

# Christchurch Care



## Domíciáriary Care Service User Guide

*Service User Guide available in large print.  
Updated by Naomi Gardiner October 2020*

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## About Us

Our domiciliary team is registered with the Care Quality Commission to provide personal care to individuals in their own home. We specialise in providing dependable, trustworthy, high quality home care for private individuals, local councils and other organisations. Whether it is an occasional visit for companionship, or daily assistance with practical tasks like washing, dressing and help at mealtimes, our flexible packages are carefully customised around the specific needs of the individuals we support.

Christchurch Care is also registered as an Employment Business for health care professionals. We provide fully vetted health care support workers and registered nurses to nursing and residential care homes.

All our staff are Disclosure and Barring Service (DBS) checked, provide two written references and undertake an induction programme before they are permitted to enter a care environment or domiciliary services.

Christchurch Care offices are located in central Christchurch, close to local facilities. The offices are open Monday to Friday from 09.00 to 17.00 hours. We operate an out of office hours telephone service from 07.00 until 22.00 hours.

Carolyn Jolliffe is the Managing Director and owner. Carolyn has worked as a registered nurse since 1980 and has a wealth of experience in managing care homes and domiciliary services. Naomi Gardiner is the Registered Manager and has worked within the company for over five years. Naomi has a wealth of care experience and qualifications relating to care including her Level 5 Diploma and is responsible for the daily running of the domiciliary service.

## Aims and Objectives

We aim to promote independent living within your own home whilst enabling you to pursue as full and interesting life as possible.

This service user guide has been produced with the aim of providing you with information about our services so that you can decide whether you feel we can meet your needs.

We endeavour to make a positive difference by providing a high quality, safe, effective and responsive team of staff to support our service users.

Staff Structure:Director

Registered Manager

Deputy Manager

Domiciliary Care Team Managers, Snr Team leaders and Team leaders

Domiciliary Health Care Support Workers

**We provide care for the following people:****Adults aged 18 and over****Older people in supported living schemes****People with dementia****People with learning difficulties****People with mental health problems****People with physical disabilities****People with sensory loss including dual sensory impairment****DOMICILIARY CARE**

**Our staff provide support to enable you to remain safe, comfortable and as independent as possible in your own home. Services are provided by carers making personal visits at agreed times to meet your needs. Visits can vary in length from 30 minutes to one or more hours. One or more visits can be made during the day. This can be daily, several days per week or once a week.**

**Staff are caring, reliable and able to respond flexibly to your needs and wishes which arise on a day to day basis. Staff will arrive at your home within the time band specified and will stay for the full amount of time allocated. Upon arrival your carer will ask whether you have any particular personal care needs for that visit.**

**Personal Care**

**We can provide assistance with personal care such as:**

**Mobility, eg transferring in and out of bed****Washing and Dressing****Mouth care and hair care****Electric and wet shaving**

**Toileting and Contenance care  
Supporting meal preparation and eating / drinking  
Medication Administration**

### **Housekeeping and Other Services**

**We can also help you with:**

- **Making and changing your bed, Emptying commodes**
- **Cleaning and vacuuming to maintain a safe environment**
- **Preparing meals, feeding and advising about healthy eating**
- **Laundry**
- **Shopping, Paying service bills, Collecting pensions**
- **Escorting you to appointments and social activities**

### **Tasks which must not be undertaken by our staff**

- **Moving a person in circumstances where there is a risk of injury to either party (if the need is urgent, an ambulance will be called)**
- **Moving heavy objects such as rearranging furniture**
- **Carrying out tasks which are not specified in the care plan**
- **Using equipment supplied by you which is faulty or dangerous**
- **Gardening**
- **Caring for pets**
- **House maintenance / repairs**
- **Staff are not permitted to carry out any activity which requires a ladder.**

### **Care Needs Assessment**

**A domiciliary care needs assessment will be undertaken before we provide a service. (or within 2 working days in exceptional circumstances). This is carried out by the registered manager or other suitably qualified person, with your involvement. The assessment takes place in your home or hospital and we encourage you to have a family member or friend present.**

