



Brochure

*A **new** Flexicare at Home Brochure will be available shortly.*

In the meantime, please feel free to read through our Service User Guide which follows,

Yours Faithfully

Ann Whaley

Registered Manager



Service User Guide

Company details

Company registered name	Flexicare Altruistic Solutions Limited
Care Quality Commission registration	1-209376138
Trading name	Flexicare at Home
Trading address (<i>Head Office</i>)	2 Appleton Court, Calder Park, Wakefield, WF2 7AR
Office Hours	Monday to Friday 9am to 5pm
Telephone (<i>office hours</i>)	01924 251166
Emergency telephone (<i>outside office hours</i>)	01924 251166
Business fax	01924 251178
email	care@flexicareathome.co.uk
website	www.flexicareathome.co.uk

You can ask for a copy of this guide in other formats, such as large print, in Braille or on audio tape.

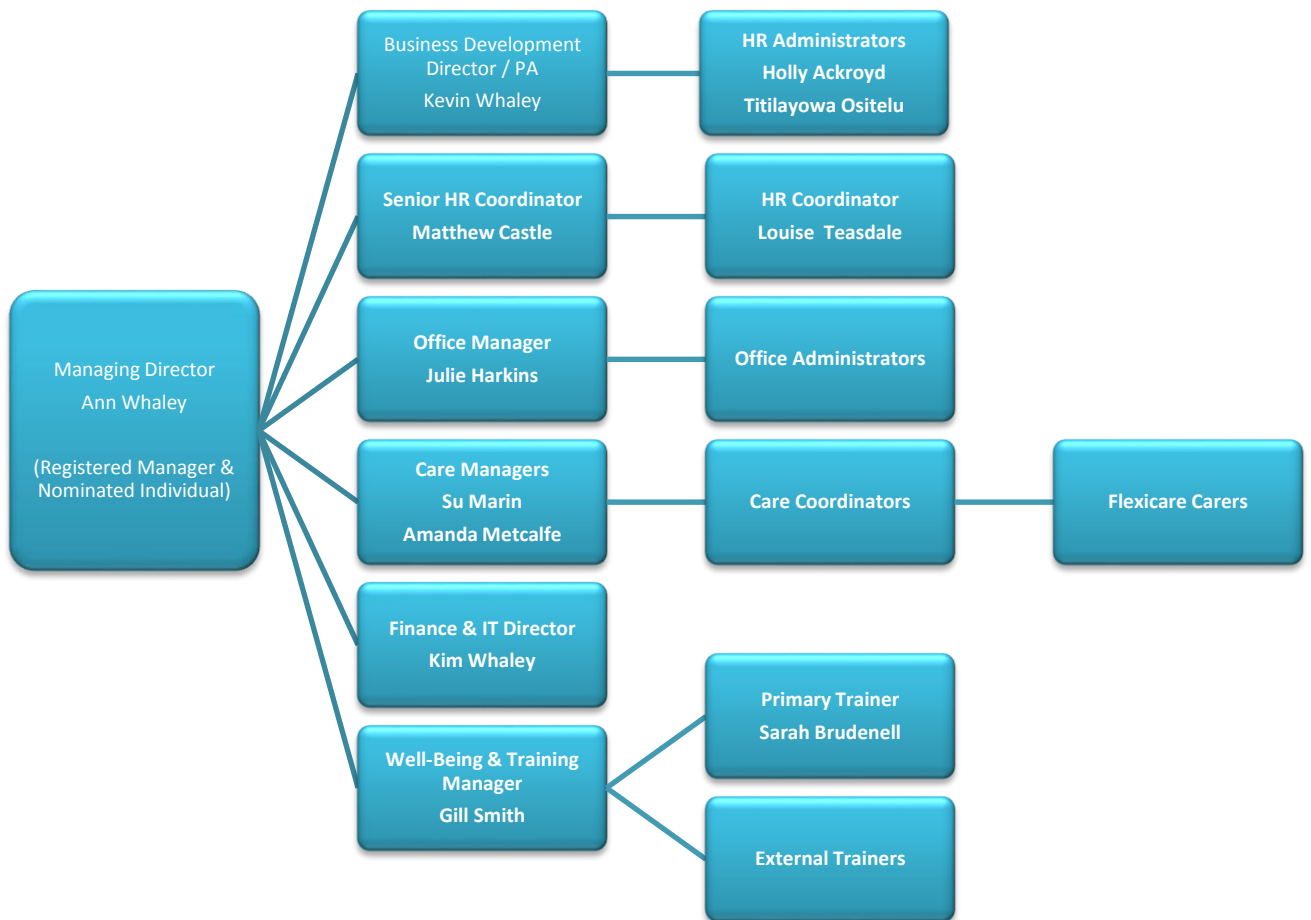
Please contact the Flexicare office for more information.

