

Carelink Homecare Services Ltd
Supported Individual User Guide

**Parc Mount,
Lôn Glanhwfa Road,
Llangefni,
Anglesey/Ynys Môn,
LL77 7EY**

Phone: 01248 750 711

Awst 2017

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Summary of the Statement of Purpose

Carelink Homecare Services Ltd was founded in 1988 to provide services in some parts of Gwynedd, Conwy and Anglesey, working with both the private sector and local authorities. We are registered on the North Wales Domiciliary Care Quality Approved Provider List.

We look after approximately 172 Supported Individuals over the three counties ranging from 1 hour domestic per week to 24 hours, 7 days a week. We do not provide services through persons other than employees of the agency.

We are registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide services to older people aged 65 years and over, people with dementia, people with physical disabilities aged 18 years and over in their own home respecting their independence, privacy and dignity so that they enjoy the best quality of life at home.

The agency operates 365 days a year 24 hours a day.

We employ 119 trained home carers. To ensure the health and care of our service users are 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 our Supported Individual have piece of mind.

Prospect employees are required to provide at interview:

Proof of ID

2 passport photographs

The name of two referees, one of which would be their most recent employer.

Certificates attained in relation to care work.

Enhanced DBS

Once satisfactory references are received and the Agency is satisfied that the applicant has the relevant experience and is suitable, they will undergo Induction Training before assignments are allocated to them.

The services we offer

You may require help for personal care tasks. Our sensitive care staff allow you to maintain your independence in a dignified manner. Personal care services may include:

- Getting up, toileting, bathing, washing and dressing
- Assistance with putting to bed
- Cooking meals
- General housekeeping duties
- Laundry duties
- Shopping duties
- Companionship and Social Activities Organisation
- Pet Care
- Specialist spinal injury care

Registered Manager

**Michelle Phillips
Parc Mount,
Lôn Glanhwfa Road,
Llangefni,
Anglesey/Ynys Môn,
LL77 7EY**

Phone: 01248 750 711

**Qualifications: Executive MBA, Registered Nurse and NVQ Level 4
Registered Manager (Adults)**

Carelink's Organisational chart is shown as the Managing Director/Registered Manager Michelle Phillips leads a team of management staff, comprising of Linda Forrest-Owen, our Responsible individual/Anglesey Manager, Alison Duggan, our Office Manager and Sarah Ball our Office Assistant. There are two Anglesey/Gwynedd Supervisors, Janice and Catherine, two Anglesey rota/on-call Co-ordinators, Kerry and Karen. Cristy and Jane are our two Conwy Supervisors. These managers provide the administrative base and support for the team of home carers. The staff are selected for their reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained by experienced qualified senior staff in the following critical subjects.

- Care code of conduct
- Confidentiality
- The Supported Individual's rights
- Health and Safety
- Personal Care Tasks
- Carers Responsibilities

All new staff will complete an induction. The agency insists that all staff should be working towards NVQ Level 2 in Care.

The range of qualifications that the care workers have include; National Vocational Qualification (NVQ) in Care Level 2 and 3, Manual Handling, Food Hygiene, First Aid, Parkinson Disease, Spinal Injuries, Epilepsy and Suction training, Health and Safety, Stroke and Multiple Sclerosis awareness, Dementia Awareness, Safeguarding and Mental Capacity Act

Quality Assurance and Standards of Service

As an organisation involved with continual improvement and development, this is what you can expect from this agency:

- Respect your dignity and independence
- Give you privacy
- Offer you choice
- Help you live as full a life as possible
- Respect your rights
- Ensure that you are not subject to discrimination in respect to age, gender, race or sexuality

We continually consult with our service users and carers through informal interviews and questionnaires. Additionally our supervisors constantly monitor our staff performances to ensure they meet your requirements.

The Quality Standards of Service that you can expect from this agency are:

Continuity

If we are unable to provide you with your usual Home Carer/s, we will let you know in advance and ensure you know the name of the replacement worker.

Dignity and Respect

Home Care Workers employed by this agency will treat you with care, politeness and respect.

Punctuality

We provide your service within the days and times specified on your care plan. If for whatever reason your Home Care Assistant is unable to arrive at the agreed time you will be notified and alternative arrangements made.

Confidentiality

Home Care Workers employed by this agency will not divulge details on your personal circumstances without your agreement, unless failure to do so would put you at risk. Employees found to be in breach of this code may be subject to the Agency Disciplinary Procedure.

Information and Involvement

This agency will provide you with information about the care we are to provide and its costs. You will also be provided with information that will enable you to complain if you are not satisfied with any aspect of the care provided to you.