**We will assess the following:**

- **Your home environment**
- **Personal care and physical well being**

- **Family involvement and other personal contacts**
- **Sight, hearing and communication**
- **Continence**
- **Mobility, dexterity and the need for specialist equipment**
- **Mental health and cognition**
- **Medication requirements**
- **Personal safety and risks**
- **Specific condition-related needs and specialist input**
- **Dietary requirements and preferences**
- **Social interests, religious and cultural needs**
- **Preferred method of communication with the office team**
- **Method of payment**
- **Whether you smoke**
- **Pets or any other item which could potentially harm staff**

**Information from the care needs assessment forms part of the service user care plan. Your needs will be reassessed every six months. However, if staff report a change to your care needs to us , a reassessment can be undertaken as necessary. Key staff will be allocated to carry out your care so that you are supported by staff with whom you are familiar. Occasionally, other staff may visit you in cases of staff absence or annual leave.**

### **Service User Care Plan**

**A personal Service User care plan is developed and agreed with you, taking into account the care needs assessment, risk and manual handling assessment. The plan will take into account your wishes in relation to the way in which care is provided and your chosen lifestyle – as long as it conforms to legal requirements and does not compromise the legal obligations of Christchurch Care.**

**The plan sets out in detail what staff must do to meet your assessed needs, including specialist needs and communication requirements. Any areas of flexibility will be identified, to enable you to maximise your potential and maintain independence. The plan is signed by you and is available in a language and format you can understand. The care plan remains at your property. Computerised versions and archived paper versions are stored at the office in line with the General Data Protection Regulation of 2018. Staff will request your**

consent prior to carrying out any procedure, task or personal care activity.

### **Calling a Doctor or Health Professional**

If staff advise you to see or telephone your GP or other health professional, they will make a record in your file. If you feel too unwell or prefer, staff can call a health professional for you. We will ask your permission to do this and request your permission to keep your next of kin informed.

### **Human Rights, Privacy and Dignity**

The focus of our philosophy of care is that you are treated with respect, your dignity is preserved at all times and your right to privacy is always observed. Personal care and support is provided in a way which maintains and respects your privacy and dignity, in accordance with your lifestyle. Care and support is provided in the least intrusive way. You and your representatives will be treated with courtesy at all times.

Staff are sensitive and responsive to ethnicity, disability, age, gender, sexuality and spiritual beliefs.

### **Autonomy and Independence**

You will be assisted and supported to make your own decisions and control your own life. You will be encouraged, enabled and empowered to control your own finances unless prevented from doing so by mental incapacity or disability.

### **Medication**

Our policies and procedures on medication and health related activities protect you and assist you to maintain responsibility for your own medication. Staff may only provide assistance with taking medication in accordance with your care plan.

- You must arrange for your pharmacist to have your medication dispensed into a blister pack.
- Staff will never administer medication which has not been prescribed

- **Staff will not administer medication to you against your wishes.**
- **Staff may not alter the timing of the doses and this includes medication which can be purchased over the counter.**
- **All medication administration is recorded.**

## **SAFEGUARDING**

### **Safe working practices**

**The health, safety and well-being of you and our staff is promoted and protected. Our policies and procedures comply with the requirements of Health and Safety legislation in order to protect our staff and service users.**

**Staff attend Health and Safety training as part of their induction and they attend an annual refresher / update. Other training undertaken: Basic first aid, moving and handling, food hygiene, infection control, control of substances hazardous to health, fire safety, adult and child safeguarding, mental capacity assessment, mental health awareness, diabetes management, dementia awareness, tissue viability (skin care), stroke awareness and supporting end of life conditions.**

**Staff are instructed on dealing with accidents and emergencies and know how to report such incidents. They are provided with personal protective equipment such as gloves and aprons.**

### **Risk Assessments**

**We endeavour to ensure that the risk of accidents occurring during the domiciliary care is minimised. A risk assessment will be carried out by a suitably qualified person before domiciliary care commences. This will identify potential risks associated with the provision of care, including risks associated with medication and other health related activities. The assessment is updated six monthly or more frequently if required. The risk assessment will specify the risks for you in maintaining your independence and living in your own home. The views of you and your representative will be taken into account.**

**A separate moving and handling risk assessment will be carried out if staff are required to assist you with moving and handling, such as helping you in the shower or transferring in and out of bed.**

### **Financial Protection**

**Your money and property is protected whilst we are providing domiciliary care. As part of your care package, we can arrange to collect pensions, pay bills and shop for you.**

