



01582453800



SERVICE USER HANDBOOK

If you require a copy of this handbook in large print, or in a language other than English, please ask any member of staff.

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Name of Senior Care Manager:
Roselyn Stewart
Contact Numbers:
01582453800
Local Office Emergency Number:
01582453800

WELCOME

On behalf of all management and support staff at Roses Homecare we would like to thank you for entrusting us with your well-being. We are proud you have chosen us for such an important role at this time of your life.

This pack is designed to welcome and introduce you to the key people in our company, as well as the policies & procedures we've put in place to protect you and our support workers. The pack also includes a summary of our services, and details of our quality commitments so that the introduction of the carer into your home can be a little less daunting.

At the end your first 28 days of service a senior care manager will arrange a visit to ensure you are happy with things or if you we need to revise some aspects to your care plan. They will also carry out a number of health and safety assessments with the aim of ensuring that you are satisfied that you've made the right decision.

If you ever at any time have any concerns or want to change things during your ongoing support please call us on the details contained in this pack. You may need to refer to this pack now and again we recommend that you keep it in a safe place. If you require this pack in large print, a different language or braille format again, please call the local office number on page 2.

Finally, I want to take this opportunity to say that your well-being, independence and enhanced quality of life is of paramount of importance to us and we hope that every aspect of your experience will demonstrate this commitment. We will do our bet to make sure your service is tailored to your personal needs, delivered with a personal touch on a consistent basis. Thanks again for choose Roses Homecare.

Yours Sincerely

Roselyn Stewart
Director



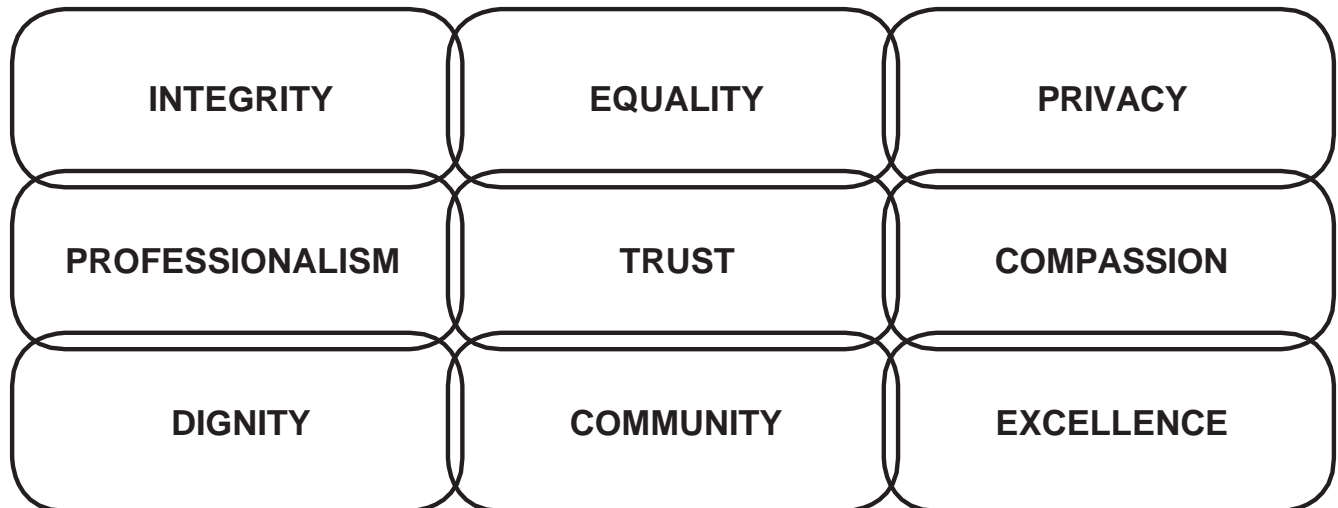
THE BACKGROUND OF ROSES HOMECARE LTD

Roses Homecare became an independent care agency in 2007. It all started by accident when Roselyn Stewart began taking personal requests from people to administer their care. Although Roselyn was working for other agencies, services users complained when they would allocate their visits to other staff. They missed Roselyn's personal touch and compassionate ear. Service users also commented on how Roselyn became more than a carer to them, she was more like an ally with a smiling face and plenty of jokes and banter to make them feel better. The increase in direct payments meant service users would move especially for her.

So as she began to fulfill these requests and word spread about how different she was Roselyn soon found herself in a position of having to recruit more carers to keep up with the work. Now Roselyn is focusing on training and development of carers that have that special quality she has. She is big on spotting talent and developing them to be great carers and that's what distinguishes Roses from the rest.

OUR VALUES

Embedded in everything we do



OUR VISION

Roses Homecare Ltd exists to preserve the dignity, independence and quality of life for vulnerable adults in the community. We are dedicated to delivering the highest quality of compassionate support and giving service users the chance to enjoy their independence for as long as they can.