Flexibility

We are committed to provide a responsive and flexible service wherever possible to meet your assessed needs. This may include visits on weekends, public holidays, early mornings and evenings and urgent situations whenever possible.

Costs

We will tell you about our charging policy. We will write in advance to you if there are any changes to your charges.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service. The fees charged are dependent on the type of care package and needs of the Individual Citizen. Depending on the personal financial situation, a Citizen can either pay the fees privately or receive benefits arranged by Social Services.

Anglesey £16.00

Night Service (10 hours) 10pm-8am £90 per night Anglesey

Conwy £15.00 per hour

Night Service (10 hours) 10pm-8am £90 per night Conwy

Gwynedd £16.00 per hour

Night Service (10 hours) £90.00 per night

Travel is to be arranged separately at 40p per mile.

The above rates are inclusive of National Insurance Contributions and agency commission.

For the safe guard of our clients and home carers the company is covered by public and professional liability insurance.

Bank Holidays, Christmas and New Year holidays are charged at double time.

Further Information including a copy of the most recent (CSSIW) inspection report, detailed information on policies and procedures and the outcome of the Annual Quality Assurance process can be found in the Carelink Office at the Conwy address.

Terms of Business and Payment

Invoices are issued monthly on the last day of each month for work completed in the proceeding month, invoices are payable within 30 days of the invoice date.

Credit Control Policy

(With reference to the 'Late Payment of Commercial Debts Act')

- i. A Statement will be issued within one month of invoice issue.
- ii. Should the invoice remain unpaid for a further 4 weeks a remainder will be issued.
- iii. A second and last reminder will be issued after 2 months from the date of invoice.
- iv. Invoices remaining unpaid for 2 months will incur interest charges at a rate of base rate + 5%
- v. Invoices remaining unpaid for three or more months: All services will be withdrawn with 30 days notice, (see *Termination* below)
- vi. Invoices which are disputed: In such an event and the invoice is later adjusted and where interest has been charged the amount of interest charged will be deducted from the account.

Payment should be made by cheque or direct debit. Cheques payable to '*Carelink Homecare Services Ltd*'

If a carer is absent from work due to sickness or for any other reason then reasonable steps will be taken to cover the shift as quickly and efficiently as possible with another carer. You will be notified of any change. We will ensure that the carer assigned to the call, has the necessary skills and training to meet the needs of the client.

Health and Safety

Carelink meets all required safety standards and ensures staff are trained to follow safe working methods for themselves and others. A copy of the Health and Safety Policy is kept in the Supported Individual's file, in their home. A risk assessment is carried out at the initial meeting this allows for hazards to be identified that may be harmful to the Supported Individual or to our employees.

The Supported Individual is required to observe good safety standards so as not to put staff at risk.

Mental Capacity

Our service is aimed at supporting individuals to take control of their lives. We work on the assumption that everyone we support has the ability to make decision for themselves about their own life. However some people may not have the ability to make some decisions for themselves. In such situations we will work with you and if appropriate your carers/ family/ friends and other professionals to support you to make the choices that you would like. If this is not possible we will work with your carers/ family/ friends and other professionals to make decisions on your behalf. If we have to make decisions on your behalf we will use the guidance issued by Government to help us do this.

We will support people with their wellbeing, nutrition and support older people with mental health issues, such as Dementia. We aim to establish a service that really understands the issues for older people suffering in this way and to be the experts in dealing with issues and finding practical solutions to problems that are faced on a day to day basis to create a better sense of wellbeing.

Assessing Your Needs

One of our experienced assessors will visit you to discuss your exact requirements, do a risk assessment and advise you accordingly. The service is absolutely free and places the enquirer under no obligation. A service delivery plan will be designed to meet your specific needs and then a carer will then be assigned to carry out your specific requirements.

Arrival at an Assignment

The carer will introduce themselves and should be recognisable by their identification badge and uniform. Once assigned their duties the carer will carry out the tasks in accordance with the wishes of the Supported Individual and details written in the care plan. The Supported Individual must show understanding if a carer is later than expected allowing for travel and incidents beyond their control.

Duties may include the following:

Personal Hygiene

- Help with dressing/undressing
- Help with shaving
- Help with mouth care
- Help with washing/bathing

Toileting

- Help to and from Toilet /Commode
- Maintaining a high standard of cleanliness with equipment used.

Continence

- Help with incontinence pads i.e. changing and disposing of.
- Emptying and changing of catheter bags
- Assistance as required to and from the toilet

Feeding

- Help with food preparation
- To encourage a nutritious well balanced meal
- Feeding Service Users as necessary with meals and fluids
- Fluid intake and nutrition guidance using our training in nutrition for older people.
- Recording daily fluid and food intake and output as required – this provides useful feedback for professional staff involved if there are any issues or concerns.