- **Staff are not permitted to accept gifts or money from you.**
- **Staff are not allowed to lend money or property to you.**
- **Staff are not permitted to witness wills or accept bequests in wills.**
- **Any financial transactions you ask the staff to make, will be recorded in the care plan and receipt made available to you.**

### **Your Protection**

**We endeavour at all times to protect you from any form of harm or exploitation. This includes physical, financial, psychological, sexual abuse, neglect, discriminatory abuse, self-harm or degrading treatment through deliberate intent, negligence or ignorance. Staff receive training on safeguarding of children and adults. Staff operate within our robust safeguarding policy.**

### **Security at your home**

**Staff ensure you and your home are secure when providing care. Staff may not take unauthorised people or pets into your home, or admit anyone without checking their identity and gaining your permission. Staff carry a photographic identity badge which you may request a close-up view of, at any time.**

**If you are unable to let staff into your home yourself, it may be appropriate to have a key safe fitted. This will allow staff access to your key so they can let themselves in. Staff are not permitted to keep hold of keys to your home. Only staff who are carrying out your care will have access to the key code. When staff leave your**

property, they will ensure that windows and outer doors are secured, unless you request otherwise.

If staff are unable to gain access to your property, they will contact the office and a telephone call will be made to your next of kin. If you know you will not be in when a visit is scheduled, please inform the office so that the visit can be cancelled.

Staff will treat your property with respect. On occasions, accidental damage and breakages can occur. Christchurch Care accepts no liability or responsibility for this type of damage. We would recommend that claims should be processed through your own home insurance.

### **Records kept in your home**

Your health, rights and best interests are safeguarded by maintaining a record of key events and activities carried out in the home during provision of domiciliary care. Records will be kept in the home and updated on each visit, in relation to:

- Assistance with medication
- Financial transactions undertaken on your behalf
- Changes in your health, physical condition and care needs
- Accidents (however minor) to you or the staff.
- Incidents or information which may assist other staff in carrying out your care.

You and your representative have access to the file in your home. Records will be removed from your home every four weeks and stored at our office.

## **STAFF**

### **Recruitment and Selection**

Our comprehensive recruitment policy safeguards your well-being, health and security. We operate an equal opportunities and anti-discriminatory procedure when selecting staff.

### **Job Descriptions**

**Staff are provided with a written job description identifying their responsibilities and are issued with a Christchurch Care Staff Hand Book.**

### **Training and Development**

**Our structured induction process and training programme is designed to meet CQC regulations and best practice standards. New staff are supported by job shadowing more senior staff prior to taking responsibility for the provision of personal care and working alone in the homes of service users.**

### **Qualifications**

**Staff are competent to carry out the activities for which they are employed and responsible. New staff who do not hold a relevant care qualification are required to demonstrate their competence and register for a relevant diploma in social care within the first six months of employment. New staff will shadow a senior member of staff, prior to solo shifts.**

### **Appraisal and Supervision**

**Staff receive regular supervision from their line managers. Staff meet formally to discuss their work on a regular basis. We may carry out direct staff observation of care delivery in your home. We will ask your permission beforehand. Staff appraisals are carried out regularly.**

## **GOOD GOVERNANCE**

### **Monitoring Visits**

**Regular monitoring visits are carried out by senior members of the care team. We may tell you that we are coming or we may arrive whilst your personal care is being carried out. We also carry out service user surveys by post and over the telephone. We may contact your representative, with your consent, and ask for their feed-back.**

## **CONFIDENTIALITY and DATA PROTECTION**

**Staff employed by Christchurch Care have a duty to keep your information strictly confidential and to use it only for the proper purposes. Your personal data held on computer or paper records may be reviewed as part of the inspection and regulation process, including inspectors working on behalf of the Care Quality Commission and local authorities. Your personal file is kept in a locked cabinet at our offices. We dispose of all records containing confidential information in a secure way. You have the right to view personal data which we hold about you on computer systems or paper records. All data is stored in accordance with General Data Protection Regulation 2018. A copy of our Privacy Policy will be stored in your care file and is displayed on our Web Site.**

**Personal confidences you share with a particular member of staff will be treated with respect, ensuring that your privacy and dignity are maintained.**