If you ask, we will also be happy to go through this document with you.

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Flexicare at Home

Organisation Structure (Nov 2013)



1. Introduction

This guide will provide you with an overview of Flexicare at Home and how we can support you in maintaining independence in the comfort of your own home. Other information can be found within your Flexicare Home File and on your Statement of Terms and Conditions relating to the supply of care services.

2. Welcome to Flexicare at Home

On behalf of Flexicare At Home, the owners of Flexicare At Home and all of our staff, we welcome you, your family and your friends.

We are registered with the Care Quality Commission (CQC) to care for adults in their own home. Our services are fitted around you, our Service User, and can include personal care; companionship; domestic assistance; respite and live-in care.

Within the first 6 weeks of your service being provided we will jointly review your care and support service, to ensure that you are satisfied that you have made the right decision. We will consult with you and, if appropriate and with your permission, your family, and seek your views as to whether you wish to revise the service in any way.

3. Our Background

Flexicare at Home is a family run business that is passionate about delivering exemplary care. Our management team has their roots in social care, nursing, psychology and volunteering organisations. We operate a robust recruitment process to ensure all our carers have the personality and qualities to provide

excellent care with the utmost consideration, compassion, and respect for you as an individual.

We have developed our own unique Psychology of Care course, which gives our carers the tools to not only meet the physical needs of the people they support but also improve their emotional well-being and quality of life.

Most of our Service Users have been introduced to us through recommendations. In our November 2013 survey, 99% of our Service Users rated our overall service as either 'Very Good' or 'Excellent' (*full details can be found on our website*). We regularly obtain feedback to help us continually improve our service.

4. Our Philosophy of Care

We are committed to providing exemplary care in the comfort of your own home. Our philosophy of care is to provide you with a truly personalised service that preserves your privacy and dignity and respects your needs, preferences and wishes.

Flexicare at Home:

- will deliver a high quality service with skilled carers to enable you to achieve your optimum state of health and well-being and sustain your overall quality of life;
- will uphold your human and citizenship rights;
- believe individual choice and personal decision-making are your right and will be supported by all who care for you. Your right of independence will be respected and encouraged;
- recognise and respect your, and your family's, individual uniqueness;

- respect your needs and values in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments;
- recognise your need for personal fulfilment;
- respect your individual requirement for privacy at all times and all information relating to you will be treated in a confidential manner.

We promise:

- to match carers as closely as possible to your preferences and requirements, and respect the need to change a carer in the event of subsequent non-compatibility;
- to manage the care service efficiently and effectively to make best use of resources and to maximise value for money;
- to involve you and carers in the provision, management and development of services which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our Service Users;
- to ensure you are aware of the procedures for raising concerns, complaints, suggestions and compliments.

5. Our Principles and Values

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the Care Coordinator, Care Manager or Registered Manager, if you feel your privacy or dignity is not being respected.

Following are the basic principles underlying our support to you.

Privacy:

- You have the right to be alone or undisturbed and to be free from public attention or intrusion into your private affairs;
- Carers will enter your home, and rooms within your home, only with your express consent;
- Carers will respect your right to make telephone calls without being overheard or seen by a carer.

Confidentiality:

- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and your explicit permission in writing will be sought before information is passed to any person other than those directly concerned with your care;
- Records will be made available to your 'principle carer' and/or family according to your wishes.

