

Service User Guide

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1. Introduction

This guide will provide you with an overview of Care 24/7 Healthcare and how we will support you in maintaining your independence in your own home.

Care 24/7 Healthcare delivers care services to those who either need a little help around the home or clients with specialist care needs. We provide quality care services at competitive rates.

We are committed to providing our clients with experienced and reliable carers, support workers, domestic assistants, laundry assistants, housekeeping assistants and catering assistants.

We recognise cultural beliefs, attitudes and health practices of different ethnic communities and highlight matters of cultural sensitivity.

Our high-quality care services are delivered to the elderly, but also to adults. From social companionship through to the more complex care services including mental health requirements, our services are bespoke to each client in our care.

We aim to:

- Provide the highest quality of care to our Service Users, their families or representatives.
- Place the Service User first at all times.
- Be courteous, polite and empathic in all of our affairs.
- Safeguard Service Users and staff from harm or abuse.
- Deliver services which fully reflect the needs, wishes and preferences of our Service Users.
- Promote and enhance the independence of our Service Users
- Provide a service this is professional and trustworthy.
- Continually improve and develop the quality of staff and best practice by robust recruitment and selection policies and training and development of staff.
- Involve and listen to Service Users, families and representatives.
- Promote an ethos of values which respect the diverse and cultural differences of our staff, Service Users and the community

2. The Types of Services Provided

Care 24/7 Healthcare is registered with the Care Quality Commission for the delivery of Regulated Services to adults. The defined Regulated Activities are delivered to a wide range of Service Users and include the following:

- The elderly (65+)
- Physical disabilities
- Dementia
- Mental Illness
- Sensory impairment
- Younger Adults aged 18-65

We provide a service which is tailored to the needs of either: individual service users who can no longer manage to maintain themselves without support or those who simply need a little extra help around the house. Our support services include:

- Personal care to include washing, dressing, bathing, toileting.
- Domestic duties to include washing up, cleaning, laundry etc.
- Maintenance duties to include shopping, food prep, pension collection.
- Social duties to include engaging with clients, enabling, motivating and friendship.
- Monitoring duties to include medication, health related activities, recording appropriately tasks undertaken.

You can either choose one of the options below, or combine more than one to get the necessary level of care that you require:

24-hour care

Our carers can visit your home on a rota basis during the day and night, covering the whole 24-hour period, ensuring that your needs are attended to 24 hours per day.

Live-in care

Our live-in care service provides you with continuity of care from a carer who will live in your home and provide you with up to 12 hours of care per day.

Considerations for your home

We understand that having someone share your home can be a very personal matter. For this reason, we ensure that all of our live-in care staff are fully briefed on your expectations and personal preferences, appropriate dress, religious beliefs and cultural sensitivities.

Your carer will require their own bedroom and provision for meals. They will however provide all of their own personal items.

Daily visits

From one hour* through to a full day, we can offer support with all aspects of daily living.

Night Care

Sleeping Night – Our sleeping night service is designed for those who may only require a limited amount of care throughout the night, whilst having peace of mind that someone is there.

Waking Night – If your care needs are greater and you require a substantial level of support during the night, our waking night service may be the most suitable option for you. During a waking night, your carer would be awake and alert throughout the night to meet your care needs.

*Minimum visit length is dependent on your location. For more specific information, please contact us directly.

Personal Care

Designed to support you with your everyday activities, our personal care service is tailored to your individual needs, including help with your morning and evening routines, bathing, dressing, continence care, medication prompts and meal preparation. Again we are mindful of cultural sensitivities and will work closely with you to address any issues that may arise.

Social Companionship

Our social companionship service is most suited to those who are reassured by having someone there with them. Whether you require help with household chores or just someone to sit, chat and read with you, Care 24/7 Healthcare can help.

Live-in Care

Our live-in care service* is most suited to those who need someone to be with them during the day and night, whilst maintaining a high level of independence within the comfort of their own homes. As part of this service, a highly experienced member of our care team will live with you in your home and provide a one-to-one bespoke care service.

*Live-in care is based on a sleeping night of up to 3 disturbances.

Hospital to Home

Returning home after a stay in a hospital can seem quite daunting. Our hospital-to-home service eases this transition and supports you as you settle back into your familiar surroundings. Whether a high level of care is required, or just some assistance with daily activities, Care 24/7 Healthcare can support you from the moment you are discharged from hospital. We work in partnership with Discharge Teams and Occupational Therapists, ensuring optimum recovery is achieved.

Palliative Care

Palliative care is a specialised area of healthcare for patients with life-threatening illnesses. Our palliative care service can be provided at all possible stages of illness, including prediagnosis, diagnosis, treatment, cure, death and bereavement. The main objective of our service is to achieve the best quality of life for those suffering from a progressive illness, as well as their families.

Holiday Care

We know that there is nothing quite like a holiday to recharge your batteries. Just because you need regular care doesn't mean that you should have to go without a break.

As part of our UK and overseas holiday care service, a Care 24/7 Healthcare healthcare assistant can accompany you on your break, allowing you and your family to relax, safe in the knowledge that you are getting the personal attention and support that you need to get the most out of your holiday.

Care 24/7 Healthcare's Wedding Care Service offers the perfect, stress-free solution to ensure all your chosen guests can attend, allowing you to carry on planning your special day.

Our services can be combined to provide you with your required level of support.
Individual guides are available for each of our services.