**Staff receive training in confidentiality and Data Protection. They are aware of when it is appropriate to share information. Staff breaches of confidentiality are investigated via our disciplinary policy. We will only disclose information with your consent unless we are required to do so by law or we are concerned by your safety.**

## **FINANCIAL ARRANGEMENTS**

### **Contracts**

**A written contract/Letter of Agreement will be issued to you within seven days of commencement of the service, unless the service is funded via the local authority. The contract will be signed by you (or your representative) and the registered manager or representative on behalf of Christchurch Care. A copy will be retained by you and a further copy will be retained by Christchurch Care.**

### **Terms and Conditions**

**The letter of agreement, together with this service user guide and our current tariff will comprise the terms and conditions on which our service is provided.**

### **Private Paid Work**

**Requests for additional support on a private basis should be made through Christchurch Care offices. If your care is funded by the local authority, you must inform them of your request.**

**Staff are not permitted to carry out additional care without reference to their manager. Christchurch Care will take disciplinary action against staff who have an inappropriate relationship with a service user either within or outside their engagement terms.**

### **Staff Timesheets**

**A timesheet must be completed by staff at every visit. This acts as a record of the time worked and this is how we calculate the cost to you. Staff will record their arrival and departure times in the daily statement. Senior staff carry out spot checks on staff during their calls.**

**Staff are booked for a specific length of time and will not be able to spend longer with you, unless an agreement has been made in advance of the visit.**

**Any queries relating to invoices and charges can be raised with Christchurch Care accounts department.**

### **Charges and Method of Payment**

**Rates will be agreed and verified with each service user and or their representative prior to engagement of our services. You will be invoiced on a two or four weekly basis. Our payment terms are 7 days and payment can be made via BACS, standing order or cheque.**

### **Insurance**

**We have the following insurance policies in place and available for your inspection, at our offices:**

**Public Liability: £5m**

**Employer's Liability: £10m**

**Professional Indemnity: £5m**

## **CONCERNS AND COMPLAINTS**

**It is important that you are happy with our Services and feel comfortable with our staff, in your own home. However, there may be times when you feel unhappy about your experiences with our staff and the care they deliver or you may feel that no one has really listened to you and taken account of your needs or feelings. As one of our service users, you are perfectly entitled to express any concerns or complaints. We endeavour to learn from all concerns raised, in order to help you and other service users in our care.**

**If you have a concern, please feel free to:**

**Discuss your views with the any of the Home Care team, particularly a member of staff you feel comfortable with. The staff may ask your permission to report your concern to a more senior member of staff.**

**Phone our main office: 01202 496516. Email us: info@christchurchcare.co.uk If possible, ask a friend or family member to support you with this.**

**Visit or write to our main office at: Christchurch Care, Unit B4 2 -8 Aerodrome Studios, Airfield Road, Christchurch, Dorset, BH23 3TS**

**If you are not satisfied with the outcome of this discussion then ask to speak with Naomi Gardiner or any member of the management team. We will contact you and listen to the issues with a view to resolving your concerns. We will encourage you to share your concern with your next of kin.**

**If the matter has still not been resolved to your satisfaction, we will help you contact an advocate, social worker, family member or friend to negotiate on your behalf. Your advocate will help you put your concern in writing.**

**We will investigate your concern and let you know the outcome and the steps we are going to take in order to address your concern. We will respond to all written complaints, in writing, within 14 days.**

**A record of your concern is kept on file in the main office. This is so that we can monitor your concern and ensure it does not recur.**

**You may wish to contact our local social service department to support you or investigate the concern on your behalf:**

**Christchurch Social Services: Loring Road Christchurch BH23  
2GZ 01202 474106**

**Dorset County Council: County Hall, Colliton Park, Dorchester  
DT1 1XJ 01305 221000**

**Bournemouth Borough Council: St Stephen's Road, B'mouth, BE2  
6EB 01202 458000**

**You may wish to share a concern with our regulators, the Care  
Quality Commission (CQC). Whilst CQC do not investigate concerns  
they may refer the matter to an appropriate investigator.**

**[www.cqc.org.uk](http://www.cqc.org.uk) CQC web site has a guidance leaflet: "How to  
complain about a health or social care service."**

**If you are not entirely happy about the way your concern has been  
handled, you can contact: Local Government Ombudsman Tel: 0300  
0161 0614 email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)**