Dignity:

- Your dignity is a matter of prime importance to us, and all employees receive training in this area;
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all

employees. You are perfectly entitled to ask that your principle carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, employees will address you formally, using your title and surname;

- Carers are trained to be sensitive to your feelings when in company;
- We seek to reduce any feelings of vulnerability which you may have as a result of disability or illness.

Consultation

You (or someone acting on your behalf) will be involved in discussions about your care and support:

- You will be fully involved in and fully informed with respect to the individual assessment of your support needs;
- You have a right to be involved in a careful and thorough assessment of your needs and wishes, and to be informed of the outcome;
- Our commitment will be to find the best and most cost effective way of meeting your needs and aspirations;
- You will be supported to make informed choices about the future;
- You will get support if you need it to help you make decisions;
- Before you receive any care or support, you will be asked whether or not you agree to it.

Personal Choice

Your carer(s) will support you to exercise your personal choice in opportunities and lifestyle. Your carer(s) will ensure that you are central to all decisions being made. If, for reasons of mental frailty, you are not able to participate fully in Service User Planning, consideration will nevertheless be given to your wishes,

as far as these are expressed and are practical. We welcome designated advocates in this context.

Care and support that meets your needs

- Your personal needs will be assessed to make sure you get safe and appropriate care that supports your rights;
- You will get the care that you agree will make a difference to your health and wellbeing.

Being safe when using a service

- You will be protected from abuse or the risk of abuse, and carers will respect your human rights;
- You will be cared for by carers who have the knowledge, skills and experience needed to meet your health and welfare needs;
- You will be looked after by carers who are well managed and have the chance to develop and improve their skills.

Care Reviews

- You will have regular reviews of your individual Service Plan, including a review within the first 6 weeks of your service with us and at least every six months thereafter. We will also hold a review if your circumstances change or on request;
- We continuously monitor the quality of your service to make sure you receive the support you need.

6. Our Services

We are registered with the Care Quality Commission (CQC) to provide personal care for adults of all ages, and including those with:

- physical disabilities;
- sight or hearing loss;
- dementia;
- mental health concerns;
- long-term conditions;
- learning disabilities or autistic spectrum disorder; and
- terminal illness.

Each care package is flexible and personalised and can cover:

- personal care;
- dementia care;
- disability support;
- end of life care;
- palliative care;
- hospital discharge support;
- domestic help;
- social support;
- companionship services;
- shopping;
- assistance with Service User's children in their presence;
- appointment support services respite packages;
- 24-hour live-in care.

Service Users Care Plans are reviewed on an individual basis, according to assessed need, but at least every six months.

7. Staff Profile

Our management team has been specially selected for their innate caring qualities and their experience in social care, nursing, psychology and volunteering organisations. All members of the management team have related qualifications from NVQ level 4 in Health and Social Care through to Masters degrees in Psychology. Work experience includes caring for people with minor care needs, disabilities, mental health concerns, learning disabilities and chronic health conditions (such as diabetes, stroke, cancer, dementia, cerebral palsy, multiple sclerosis, Parkinsons, Huntingtons, muscular dystrophy), to name but a few.

We operate a robust recruitment process that includes personality tests, communication tests, scored interviews, references and checks against criminal records. The personal qualities we seek in all our employees include reliability, commitment, empathy, compassion, consideration and respect for others. We have a unique training programme that not only covers the mandatory training required within a Social Care setting but also our home-grown Psychology of Care course, which gives carers the tools to help improve your emotional well-being and quality of life.

The carers allocated to support you will be chosen in order to match their skills and personality with your needs and preferences, and also to minimise travelling distance in order to support good time attendance. In addition to the direct carer support, the management team are available for additional support Monday to Friday from 9am to 5pm. Out-of-hours emergency support is covered by the Duty Manager at all other times.

Carers work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays.

We manage and train our employees with the aim that all of our carers attend our in-house Psychology of Care course and achieve at least a level 2 NVQ/QCF Diploma in Health & Social Care.

Flexicare at Home support and encourages personal development. We offer additional training opportunities throughout the year to all employees. These opportunities are taken up whether or not they are directly linked to the people the carer supports.

