

Excellent Healthcare SERVICE USER GUIDE



Care Beyond Excellence

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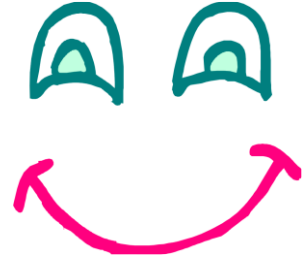
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Part 1: About Excellent Health Care

1.1 INTRODUCTION:

Excellent Health Care is a Domiciliary Care Agency which has been established to respond to the needs of our service users on a 24-hour basis. Our service users are those who, because of increasing age or disability, find it difficult to cope with domestic responsibilities and their own personal care needs.



We are an independent care agency providing care to our service users in their own home environment on a one-to-one basis. Our services are designed for the elderly person who is physically frail or housebound, elderly mentally infirm, people with learning disabilities, people who need social companionship including social and domestic assistance and 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 Hammersmith and Fulham

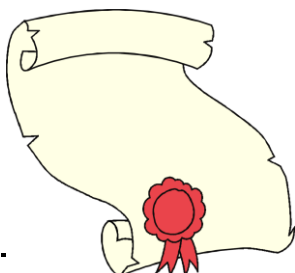


1.2 OUR AIMS & OBJECTIVES (MISSION STATEMENT):

We aim to provide our service users with a comprehensive service of care of the highest quality within their own home environment. 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 service user'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:

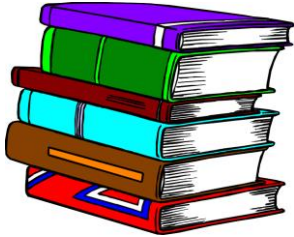


We respect the right of each service user to lead as independent and fulfilling life as possible. We have set out a Service User's *Charter of Rights*, which we believe should be the minimum entitlement for each service user. Our Care Staff are sensitive to, and will observe, the following standards 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.
- Each 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.
- Each service user, as an individual, has the right to fulfil his / her potential for personal choice of lifestyle and opportunities.
- Each 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.
- Each 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.
- Each 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.
- Each service user has the right to details of the Contract with respect to the Care Services offered, including the costs involved.
- Each service user has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.
- Each 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.
- Each service user has the right to be informed in advance of any changes in hours of duty by the Care Worker, or even a change in 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 Domiciliary Care Service, and cover all aspects of staffing, managing, caring for our service users, 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 service user’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 Registration Authority to ensure that we are operating as we should. Copies of the latest inspection reports may be consulted upon request.

Part 2: ABOUT OUR STAFF:

2.1 OUR STAFF TEAM:



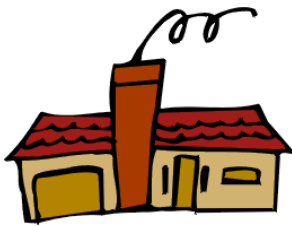
We have an excellent team of highly skilled professional care staff to look after you. Each carer undergoes continuous training that ensures that we deliver the highest quality services to you. This training includes appropriate Health & Safety issues such as Food Hygiene, Lifting & Handling and Handling Hazardous Substances.

2.2 YOUR CARERS:

We recognise that your carer is somebody with whom you can form a special friendship, and for this reason we take great care in selecting a staff member with whom you feel completely comfortable. This is only done with your full consent, and you are free to ask for a change in carer at any time if you so desire it.



2.3 VISITING YOU AT YOUR HOME:



When our staff attend your home they will always be wearing a Identification Badge with photograph so that he / she is easily identifiable to you. They will knock and not try to gain entry without your permission. Wherever we are entrusted with the keys to your home, staff will always knock when using the key so that you know who is calling.

Carers attending you at your home will not at any time be accompanied by partners, children, friends or pets.

If at any time your carer is unable to attend we will always telephone you with the name of the replacement carer.

2.4 TIME SHEETS:

When your carer visits you in your home they need to record the amount of time spent with you and the tasks they have undertaken for you in accordance with your agreed plan of care.

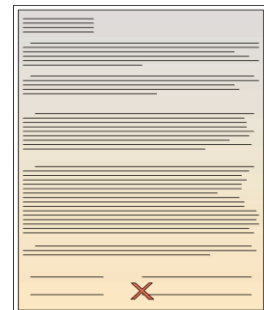
At the end of each visit the carer will complete a Time Sheet and request that you or your representative sign it to confirm that the work has been undertaken at the times stated. We need accurate records of visits in order for us to maintain a correct and efficient invoicing system for the work done. Your co-operation in this respect will be appreciated.



