



VILLAGE HOMECARE SERVICES (WALES) LIMITED

SERVICE

USER

GUIDE

HISTORY

DATE	VERSION	AUTHOR	NATURE OF CHANGES
01/05/08	1.0	Anna Jones	
03/12/09	1.1	Anna Jones	Amendments to office addresses & geographical areas

CONTENTS

Part 1: ABOUT - VILLAGE HOMECARE SERVICES

- 1.1 Introduction
- 1.2 Office Address and telephone number
- 1.3 Emergency procedure and telephone number
- 1.4 Our Aims & Objectives (Mission Statement)
- 1.5 Philosophy of Care
- 1.6 Your Charter of Rights

Part 2: ABOUT THE SERVICE:

- Registered Persons
- Insurance cover
- Geographical areas covered
- Range of services provided
- The process for the delivery of care
- How we maintain our Standards:
 - ^ Policies
 - ^ Our Quality Management System
 - ^ External Inspections

Part 3: ABOUT OUR STAFF:

- Our Staff Team
- Your Carers
- Visiting you in your home
- Time Sheets

Part 4: CONTRACTUAL & PERSONAL ISSUES:

- Contracts
- Our Schedule of Fees
- Statement of Purpose
- Confidentiality
- The Assessment Process
- Care Plans & Records

Part 5: YOUR CARE:

- Personal Care
- Preparation of Meals & Snacks
- Personal Services
- Domestic & Home Help Services
- Pets
- Care at night

Part 6: YOUR VIEWS & COMMENTS:

- Your opinions on the Services we provide
- Involving your Family, Relatives and Friends
- Compliments & Complaints
- Complaints procedure
- Gifts & Gratuities

Part 1: ABOUT – Village Homecare Services (Wales) Ltd

1.1 INTRODUCTION:

Village Homecare Services (Wales) Limited is a Home Care Agency which has been established to respond to the needs of our clients on a 24-hour basis. Our clients 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 clients in their own home environment on a one-to-one basis. Our services are designed for adults over the age of 18 who are physically frail or housebound, 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.

1.2 OFFICE ADDRESSES AND TELEPHONE NUMBERS

HEAD OFFICE

Address: 30 Uplands Crescent
Uplands
Swansea
SA2 0PB

Telephone No: 01792 643031

Office Hours: Monday to Friday
9am – 5pm

CARMARTHEN OFFICE

Address: 1 Woodlands Terrace
Cross Hands
Carmarthen
SA14 6NS

Telephone No: 01269 833770

Office Hours: Monday to Friday
9am – 5pm

MILFORD HAVEN OFFICE

Address: 17 Neptune House
Mackerel Quay
Milford Haven
Pembrokeshire

Office Hours: Monday to Friday
9am – 5pm

1.3 EMERGENCY PROCEDURE AND TELEPHONE NUMBER

Out of normal office hours we operate an emergency telephone line which is manned by one of our senior members of staff, the hours of operation are:

MONDAY – FRIDAY 7.00am to 9.00am
5.00pm to 11.00pm

SATURDAY- SUNDAY 7.00am to 11.00pm

THE EMERGENCY LINE NUMBERS ARE:

Areas 1 & 2	07970255278
Areas 3, 10 & Caerphilly	07917395892
Area 4	07795448622
Carmarthenshire Pembrokeshire	07813776572

1.4 OUR AIMS & OBJECTIVES (MISSION STATEMENT)

We aim to provide our clients 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 client's independence and personal dignity.

We have set out our objectives in a Mission Statement which can be in our Policy Manual **policy No 200:** and which can be made available to you should you desire it.

1.5 PHILOSOPHY OF CARE:

Carers will strive to preserve and maintain the dignity, individuality and privacy of all Service Users, and in so doing will be sensitive to the Service Users ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and Service Users are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

CORE VALUES OF CARE

- Privacy
- Dignity
- Rights
- Independence
- Choice
- Fulfilment

All Care Staff will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Care Standards Commission.

1.6 YOUR CHARTER OF RIGHTS:

We respect the right of each client to lead as independent and fulfilling life as possible. We have set out a Client's Charter of Rights, which we believe should be the minimum entitlement for each client.

We want to make a difference to our client's lives and we work with them to help them achieve the changes that they need to enhance their quality of life.

Our Care Staff are sensitive to, and will observe, the following standards which we have identified:

- ^ It is the right of each client to make informed choices and to take risks; there is a certain amount of risk associated with each aspect of our lives.
- ^ Each client is an individual with individual needs, wants and desires. This individuality will be recognised and respected to ensure promotion and maintenance of the client's dignity and self-worth.
- ^ Each client, as an individual, has the right to fulfil his/her potential for personal choice of lifestyle and opportunities.

- ^ Each client 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 client has the right to refuse anybody entry to their home. This will include the Care Worker where the client feels an element of incompatibility, as he/she perceives it.
- ^ Each client has the right of access to his/her 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 client is unable to make his/her wishes known directly, an appointed advocate may fulfil this purpose.
- ^ Each client has the right to details of the Contract with respect to the Care Services offered, including the costs involved.
- ^ Each client 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 client 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 client 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 client 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.