New employees are inducted to National Training Organisation standards within 12 weeks of employment, which includes training in:

- Person-centred care;
- Communicating effectively;
- Dementia support;
- Administering of medicines;
- First Aid;
- Moving and Positioning;
- Food Safety;
- Nutrition and Hydration;
- Infection Control;
- Safeguarding and other safety issues.

Later in their career with us, and where it is applicable to those they care for, carers can attend advanced training in areas such as 'End of Life' support, palliative care, mental health awareness, learning disability support, catheter care, stoma care and PEG feeding, to name but a few.

Opportunities for specialised training for specific health conditions are also available.

8. Key Policies and Procedures

Confidentiality

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or a Care Manager. You or, where appropriate, your 'principal carer' and/or family will be consulted where appropriate before information is released.

Information about you will be held on computer and may also be stored in paper form. Both forms are treated in the same strictly confidential way.

Information about you is needed in order to enable staff to provide proper support. Some of the information may also be used for other purposes, such as:

- making sure our services meet your needs;
- helping staff to review the support they provide to you to help them achieve the highest standards;
- investigating complaints or legal claims;
- auditing of our services.

Sometimes information about you needs to be passed on to other organisations, for example if you are receiving care or support from a GP or hospital.

The types of organisations with whom we may share information about you are:

- GPs;
- District nurses;
- other health professionals;
- social workers;
- Care Quality Commission.

Gifts, Wills and Other Documents

All employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the service may be a beneficiary under a Will of any past or present Service User. Gifts to staff are subject to disclosure to the Registered Manager, must be of a minimal value, and may be refused on the basis of conflict of interest.

Service User's Personal Fulfilment

The aim of Flexicare At Home is to actively help you to lead a fulfilling life within the limits of your abilities and wishes, and to recognise and cater for you should you wish not to be active or socialise.

Staff will take an interest in things that you have done in the past and discuss current interests, particularly those you wish to retain. They will assist you in developing skills and following your interests.

You will be central to the devising of your Service User Plans. A family member, friend or external advocate may also be involved as is considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising your potential. They will attend to your complete needs irrespective of how your disabilities may affect them. You are an equal and

unique human being and will be offered help and services according to your own unique needs, irrespective of race, gender, sexuality, culture or state of health.

Risk Taking & Risk Management

The assessment of risk is addressed as part of the commencement of service process for each person and the results are integrated into the Service User Plan. By this process of integration your views, the views of the 'principal carer', family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Flexicare At Home aims to undertake to meet your wishes:

- privacy;
- visitors;
- attendance at clubs and centres;
- going to places of worship and other activities;
- engaging in leisure and recreational pursuits;
- carrying identification;
- bathing;
- use of stairs;
- degree of independence;
- seeking help in an emergency.

Equal Opportunities

You have the right to practice your beliefs, religion or culture without constraint by restrictive or discriminatory practice.

Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.

All complaints will be recorded in such a way as to highlight repeated problems.

Inappropriate Behaviour

Inappropriate behaviour is the systematic maltreatment, or physical, sexual, emotional or financial abuse of one person by another.

Flexicare At Home is committed to preventing inappropriate behaviour and if you, a carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member, or use the formal complaints procedure.

You, your 'principal carers' and relatives will be kept informed of the progress of the investigation into any complaint.

A document with further details on Safeguarding can be found in Section 12 of your Flexicare Home File.

9. Frequently Asked Questions

What do the fees cover?

Our visit rates are itemised in your Statement of Terms & Conditions. These rates are all-inclusive covering the costs of carer wages, their travel costs, training, holiday pay, national insurance & tax, supervision, documentation, care reviews, carer protection equipment (e.g. gloves and aprons) and administration costs.

If your carer uses their car for your purposes during a visit (e.g. to take you to an appointment or shopping), an additional cost will be charged to cover mileage incurred.

If you live in a remote location, we may need to agree an additional travel time charge.

What is the minimum and maximum service?

The minimum care package we can provide is two hours per week.

We can also provide 24-hour care as a routine service or in an emergency situation.

Can I get help to fund my care?