Part 3: CONTRACTUAL & PERSONAL ISSUES:

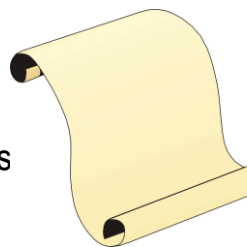
3.1 CONTRACTS:

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 staff who will be able to explain in more detail.



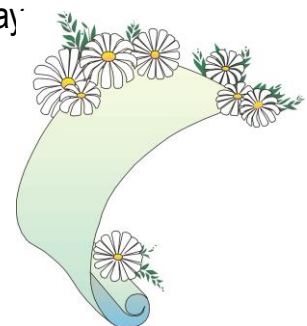
3.2 INSURANCE ISSUES:

Our Agency is fully insured for Public Liability and Professional Indemnity. This means 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 clearly explained in Fee structure and policy document. This document can be requested from the staff member.



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 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 Care Plan 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 CARE PLANS & RECORDS:

A Care Plan, 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 Care Plan. 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 Care Plan, 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 Care Plan, 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 Care Plans and 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 service users in their own home environment. 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 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 social events in your life;
- Making sure you are aware of the need to take any medicines that may have been prescribed for you;
- Helping you to look after your pets.

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 on 24 hour basis 7 days of the week.
- Our offices are open between the hours of 9-6, 7 days of the week. However, there are staff on call 24 hours a day and there are emergency numbers in section 6.1 of this Service User Guide.

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 Care Plan is continuously reviewed and changed to make sure that it continues to meet your needs. Your personal carer is then assigned with your full consent.

Part 5: YOUR CARE

5.1 PERSONAL CARE:



Your carer 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 carer 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 carer 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 carer will be able to sit with you while you have your meals for conversation or companionship purposes.



5.3 PERSONAL SERVICES:



Your carer can help you with personal tasks such as preparing shopping lists and doing the shopping for you, help you to manage personal affairs such as birthdays and other anniversaries, and with your permission can collect your pension for you. Your exact needs will have been identified when your Care Plan is developed.

5.4 DOMESTIC & HOME HELP SERVICES:

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



5.5 PETS:



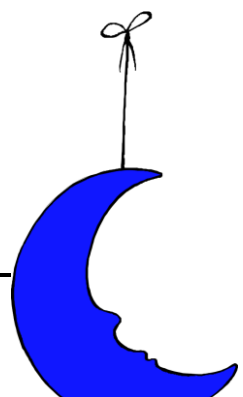
Subject to agreement, your carer will be able to feed your pet, and exercise it if needed.



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 offices 24 hours a day, 7 days a week on the following telephone numbers:



- Office hours (9 - 6): **07538907077**
- Evenings & weekends: **07538907077**
- Emergency (24 hours): **07538907077**

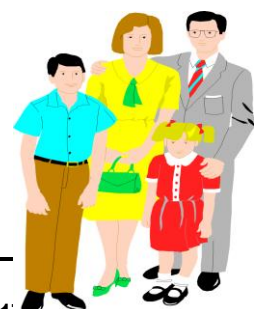
6.2 YOUR OPINIONS ON THE SERVICES WE PROVIDE:



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. you - our service users, can we 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 about your views of the Service, and our 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. 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 carer. If the problem cannot be solved to your satisfaction please telephone our office (see 7.1) and ask to speak to the Domiciliary Care Services Manager or Supervisor. If your complaint is then still not resolved to your satisfaction then you have the right to contact the local office of the Registration Authority. 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:

Hillingdon Council
2W/11
Civic Centre
High Street
Uxbridge
Middlesex
UB8 1UW

Email address: socialcaredirect@hillingdon.gov.uk

Telephone: [\(01895\) 556633](tel:01895556633)

Facsimile: [\(01895\) 250869](tel:01895250869)

Telephone: [\(01895\) 250111](tel:01895250111) (Out of hours)

Registration Authority: Care Quality Commission
151 Buckingham Palace Road
SW1W 9SZ
Tele:- 03000- 616161



*THANK YOU FOR CHOOSING **Excellent Health Care**. 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*