



Helping Hands Community Care

striving for excellence in the field of domiciliary care

Service User Guide

Helping Hands Community Care

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Addresses

Head Office

(Registered Provider/Manager Mr Bill Martin)

Unit 5, South Acomb Farm
Stocksfield
Northumberland
NE43 7AQ

Tel: 01661 843839
Fax: 01661 844467
e-mail: info@helphands.co.uk
website: www.helphands.co.uk

OFFICES ALSO AT:

Cramlington Office

(Registered Manager Mrs Melna Martin)

Waterguards Office
South Harbour
Blyth
Northumberland
NE24 3PA

Tel: 01670 797946
Fax: 01670 654751
e-mail: info@helphands.co.uk
website: www.helphands.co.uk

Haltwhistle Office

(Registered Manager Mr Bill Martin)

Westbourne House
Main Street
Haltwhistle
NE49 0AZ

Tel: 01434 322909
Fax: 01434 322917
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Summary of Statement of Purpose

Helping Hands Community Care was founded in 1988 to provide a service of care and support to people in their own homes. Through a dedicated team of Managers, Team Leaders, Care Workers and Administrators they are able to provide professional yet friendly services as an extension of family care. Helping Hands Community Care aims to provide a high quality service to service users of all ages in their own home respecting their independence, privacy and dignity to ensure they enjoy the best quality of life at home.

The Offices are open 9.00 am to 5.00 pm Monday to Friday. Outside of these times an on call system is in operation, which ensures 24 hours a day coverage all the year round.

Over 250 Care Workers are employed and in order to ensure the health and care of our Clients is in the very best hands, a great deal of trouble is taken choosing reliable, caring staff. We check the qualifications of all our Carer Workers rigorously and all references are thoroughly taken up to ensure piece of mind.

Prospective employees are required to provide:

- * Proof of ID.
- * 2 Passport photos.
- * The names of two referees, one of which would be their most recent employer.
- * Certificates attained in relation to care work.
- * Full Criminal Records Bureau Check

Face to face interviews are held and once satisfactory references are received and Helping Hands Community Care is satisfied that the applicant has the relevant experience, the required attitude and is considered suitable, they will undergo a fully comprehensive Induction Training programme which may include working alongside a more experienced Care Worker (shadowing). There is a continuous process of training in such areas as Food Hygiene, Health and Safety, Moving and Handling and First Aid which helps maintain the quality of care reflecting the calibre of staff employed and their level of competence. All staff are encouraged to participate in training and as a recognised City and Guilds Training Centre are able to ensure care staff are qualified to a minimum of NVQ2 in Direct Care.

Registered Provider and Registered Managers

The Registered Provider is Mr W Martin,

Unit 5 South Acomb Farm
Stocksfield
Northumberland
NE43 7AQ

Tel: 01661 843839

The Registered Managers are Mr W Martin (for Stocksfield and Haltwhistle), and Mrs M R Martin (Blyth),

The Waterguards Building
South Harbour
Blyth
Northumberland
NE23 3PA.

Tel: 01670 797946

Melna was a founding partner (with Ruth Beattie) of the organisation in 1988 and concentrates on ensuring staff are fully trained to the required standard.

Bill joined the workforce in 1993 and acts as General Manager of the organisation.

Financial arrangements and fees

We are committed to providing value for money within our comprehensive and caring service.

The fees charged are as per the separate pricing schedule for care, which is provided privately, and not involving the Local Authorities or other organisation.

You may well be expected to make a contribution towards the cost of providing care and support, which is provided via the Local Authority. Whether or not a contribution is payable and the amount (if any) will be made known at the time of the referral.

The services we offer

You may require help for personal care tasks. Our sensitive Care Workers will 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
- * Overseeing medication
- * Companionship and Social Activities
- * Laundry duties
- * Shopping duties
- * General Housekeeping Duties

Assessing your needs

If you are referred to Helping Hands Community Care from a Local Authority your care needs will have been assessed by your Care Manager and this information given to us. One of our experienced Team Leaders will visit you to discuss your exact requirements and arrange the care accordingly. A care plan will be designed to meet your specific needs and a Care Worker will then be assigned to carry out your specific requirements.

If the referral is made yourself the Team Leader will visit you to discuss and agree your needs.

Quality Assurance and Standards of Service

As an organisation involved with continual improvement and development, this is what you can expect from Helping Hands Community Care:

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

We continually consult with our Clients and Care Workers through informal interviews and questionnaires. Additionally our Assistant General Manager (Care) will constantly monitor care staff performances to ensure they meet your requirements.

The Quality Standards of Service that you can expect from Helping Hands Community Care are as follows:

Continuity

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

Dignity and Respect

Care Workers employed by Helping Hands Community Care 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 Care Worker is unable to arrive at the agreed time you will be notified and alternative arrangements made.