Attendance Allowance: If you are aged 65 or over, and require help with personal care you may be eligible for Attendance Allowance. This allowance is paid at two different rates, £53 or £79.15 (*Dec 2013 rates*), depending on the level of care that you need. The allowance does not take into account your financial circumstances. If you receive benefits, you may be entitled to an increase if you get Attendance Allowance. For the latest information on

eligibility please refer to the government website www.gov.uk. We can pass the information to you on request.

Provision of care in England can be arranged privately, or through the NHS or local authority social services. Any decision as to whose responsibility it is to provide care can have significant financial consequences for you.

If you are eligible, the NHS can fund part or all of your *healthcare* and local authorities can fund part or all of your *social and personal care*.

NHS Continuing Healthcare: To be eligible for NHS continuing healthcare, you must be assessed as having a "*primary health need*" and have a complex medical condition and substantial and ongoing care needs. The assessment does not take into account your financial situation. For the latest information please refer to the NHS website www.nhs.uk. We can pass this information to you on request.

Local Authority: If you are not eligible for full NHS continuing healthcare, your local authority social services may be able to help with funding all or part of your care costs. How much they pay depends on your care needs, income and the amount of your savings. In other words they are means-tested.

If required, we can assist you in applying for any of the above. Please discuss with your Care Manager at any time.

If I am not funding my care privately, do I have a choice on who provides it?

Yes. If your care is being part or fully funded by the NHS or Local Authority, you can ask for cash payments so that you can arrange your own care.

Can I cancel a care visit?

Yes, simply phone the office on 01924 25166 and we will cancel the visit and let your carer know. Please note that if you cancel within 48 hours, you will still be charged. However, if you cancel because you have gone into hospital or with more than 48 hours' notice there is no charge.

Will I know my carer?

Yes. At the start of your service with us the Care Manager who you met and who completed your care plan assessment will introduce you to your care team. You can at any time ask for a member of your care team to be removed from supporting you, for whatever reason.

Can my carer take me to an appointment?

Yes. The more notice you can give, the greater the chance that a preferred carer will be planned to accompany you to your appointment. Transport can be arranged if required.

Can my carer do my shopping?

Yes, as long as you have signed a Financial Authority Consent. The carer will complete a Financial Transaction record detailing the amount of money provided, the cost of the goods and the change given. You will need to sign each financial transaction. The receipts are held with the form in your Flexicare Home File.

If the shopping is completed outside a planned visit, the extra time will be charged. Any mileage incurred will also be charged.

Can I have additional visits on a temporary basis?

We will do our best to accommodate additional visits required on a short-term basis (e.g. to cover periods of sickness). The more notice you can give, the greater the likelihood that you will be cared for by a familiar face. If this is not possible, due to short notice, an additional carer may need to be introduced to you on a temporary basis. In this case, the introduction will be completed by a carer you know well and who knows your routine.

What do I do if my carer does not arrive?

Carers do their best to arrive at the agreed time. However due to unforeseen circumstances, e.g. busy traffic, they may be a little late. If your carer is more than 15 minutes late, please phone the office on 01924 251166, even if it is outside office hours.

What happens when my carer is sick or on holiday?

At the start of your service, we introduce you to a care team that is as small as necessary to cover for sickness, holidays and days off. This way, you will receive consistent care from a familiar face when one of your carers is ill or on holiday.

How does the invoicing work?

We post or email invoices on a fortnightly basis to you, or the person you have nominated to deal with your payments.

We accept payment by cheque or standing order.

How can I check I am being invoiced for care I have received?

Each time a carer visits your home, they will enter the *time in* and *time out* on a Visits Log held within your Flexicare Home File. The Visits Log should be

countersigned by you. If it is not signed, the office will assume you agree with the timings entered.

What happens to the documentation entered in my Flexicare Home File?

Your carer will complete daily communication and visits logs on each visit. Depending on your care package, the carer may also complete other documentation such as records for medication, nutritional intake and financial transactions or monitoring charts. These paper records are collected on a regular basis, quite often by the Care Coordinator who will use the opportunity to review how the service is going and discuss any concerns you may have. The paper records are then returned to the office where they are checked before filing in your Service User file held securely within the office.