Part 2: ABOUT THE SERVICE:

2.1 Registered Persons:

The Responsible Individual is: **Kim Fry**

The Registered Manager is: **Anna Jones**

The qualifications and experience of the Registered Managers may be found in the Staff files retained at the Organisation's offices. In summary Kim Fry has over 13 years previous experience in the NHS at a Senior Management level, she has gained the Institute of Management Certificate in Management at NVQ level 4. Anna Jones is a Registered General Nurse who has over 24 years experience in care management. She is a qualified NVQ Trainer and Assessor and has also achieved the Institute of Leadership and Management Award at Level 4. These records are of limited access for reasons of confidentiality and security.

2.2 Insurance cover:

Village Homecare Services has public liability insurance and employers liability insurance.

We do not have insurance cover for damage and breakages to service users property and we recommend that you have your own insurance to cover your property and house contents.

2.3 Geographical areas:

All areas within the boundaries of:

- Swansea
- Neath/Port Talbot
- Carmarthenshire
- Pembrokeshire
- Powys
- Caerphilly

2.4 Range of services provided:

The agency provides the following types of care:

- Daytime care
- Night time care

The minimum visit length is half an hour

2.5 People and age for whom the service is provided

The agency provides care for older people, people with physical disabilities, people with sensory loss/impairment, people with mental health problems, people with learning disabilities and for the elderly mentally infirm. The age range is eighteen years and over.

2.6 How we maintain standards:

2.6.1 POLICIES:

Every aspect of running and managing our business is set out in a comprehensive set of Policy documents and Statement of Purpose. These documents ensure that we meet the statutory requirements for running a Home Care Service, and cover all aspects of staffing, managing, caring for our clients, and the preservation of health and safety standards where appropriate. All of our Policies and the Statement of Purpose are regularly reviewed to ensure that they are kept up-to-date. Our master Policy Manual is held at our offices but may be consulted at any time upon request. A copy of our Statement of Purpose is available and will be posted to you upon request.

2.6.2 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 client’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.

The Organisation has achieved the Quality Management Award ISO 9001 status and the Investors in People Award.

2.6.3 EXTERNAL INSPECTIONS:

In addition to our own Self-Assessments we also receive regular inspections from the local offices of the Care Standards Commission to ensure that we are operating as we should. Copies of the latest announced and unannounced inspection reports may be consulted upon request. They are also available on the CSSIW website: www.csiw.wales.gov.uk.

Part 3: ABOUT OUR STAFF:

3.1: 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:

- Care Code of Conduct
- Confidentiality
- The Rights of Service User's
- Health & Safety
- Protection of Vulnerable Adults
- Moving and Handling
- Food Hygiene and Safety
- Basic First Aid
- Infection Control
- Personal Care Tasks
- Care Workers responsibilities

All new staff will complete an induction that follows guidelines set down by the Care Council for Wales. The agency insists that all care workers have gained or are

working toward NVQ level 2 in care. All new members of staff must train to achieve this important qualification.

3.2 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.

3.3 VISITING YOU AT YOUR HOME:

When our staff attend your home they will always be wearing a uniform which consists of:

- Pink tunic for female staff embellished with the company name and logo in maroon.
- White or black polo shirt for male staff embellished with the company name and logo in maroon.
- Black trousers or knee length skirt.
- Sensible black shoes

together with an appropriate 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 key safe code number staff will always knock and announce themselves 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.

3.4 SERVICE PROVISION RECORDS:

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. Therefore, 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 4: CONTRACTUAL & PERSONAL ISSUES:

4.1 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 contact our Care Manager who will be able to explain in more detail.

A minimum of 48 hours notice is required should you wish to cancel a call.

4.2 OUR SCHEDULE OF FEES:

(Please refer to the schedule of fees for domiciliary care services)

4.3 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 contact our Care Manager.

4.4 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 in 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.

4.5 ASSESSMENTS:

A service user assessment and environmental risk assessment is carried out by a Manager prior to the delivery of care. In emergency situations, a provisional assessment may be made and delivery of a basic package of care commenced, subject to early completion of the assessment of care needs within 24 hours.

4.6 CARE PLAN AND 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 appropriate 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 the care you receive from us.

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 of 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 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 assist with medication prescribed for you by your doctor. Village Homecare Services does not offer any expert knowledge about drugs, their side effects or their therapeutic values. We will not accept any responsibility for the administration of medication by any person not employed by Village Homecare Services.

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, 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 hovering, 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 such as tidying pathways etc. 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 clients who require frequent attention during the night.
- ***Night duty – sitting*** – this service is for clients 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 client 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 YOUR OPINION 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 clients, can we obtain the

information that we need to enable us to continually improve our services. We also encompass input from other related parties such as health professionals and social services. Part of our on-going commitment to quality is to ask you to complete a simple annual 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.

6.2 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.