Domestic

- Washing and ironing
- Maintaining the Service Users own standards of cleanliness

Report Writing

Carers will record on process sheets, the agency provides, all tasks they have carried out and should also include relevant information relating to the day to day condition of the Supported Individual. The record of care should be signed and dated on leaving.

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

What we cannot do for you

Asking the home carer to spend more time with you than on your care plan.

All home care staff visit a number of people each day who will be expecting them at a certain time. If they are delayed, this will mean that someone else is kept waiting. If you need more time, please speak to the agency manager.

Changing curtains/light bulbs or cleaning windows

Because of risks of falls, staff cannot carry out any tasks that would involve them standing on anything where there may be a risk of industrial injury through accidents.

Lifting or moving heavy furniture or other items

Because of risks of accidents, our staff are not permitted to move or lift heavy items, like furniture, for any reason.

Provision of continence aids or specialist equipment

The agency does not provide continence aids or wheelchairs, bath aids, or other Occupational Therapy/Physiotherapy aids.

These things will be fully discussed with you when your needs assessment takes place if there is a need for equipment or continence aids identified, referrals will be made to the appropriate agency or service.

Agreement Termination

This agreement can be terminated by either party, on issuing to the other party in writing, 5 working days from the date of the last service provision.

The agency reserves the right to terminate this contract with immediate effect:

1. Where an invoice remains unpaid for three or more months.
2. When the Supported Individual has not upheld the agreed health and safety and /or non-discrimination standards referred to in this agreement.

The Supported Individual will be informed in writing and details passed on to relevant bodies e.g. Social Services Departments

Carelink is covered by the following insurance cover.

Employee Liability Insurance
Name of Insurance Company: Covea Insurance plc
Policy Number: COV/21617146/1001
Expiry date: 15/05/18

Public Liability Insurance
Name of Insurance Company: Covea Insurance plc
Policy Number: COV/21617146/1001
Expiry date: 15/05/18

Contingency Plans for Non- Attendance of Care Staff to a Citizens Home

Purpose

This policy has been written to ensure all staff has a clear understanding of the agency procedure for non- attendance to a Supported Individual's home for a scheduled appointment. Non-attendance is normally caused through severe weather conditions or sudden illness.

Procedure

1. As soon as you are aware that you will be unable to attend work to keep a scheduled appointment, the office must be informed. The office will arrange staff cover, all attempts will be made to match the carer with the Supported Individual's.
2. The Supported Individual's will be contacted by the office and informed that their normal care worker is unable to attend and a replacement carer will be keeping the scheduled appointment. Before commencement of care with the agency, the Supported Individual's is informed that they have the right NOT to accept a replacement carer into their home.
3. In the event that severe weather conditions make it impossible for carers to keep a scheduled appointment, if possible the Supported Individual's will be informed together with the service users family or advocate and any other concerned parties. The Social Services or Emergency Services may take contingency measures.
4. If carers are attending appointments and the weather is deteriorating to severe adverse conditions, they should inform the office and return home.

If a Supported Individual's wishes to cancel a call for whatever reason please inform the Carelink office on 01492 533688/ 01248 750711 as soon as possible and we will do our best to rearrange the call for a more suitable time.

Timesheets

All staff are paid on a monthly basis and they are required to complete their timesheets and return them to the office by the date set by the payroll department, indicating the number of hours worked in the proceeding month. The care worker must sign the timesheets to confirm the accuracy of the hours worked.

Carelink does not provide services through persons other than employees of the agency

Copies of all our company policies and procedures are available at the Carelink office

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

Queries about care may be raised with the carer or the registered manager at any time and it is hoped that these will be resolved without delay.

If any person wishes to complain, the complaint should be directed to the manager. All reported complaints either verbal or written would be acknowledged within 3 working days. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 15 working days.

We expect our staff to respond to your concerns and to investigate your complaints. If you are dissatisfied with the response you have received you may wish to complain to the Agency Manager:

The Name of the Registered Manager is:

Michelle Phillips

The name of the Responsible Individual is:

Linda Forrest Owen

**Parc Mount,
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Phone: 01248 750 711

Care and Social Services Inspection for Wales (CSSIW)

This agency is registered with the CSSIW who is responsible for inspecting our services to ensure that they meet with the government standards. The local National CSSIW office is based at:

Colwyn Bay Local Office
CSSIW
Government Offices
Sarn Mynach
Llandudno Junction
LL31 9RZ
0300 0625609

Opening hours

Monday - Thursday: 09:00 - 17:00
Friday: 09:00 - 16:30
Saturday - Sunday: Closed