How do you monitor the quality of the service provided to me?

Our Care Management team consists of Care Managers and Care Coordinators. It is their responsibility to ensure the carers providing your care are skilled to do so and are completing the care visits in a manner you expect. The Care Management team will review your service regularly, either formally or informally, and will be present at a number of supervisions and unannounced checks where they will observe the carer completing the tasks within your home.

Are there any circumstances where you may stop my service?

If we identify a danger which exposes you or your carers to an unacceptable risk, we may need to stop our service to you. Such risks may include physical, verbal or mental abuse, harassment, intimidation and bullying or an unsafe working environment. Other circumstances include the non-payment of invoices.

10. Complaints, Suggestions and Compliments

We believe that concerns, complaints, suggestions and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. A copy of the full complaints, suggestions and compliments policy and procedure will be explained to you and your representatives at the beginning of the service. You can find your copy, in your preferred format, in your Flexicare Home File. Blank forms are also provided for your convenience.

You are encouraged to forward suggestions. This helps us to further improve our service delivery.

We welcome compliments as they help us identify what we are doing well, and for whom and by whom. Such feedback also boosts employee's job satisfaction and maintains their commitment to providing excellent service at all times.

We encourage Service Users to instigate the complaints procedure whenever they feel it is necessary and we do not wish to confine complaints to major issues. We assure all Service Users that no-one will be victimised for raising a concern or complaint. We encourage Service Users to comment when relatively minor concerns are a problem to them, such as not having their tea served in the manner they would prefer. It is our policy that all matters that disturb or upset a Service User should be reported, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints and concerns will be taken seriously;
- All complaints and concerns will be acted upon professionally and with fairness and impartiality;

- You will receive confirmation that the complaint or concern is being looked into within one working day of the complaint or concern being made;
- We will sort out your complaint or concern to your satisfaction as quickly as possible, often within one working day. More complex complaints may take up to 28 days for a final reply;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what the action is;
- We will keep a record of all aspects of your complaint or concern. If you want to see any of these records, we will send these to you within 28 days;
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside the company. In the first instance complaints may be directed to Social Services or the NHS, if they are funding all or part of the service. For privately funded clients, a range of advocacy services are available locally and they will be happy to help you with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

- Age (UK) Advocacy Service Tele: 0300 020 0093
- Cloverleaf (Kirklees & Calderdale) Tele: 01924 438 438
- Cloverleaf (Leeds) 0800 849 3031

Useful Contact Details

<p>Director of Social Services:</p> <p>Wakefield (Social Care Direct) Tel: 0845 8 503 503;</p> <p>Kirklees (Gateway to Care) Tel: 01484 414933;</p> <p>Leeds Tele: 0113 222 4444 or 0113 2409536; Calderdale (Gateway to Care) Tel: 0845 111 1103;</p> <p>Bradford (Adult Services) Tel: 01274 435400</p>	<p>Care Quality Commission:</p> <p>Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p>
<p>NHS Clinical Commissioning Groups:</p> <p>NHS Wakefield CCG (01924 213 050);</p> <p>NHS Greater Huddersfield CCG (01484 464 000);</p> <p>NHS North Kirklees CCG (01484 464017);</p> <p>NHS Leeds South & East CCG (0113 843 1600);</p> <p>NHS Leeds North CCG (0113 843 2900);</p> <p>NHS Leeds West CCG (0800 0525 270);</p> <p>NHS Bradford City CCG (01274 237 290);</p> <p>NHS Bradford Districts CCG (01274 237 290);</p> <p>NHS Calderdale CCG (01422 281 300)</p>	<p>The Local Government Ombudsman</p> <p>PO Box 4771 Coventry. CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk</p>

11. Quality Assurance

You are invited to review the latest CQC inspection report on the establishment. This is available on the CQC website, www.cqc.org.uk.

You are also invited to review the latest summary of Service Users' and Service Users families' views on the services offered. This is available on our website, www.flexicareathome.co.uk.

A printed version of the above is available, on request, from the office.