3. Accessing our Services

We have a dedicated Care at Home team who will support you every step of the way from your initial enquiry through to the delivery of your care. Our Care at Home team have in-depth knowledge and experience in advising, co-ordinating and delivering Care at Home packages and are able to advise you on the most suitable care service to meet your specific requirements.

We offer personal, individually tailored & culturally appropriate care support packages to help you or the person you care for in the comfort of your own home with trained care workers and support staff.

The pathway below highlights the key stages that Care 24/7 Healthcare follows in order to provide you with a truly bespoke and high-quality care service.

1. Our specialist Care at Home Team receives your enquiry. We will discuss your requirements and provide information on the services that we can offer you, as well as an outline of costs.

2. We will arrange for a Care 24/7 Healthcare Assessor to visit your home and undertake a care and risk assessment. Following this visit, a fully-costed care package will be offered.
3. We will finalise your care plan with you and your family, as required.
4. We will identify suitable healthcare professionals to support you in-line with your care plan and arrange for you to meet them to ensure that all of your needs are met. If any additional training is required this will also be coordinated.
5. Your service commences.

**We understand that in a crisis situation you need us to react quickly to allow a care package to start immediately. In such circumstances we will simplify our service delivery process and carry out an immediate assessment in order to facilitate a faster response.

4. Delivery of Service

After completion of the care planning process, we will ensure that all documentation is agreed and signed by all parties in accordance to the company policies and procedures. Where applicable, a contract will be issued. On commencement of the service, the Service User will be kept fully informed of who will deliver the service e.g. key worker, regular care worker or via a schedule of visits.

To raise a question about the way your care will be planned or to request a copy of the company's care planning policy please contact us at on **01323 370232** or email us at **info@care247healthcare.co.uk**.

Care 24/7 Healthcare seeks to maintain and promote the independence of the individual and regards itself as an enabling rather than a doing provider. We strive to work with Service Users, their families or their representatives in order to deliver a tailored and individual service.

It is important that Service Users and their families or their representatives engage with us in the promotion of self care and independence of the Service User. We encourage our Service Users to work positively with their assets whilst we assist with their deficits. Your participation in how your care is being delivered will start with the initial assessment, the renewal plans and you can always speak to us on **01323 370232** or **info@care247healthcare.co.uk**.

Infection Control statement

As part of the new registration requirements the Department of Health issued a Code of Practice on Infection Control which has implemented in full. Our infection and Prevention Control lead is the Registered Manager. They are responsible for ensuring our compliance in this particular area. From time to time infection incidents occur such as localised outbreaks of Norovirus or diarrhoea and vomiting which mean the imposition of safeguards to prevent further infection will need to be put into place. Where practical, Service Users, their families or representatives will be involved in any such discussions or arrangements in order to assist in controlling the further spread of infection.

5. Safeguarding Statement

As part of our duty of care to Service Users and staff their protection and safeguarding is at the core of all we deliver. From time to time incidents occur which need to be placed in a safeguarding context.

When this happens, Care 24/7 Healthcare will work with multi agency partners, Service Users and staff in any investigation which needs to take place.

The Director of Care 24/7 Healthcare is the Safeguarding Officer and has Lead Responsibility and Accountability for ensuring that all operations are carried out in compliance with the

safeguarding policies and that any concerns that arise are dealt with in accordance with the reporting procedures outlined in the company's safeguarding policies.

To raise a safeguarding issue or to request a copy of the Safeguarding Policies please contact us at on **01323 370232** or email us at **info@care247healthcare.co.uk**.

The Local Authority Safeguarding Team can be contacted using the following contact details:

Social Care Direct: (to report abuse) Barnet House 1255 High Road London N20 0EJ
Telephone: 020 8359 5000 (9am-5pm, Monday - Friday) or 020 8359 2000 (out of hours)
Email: Socialcaredirect@barnet.gov.uk

The **Care Quality Commission Safeguarding Team** can be contacted using:

- the online form: www.cqc.org.uk/share-your-experience-finder,
- email: enquiries@cqc.org.uk
- or telephone: 03000 616161

For more information, visit: www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-remember-public

6. Complaints Statement

In order that we can continually strive to improve our services, complaints are a very useful barometer in evidencing the quality of our services. We therefore encourage Service Users, their families or representatives to discuss openly with us any aspect of their care which in their experience falls short of the standards expected. Please do have the discussion and where we cannot resolve together the issue we will support and assist you in taking the matter further in accordance with the company's Compliments and Complaints Policy and Procedure.

We respectfully remind you that unless we know what is wrong we do not have the opportunity to put it right. To raise a complaints, compliment your care worker or to request a copy of the compliments and complaints procedure policy, contact us on **01323 370232** or email us at **info@care247healthcare.co.uk**.

You may also wish to contact the Local Authority and the Care Quality Commission using the contact details from the previous section of this guide.

7. Quality Statement

As part of the Regulatory requirements of the Health and Social Care Act 2008 (Regulations 2014) we are required to assess and monitor the quality of our service provision for inspection purposes. From time to time we therefore need to assess the quality of service and we use questionnaires and audits to ensure that we are gathering the information required. By interrogating the data we are able to present this in a way that evidences our compliance. Care 24/7 Healthcare is aware of the difficulty of engaging Service Users in quality monitoring and will seek with them to develop more initiative and user friendly ways of measuring quality. All quality reports are available to Service Users, their families or representatives on request and in a format suitable for their needs.

To speak with us about Quality Assurance or to request a copy of our Quality Assurance Policy contact us on **01323 370232** or email us at **info@care247healthcare.co.uk**.

8. Provider Structure

