



Quality Care Services at Home  
Springboard Business Centre ( Suite 3 )  
Ellerbeck Way  
Stokesley Business Park  
Stokesley TS9 5JZ

**Registered Manager - Beverley Harker**

## **GUIDE FOR SERVICE USERS**

**Office ☎ - 01642 715370**

**Web 🌐 [www.gcshome.co.uk](http://www.gcshome.co.uk)**

**Email ✉ [beverley@gcshome.co.uk](mailto:beverley@gcshome.co.uk)**

**Emergency Mobile 📞 07736 109161**

### **Statement of purpose**

Our objective is to provide and maintain a quality-oriented company that can consistently supply high quality domiciliary care services to the service users by way of a committed, motivated and well-trained workforce.

The company is committed to meeting high standards and we are aware to the changing needs and demands of the service users.

### **Aims & Objectives**

The company is dedicated to providing a quality home care service for those people who wish to retain their independence within their own home. The company provides a service that enables people to continue living in their own homes through the provision of:

- 1) Choice in all aspects of their lives.
- 2) Allowing service users to express their own individuality.
- 3) Providing continuity of care to promote security.
- 4) Providing a reliable service to promote confidence.
- 5) Respecting the service users rights within their own home and act in such a way that no service user is discriminated against.

## Aims & Objectives ( Continued )

- 6) Provide a professional support service to enable people to remain in their own homes.
- 7) Care workers sharing the belief that the physical and emotional welfare of the service user is of overriding importance.
- 8) Care workers respecting the dignity and value of each service user and their right to confidentiality.
- 9) The safety of service users and care workers is safeguarded at all times.

## Care Workers

Each care worker has an identity badge with his or her name and photograph. If you are in any doubt about their identity do not let them inside your home until you have checked with the home care manager.

While the company will make every endeavour to ensure that you have a regular care worker assigned to you, we cannot guarantee that it will be same care worker for each homecare visit. The Homecare manager prior to any visit will have introduced each care worker to you.

Each care worker signs a confidentiality agreement and they will only divulge information about you to the homecare manager or others directly involved with your care and only when necessary.

All care workers are checked thoroughly, have CRB ( Criminal Records Bureau) Disclosure and Barring Service (DBS) checks and given training in the companies' policies and procedure before they commence work in a service users home.

## **Time Keeping & Time Sheets**

The care worker will ask you to sign a timesheet at the end each visit to verify that the visit has taken place at the time stated, an entry in the care book will be made by the care worker detailing the tasks performed during the visit.

We will attempt to ensure that the care worker arrives at the designated time arranged for each visit. Occasional when a care worker has been delayed the visit may not be able to be made at the planned time. If this occurs the homecare manager will try to let you know in advance. If the care worker is more than 30 minutes late please contact the homecare manager either via the office or the emergency mobile phone, so alternative arrangements can be made.

## **Failing to gain access to your home**

If you are not going to be at home when a visit is scheduled please inform the home care manger in advance. We have a duty to respond when care workers are unable to gain access and we will contact relatives, social services, police, etc to ensure your safety.

## **Money**

At no time pay money directly to the care worker unless you have been advised to do so by the homecare manager.

For shopping calls, the care worker will complete a financial transaction form for any money given to them. The care worker will return to you the receipts and any change, you should check all cash carefully and contact the homecare manager if you believe there is a discrepancy.

## **Changing your Care Plan**

If you are going on holiday or need to cancel a visit by your care worker, please inform the Homecare Manager giving as much notice as possible. If more than **10** Days notice is given no charge will be made for the cancelled call. If you wish to change the time or length of visit please inform the Homecare Manager. Please do not arrange additional visits with the care workers without informing the Homecare Manager.

## **Medication**

If you need assistance taking medication the care worker may prompt or supervise you as part of your care plan. They cannot prepare medication, give injections or change dressings. If any of these are required you must consult your own G.P. or a District Nurse.

## **Safe Working Environment**

We have a duty to ensure that our care workers are able to complete their tasks for you in a safe working environment. We would request that, if any safety issues are identified by the Homecare Manager you will assist us in rectifying these issues as quickly as possible.

### **In an emergency**

Normal office hours are 9:00am to 5:00pm Monday to Friday, if the office is unmanned a message can be left on the answer machine. If you need to speak to the Homecare manager urgently they can be contacted on the mobile number, the number can be found on the front of this booklet. ( 07736 109161 )

We would request that normal enquires are addressed to the office during normal working if possible. Messages left on the answer machine will usually be answered within 24 Hours.

### **Insurance**

The company has comprehensive policies in relation to public liability covering care workers for accidental damage. However it is your responsibility to remove and place safe any valuable items before domestic or personal tasks are undertaken.

### **Data Protection Act**

You have the right to request access to any information held on you by the company. If you wish to do so please contact the homecare manager.