Confidentiality

Care Workers employed by Helping Hands Community Care 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 will be subject to the disciplinary procedure.

Information and Involvement

Helping Hands Community Care will provide you with information about the care we are to provide and its costs. Included in this guide is a copy of our complaints procedure, which should 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.

Arrival at an assignment

The Care Worker will introduce themselves when attending your home and should be recognisable by their security identification card which they carry at all times. Once assigned their duties the Care Worker will carry out the tasks required taking into account your wishes. The tasks 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 toilet

Feeding

- * Help with food preparation
- * Feeding Service Users as necessary with meals and fluids

Domestic

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

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

Policies and Procedures

Policies, procedures and guidelines have been written and given to all staff to ensure that the requirements for running a domiciliary care service (including statutory requirements) are met. They cover all aspects of caring for service users and include staff behaviour, management activities, financial policies and health and safety standards. Training is provided to ensure compliance with them.

By are reviewing regularly we can make sure that they are kept up to date.

Should you wish to view any or all of these policies and procedures they can be accessed by contacting your local office for further details.

Activities not normally undertaken

These include the following: -

- * Looking after pets - they should normally be caged or in a different room whilst the Care Worker is present
- * Lifting or moving heavy furniture or other items
- * Domestic work not outlined in the Care plan
- * Providing services to others in the service user's home
- * Providing a service within a hazardous environment (eg vermin infested or where people are actively smoking)
- * Provision of continence aids or specialist equipment

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.

Cancellation of the service

The service can be temporarily cancelled for various reasons although we do expect some notice. Continuous cancellations may cause a review of some of the Care Plan

We have responsibilities for the Care Staff under the Health and Safety legislation. If Care Workers find themselves working in an unsafe environment we will withdraw their services until the situation is made safe.

We will also withdraw the service (giving appropriate notice) if the service user, relatives or visitors are abusing the Care Worker(s).

Compliments and Complaints

If we fall short of expected standards, or if you are extremely happy with the service (or with a particular Care Worker) please do tell us. You can do this by contacting any of the following:

- * Your Care Manager
- * Your local Helping Hands Community Care Office (see front page for telephone number)
- * The National Care Standards Commission (address etc below)
- * The General Social Care Council (address etc below)

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

The name of the manager responsible for handling complaints is:

Melna Martin

and if you wish to write to her the address is:

Unit 5 South Acomb Farm

Bywell

Stocksfield

Northumberland

NE43 7AQ

Tel: 01661 843839

If you wish to have an advocate, who may be a relative or a friend, to act on your behalf, Melna will offer you advice.

National Care Standards Commission

Helping Hands Community Care is registered with the National Care Standards Commission who are responsible for inspecting our services to ensure that they meet with standards set by the government. The local National Care Standards Commission Office is based at Cramlington, Northumberland

Their address is:

**National Care Standards Commission
Cramlington Area Office
Northumbria House
Manor Walks
Cramlington
NE23 6UR**

Te: 01670 707900

General Social Care Council

Their address is:

**Goldings House
2 Hay's Lane
London
SE1 2HB**

Tel: 020 7397 5100

Service User Agreement

I (Client Name) _____

wish to appoint " Helping Hands Community Care " to provide me with the service that has been discussed with me.

The service/services I require are

Type of service _____

Frequency required _____

Date service is to commence _____

Date service is to finish _____

Cost of Service: (hourly rate per attached schedule) _____

These costs will be reviewed from time to time and any changes will be notified to you by giving one month's notice in advance. All Bank Holidays are charged at double time (Christmas Eve and New Years Eve from 6pm)

Any service requested which will involve a substantial amount of travelling will attract a charge for travel at a rate agreed with the Client.

I understand that I may change the service I have requested at any time by contacting one of the Helping Hands Community Care managers.

I understand that I may cancel the service at any time but agree that unless exceptional circumstances arise I will give more than 24 hours notice. It is also understood that Helping Hands Community Care may withdraw their services by giving two weeks notice of intention to do so.

I understand that I will receive invoices at the end of each month

If invoices are unpaid after 14 days, unless otherwise agreed or exceptional circumstances arise, a charge of 10% in interest may be levied on the unpaid balance.

I understand that if a member of Helping Hands Community Care enters my direct employment as a result of being introduced by Helping Hands Community Care, a one off fee will be charged by way of compensation. This fee is negotiable.

I understand that Helping Hands Community Care will take all reasonable actions to ensure that staff will be sufficiently skilled to provide the service requested. I understand that if any special skills are required, I will notify Helping Hands Community Care in advance of the staff being introduced.

The above conditions have been explained to me by (name and position)

Name _____ Position _____

I fully understand and agree to them:

Name _____ Telephone No _____

Address _____

Signature of _____ Date _____

Helping Hands Community Care Manager