6.3 COMPLIMENTS & COMPLAINTS:

Unfortunately, with the best will in the world we don't get things right all of the time, and we need you to tell us when we fall short of expected standards. If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will then make the relevant enquiries and aim to put matters right as soon as we can. Where appropriate, we will also take steps to prevent the problem happening again.

Your custom is important to us and your feedback allows us to improve the services we offer to you.

A copy of our full complaints procedure can be found appended at the back of this document or is available from our office on request.

6.4 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 clients. There is no need to offer any gifts, tips or gratuities; indeed we are unable to accept them. Any member of staff who is found to have accepted a gift or gratuity will be subject to disciplinary action which may result in the loss of their job.

Your understanding in this matter is appreciated

.....

THANK YOU FOR CHOOSING **VILLAGE HOMECARE SERVICES (WALES) LTD.** 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.



MAKING A COMPLAINT

We're here to help

At Village Homecare we are committed to the delivery and provision of a service of personal care and associated domestic services customised to individual needs; effectively delivering the care you need.

If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will then make the relevant enquiries and aim to put matters right as soon as we can. Where appropriate, we will also take steps to prevent the problem happening again.

Your custom is important to us and your feedback allows us to improve the services we offer to you.

Thank you for using Village Homecare Services.

Raising your concerns with us

Step 1

The easiest way to resolve any concerns or suggestions is to contact your Homecare Manager. Please allow them to take the first opportunity to answer your questions or put matters right.

In addition to contacting them by telephone, letter or email, you can also book an appointment to see them in person.

If you need help or support to contact the Homecare Managers, you can ask a member of your family or a friend to get in touch on your behalf.

Swansea area

Call: 01792 643031. Ask for the Area Manager.
9am to 5pm Monday to Friday (except public holidays)

email: Lisa@villagehomecare.co.uk

Powys Area

Call: 01792 643031. Ask for the Area Manager.
9am to 5pm Monday to Friday (except public holidays)

email: Karen.bevan@villagehomecare.co.uk

Carmarthenshire & Pembrokeshire areas

Call: 07813 776574. Ask for the Area Manager.
9am to 5pm Monday to Friday (except public holidays)

email: Janet@villagehomecare.co.uk

This should take no longer than 10 working days from when we receive your compliant

Step 2

In the unlikely event that you are not entirely satisfied, you can ask in writing for a formal investigation of your complaint.

This is carried out by someone not directly involved with the service you are complaining about. During the investigation the Manager will keep you advised and informed of developments.

If you wish you have the right to request a formal investigation from the very beginning.

Contact: The General Manager
Village Homecare Services Ltd
30 Uplands Crescent
Uplands
Swansea
SA2 0PB

Village Homecare should send you a written response within 28 days of the start of the formal investigation

Step 3

If you are still unhappy with the outcome of Stage 2, a letter of appeal can be lodged with the Director.

You must ask for a Stage 3 review no later than 28 days after you have received the response to the Stage 2 investigation

Step 4

If you remain discontented with the Director's findings a review may be requested.

Who else can help?

Clearly, we always want to resolve any concerns you raise with us internally. However, where you are not satisfied with our final response you can contact the following people for help and support.

Local Authority Social Services Departments

Complaints Officer (Social Services)
Council Complaints Team
Freepost NAT 3982
Legal Services
City and County of Swansea
County Hall
SWANSEA SA1 3SN
Telephone 01792 637345
E-mail: corpcomp@swansea.gov.uk

Pembrokeshire Social Services
County Hall
Haverfordwest
SA61 1TP
Telephone 01437 764551
Fax 01437 776699

Carmarthenshire Social Services
Complaints Officer
Social Care, Health and Housing
Freepost SWC1033
Carmarthen, SA31 1ZY
Telephone 01267 228835
Fax 01267 228659
E-mail SCComplaints@carmarthenshire.gov.uk

Complaints Officer (Social Services)
Neath Port Talbot County Council
Social Services Health and Housing
Civic Centre
Port Talbot

SA13 1PJ
Telephone: 01639 763445

Health & Social Care Regulators - Care Standards Inspectorate for Wales

South West Wales Regional Office
Unit C, Phase 3
Tawe Business Village
Swansea Enterprise Park
Swansea
SA7 9LA
Tel: 01792 310420
Fax: 01792 313038
csiw.sw@wales.gsi.gov.uk

Care Council for Wales
South Gate House
Wood Street
Cardiff
CF10 1EW
Tel: 029 2022 6257
www.ccwales.org.uk
info@ccwales.org.uk

Other sources of assistance

You can also contact the following people for help and support in making a complaint.

Advocacy Services

Swansea Carers Centre
104 Mansel Street
Swansea
SA1 5UE

Tel: 01792 653344

South Wales Mental Health Advocacy
Cefn Coed Hospital
Cockett
Swansea SA2 0GH
Tel: 01792 516665

Age Concern Cymru
Ty John Pathy
13-14 Neptune Court
Vanguard Way
Cardiff, CF24 5PJ
Tel: 029 2043 1555

Your Local Councillor or Assembly Member

If you do not know who this is, contact your local Authority's Members Support Services.