### **Code of Practice**

The company abides by its code of conduct and the Health and Social Care Act 2008. It is our intention that the rights and welfare of those using our services are respected. You have the right to expect:

- Your dignity will be respected.
- You have the right to decide the type of services you will receive and you will have a full say in the provision of those services.
- Your needs will be carefully assessed.
- You will have the right of say in who has access to you home.
- Any information about you will be kept confidential.
- Any information held by the company about you will be made available to you on request.
- You will have the right to complain about any aspect of the service. The full complaints procedure is included in this guide.
- You will not be the object of any discrimination on any grounds such as race, colour, language or religion.
- Charges for care will be fully inclusive.
- The company selects care workers with the utmost thoroughness and each is interviewed and references taken. The company will endeavour to match care workers with service users with regards to their skills and personality.

## Code of Practice ( Continued )

You have the right to expect that:

- Care workers introduced by the company will act in such a way as to promote and safeguard your well-being and safely in addition to complying with the requirements outlined above.
- Care workers will act honestly and with integrity and respect both you and your home. Care workers will not accept gifts from you unless you have discussed this with the Homecare Manager beforehand. The care workers cannot act as witness or signatories to legal documents for you.

The company would appreciate it if you would:

- Provide a safe working environment for our care workers.
- Notify us of any changes in circumstance or any concerns you may have about the service.

## Payment of Fees

Invoices will be issued at the end of each calendar month for the work completed in that month; the invoice is due for payment 14 days after the date shown on the invoice. The hourly charge rates are detailed in the service user contract. Any alteration to the prices will be notified to you in writing one month before they are implemented.

## Abuse, Adult Protection & Whistle blowing

The Company has a responsibility to all Clients to communicate issues and areas of concern to Care workers, whilst respecting Client confidentiality. Abuse may be recognised as being physical, emotional, financial, sexual or neglect. Care Workers must at no time make comment to the service user or any other person about suspected abuse, but must report only to the homecare manager who will follow Local Authority Guidelines. The care worker is in the role of “Initial Alerter” and after the allegation is made the following procedures must be followed to enable more senior care professionals or possibly police officers to deal correctly with the situation.

1) All reports of abuse towards service users receiving care from The Company must be approached in a sensitive, professional manner. Appropriate action will be taken if a company care worker is involved. If a care worker suspects that a service user is being abused either by another care worker, a member of the service users family or any other person, (s)he must report immediately to the Homecare Manager.

2) Where Social Services are purchasing the service, the Homecare Manager will liaise directly with the Social Services Care Manager who will put into practice the multi agency “No Secrets” policy for the protection of vulnerable adults, a copy of which is kept in the “QCS Policy and Procedure Manual”.

2.1 Care Workers will make observations but no comment and report immediately to the **Homecare Manager**.

2.2 Care Workers may be requested to make a written report to confirm observations. This will not be included within the Client's Care Record,

but separately provided to the Homecare Manager or Social Services Care Manager.

2.3 Care Workers may be requested to co-operate, if required, with a Social Services or Police investigation.

3) Client confidentiality must be respected at all times, but allegations of abuse will be taken most seriously.

### **Disclosure of Abuse Do's and Don'ts “ No Secrets”**

If a care worker is in situation where someone starts to disclose abuse they will stay calm and LISTEN carefully, rather than question, be sympathetic but be aware that medical evidence might be needed. They will reassure the person that they have acted correctly, that they are treating this information seriously and that it is not the service users fault that the abuse has occurred. The care worker will inform them that they must now discuss this with an appropriate manager, inform the service user that if they wish, contact can be made with the police or social services and that in certain circumstances the police and social service will be contacted without their consent albeit their wishes will be made clear throughout.

The care worker will then report to their line manager and put in writing as soon as possible and as far as they are able, what was said by the person disclosing.

The care worker will **NOT** press the person for more details, be judgemental or make promises that they cannot keep. Under no circumstances will they promise to keep “secrets”, they may explain that information will be kept confidential i.e. information will only be passed to those people who have a need to know.

After the information has been passed to the proper parties, any information about the case will **NOT** be passed on to anyone who doesn't need to know.

### **If a care worker is accused of abuse.**

1) Any Care Worker accused of abusing a service user will be immediately suspended from further work with The Company, until the incident is properly investigated. The homecare manager will use the “No Secrets” Multi-Agency Policies Procedures to action an investigation into any allegation of abuse.

2) The Homecare Manager will keep the care worker informed through all stages of the investigation. After an investigation of the alleged abuse is completed the care worker will be informed of the outcome.

## Complaints Procedure

If you are unhappy with any aspect of the service you should.

- 1) Contact the Homecare Manager using the contact information on the front cover of this booklet. All complaints will be dealt with within 28 days or sooner. The Homecare Manager will look into any complaint fully and detail any investigations made. You will then be informed of any outcome or actions of these investigations.
- 2) A record of your complaint and any actions taken will be held for three years. This record will be available for inspection by the Care Quality Commission for up to one year after the complaint has been made.
- 3) However you are still not satisfied with the outcome or you are unhappy about the handling of the complaint by the Homecare Manager. You may contact the Local Council Social Services department or if you are having difficulty contacting the local authority or need to report other issues please contact the Care Quality Commission. Their contact details are as follows.



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Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**Telephone: 03000 616161**

Website: [www.cqc.org.uk](http://www.cqc.org.uk)  
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