary action.
- Hold door keys to your property without the written authority of Care Needs.
- Move you whilst taking all or most of your body weight.
- Move your position, e.g., from bed to chair, without an up to date Moving & Handling Assessment or suitable equipment in place.
- Physically lift you from any position even with assistance from another person.
- Accept gifts or gratuities.
- Lend anything to you or borrow anything from you.



- Have access to any of your financial information including using your Bank Card or have access to your Personal PIN.
- Give you their personal phone number. If you wish to have a message sent to any Staff, please contact the Office.
- Help with your Medication if it is not agreed in your Care Plan.

What We Ask Of You

- Tell us if you will not be at home for a scheduled visit from us. Please keep in mind that if you give us less than 24 hours' notice of a cancellation you may still be charged for the visit.
- Understand that our Care Staff must wear personal protective clothing (PPE) such as aprons, gloves, and masks to prevent cross infection.
- Provide any toiletries you prefer to use.
- Co-operate with Care Needs and all Staff to provide a safe and healthy working environment.
- Keep pets in a separate room for the duration of you Care Staff visits
- Provide ordinary household cleaning materials and equipment which are safe to use.
- Agree to help with your Medication when it is part of your Care Plan.



Our Commitment to You

We will abide by the CQC Regulations, United Kingdom Home Care Association (UKHCA) Code of Practice, all and any Contractual Obligations with on a Private basis or with the relevant Local Authority or CCG.

You have the right to:

- Expect that your dignity as a human being will be respected
- Be consulted about what type of services you receive. How they will be provided and the timing of your service.
- Request alternate Care Staff if you feel you are not compatible with them or in your opinion, they do not carry out the tasks proficiently. Care Needs will always do their utmost to change Care Staff when requested. This all depends on the availability of alternative staff. In an instance where we cannot offer alternative staff, we can either continue to work with you and your family to resolve the issues that led to the request for an alternative worker, or we would have to refer your service to the relevant Commissioner.
- Request a review of the service provided and change these services when the need arises.
- Full information on all the services that Care Needs provides, and the charges involved in providing such services.
- Privacy and confidentiality - personal information held by Care Needs is available on request and will not be discussed with any third party without your express permission.
- Expect that you will not be subject to discriminated against in any way.
- Expect that any member of staff will always act in your best interests and comply with all the Company's Policies and Procedures.



- Complain about the service following the Complaints Procedure within this document.

If Your Needs Change

If your needs change, we will arrange for a Review and a new Care Plan. However, if your ability to move or transfer is affected there are only certain tasks that our Care Staff cannot do for you due to Moving & Handling Regulations whilst we wait for this to be done.

Most people can safely remain in bed and essential care tasks can be carried out whilst awaiting Medical Advice or the provision of Equipment such as a Hoist.

If you are in bed and we are waiting for a resolution we can:

- Assist with Personal Care if agreed in your Care Plan.
- Assist with Medication if agreed in your Care Plan.
- Assist to make you comfortable.
- Prepare food and drink.

Without a Moving and Handling Assessment or necessary Equipment Care Staff are unable to:

- Move your position, for example from bed to chair.
- Move you whilst taking all or most of your body weight.
- Care Staff cannot under any circumstances lift you from any position, even with assistance from another person, be it a relative, friend or other Carer.

Zero Tolerance Policy

We are committed to ensuring that all Staff managing direct relationships with the public (face-to-face, through emails, letters, or telephone calls) can carry out their work free from aggression, abuse, violence, hate crimes and hate incidents, or anti-social behaviour from patients, their relatives, or members of the public. Where a Service User, relative or member of the public is alleged to have carried out an act of violence, aggression or harassed a member of staff, Care



Needs reserves the right to respond to the alleged incident, as deemed necessary considering the circumstances, including involving the police where appropriate.

Unacceptable Behaviour

- Harassment and Violence
- Aggression
- Discrimination of any kind
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible, and explanations given when they cannot.

Quality Assurance

To ensure that our services meet the necessary Quality Standards, we will undertake Quality Assurance Monitoring including –

- Monitoring the Service via checking call times and tasks carried out.
- Unannounced Spot check visits.
- Review Visits.

Insurance

Care Needs holds both Employers and Public Liability insurance.

Please note that Care Needs insurance policies do not cover any damage to your property unless such damage occurs because of negligence on the part of a Care Needs employee during their work.

We advise Service Users to have their own contents Insurance Cover.



Withdrawal of Services

We will aim not to restrict or withdraw services without full consultation with all parties involved in the provision of our Services.

Our aim is to provide a service that meets your needs along with your agreement. Only in very exceptional circumstances would we restrict or withdraw our Service and never without consultation.

Out of Hours

Care Needs operate an emergency Out of Hours service when our office is closed. This emergency line operates from 4.30pm – 8.30am. We have clarified further below on what the emergency line can be used for and outlined what we can help you with and what will be dealt with by the Office the next working day.

Please note that all calls will go to voicemail. If your call is important and needs to be dealt with immediately please leave a clear message with your name, a contact telephone number and who your call is concerning. Our Out of Hours staff will assess your call and respond if necessary.

For all non-emergency calls please call within office hours 8.30am – 4.30pm Monday to Friday excluding Bank Holidays. Please be aware that Complaints cannot be dealt with by the emergency line. If you are unhappy with aspects of your service, this will be dealt with when the Office is open.

The main function of our emergency Out of Hours line is to deal with emergencies i.e.

- Hospital Admissions / Discharges.



- Missed calls.
- Cancellation of calls that were not reported within Office hours.
- Any additional calls you may need immediately.



Comments and Complaints

Care Needs welcomes comments and suggestions on any aspect of the service we provide as this helps us to improve our service. We always aim to provide Service Users and their families a quality service under all circumstances. We do recognise that occasionally things go wrong and the service we provide falls short of the high standards we strive to maintain.

We are extremely keen that Service Users or their family tell us as soon as possible when things go wrong so that we can investigate and resolve the situation as quickly as possible.

If you have a Comment or Complaint, please let us know. We will do our best to rectify the situation as soon as possible. If you feel the complaint has not been resolved to your satisfaction you can write to Sarah Henigan the Registered Manager at our Head Office:

Care Needs Ltd
250 Stockport Road
Cheadle Heath
Stockport
SK3 0LX

0161 428 7628

info@careneeds.co.uk

If you need assistance with making the complaint you can contact Age UK Stockport on 0161 480 1211 or Citizens Advice Bureau on 0844 826 9800 for help.

When we receive a written complaint, we will acknowledge receipt of the complaint within 7 working days. We will investigate the complaint and inform you of the outcome within 28 working days.

You can also contact Stockport Council Adult Social Care on 0161 217 6029. Stockport Quality Team at asc.qualityteam@stockport.gov.uk or 0161 474 4600.



Written complaints should be made to:

Customer Care
4th Floor Stopford House
Piccadilly
SK1 3XE

If you are not satisfied with the outcome to your complaint you may contact the Local Government Ombudsman on 0300 061 0614 or in writing to:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Their website address is www.lgo.org.uk/adult-social-care