MISSION STATEMENT

Roses Homecare Ltd strives to eliminate barriers to independence & personal freedom. We'll continually pursue total customer satisfaction by investing in the training & development of our care professionals. We define ourselves by the values set out in this document, and convey a philosophy of excellence in all that we do. Service users will always feel the kindness and warmth of our staff, as well as being protected by reviewing and monitoring procedures that maintains our standing as an elite in domiciliary care provision.

AIMS & OBJECTIVES

- Deliver a skilled homecare service that encourages a sense of independence & enhanced quality of life to all service users
- Deliver a skilled homecare service that enables people to achieve optimum state of health and well-being.
- Recognise the individual need for personal fulfillment and offer individualised programmes of meaningful activity to satisfy that need of service users and staff.
- Respect, encourage and support a service users individual right to choice and personal decision-making.
- Uphold the values of citizenship, community and human rights for all who work and visit Roses Homecare.
- Recognise the individual uniqueness of service users, staff and visitors, and treat them with dignity and respect at all times.



- Respect individual requirements for privacy and treat all information relating to client confidentiality in full accordance with the Data Protection Act 1998.
- Ensure clear communication lines and processes are in place for clients to express their concerns without prejudice or fear of doing so.
- Act in accordance with our duties as a trusted social services partner.

OUR STAFF PROFILE

Our carers work on a rota system, which ensures that we were staffed by the appropriate number and skill mix of at all times, including weekends and public holidays.

New employees are inducted to the Skills for Care minimum induction standards within six weeks of employment. It is our policy to employ care staff who have a minimum NVQ Level 2 in health and social care, however we may choose to train incoming staff to these standards when someone shows a willingness and commitment to a career with us. All staff who do not have these minimum requirements must do within the first nine months of their employment. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action, health and safety and a range of other areas.

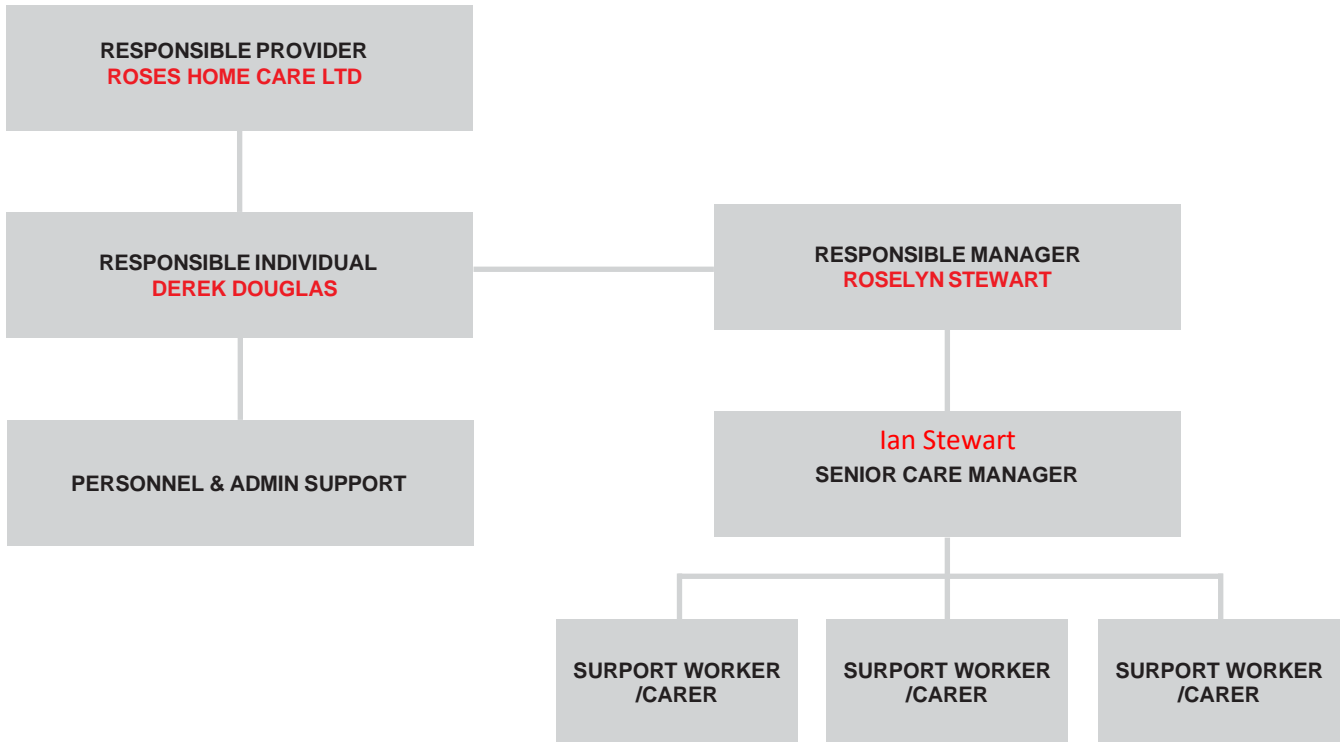
Registered Provider:

Name: Roses Homecare Ltd
 Address: 357 Hitchin Road,
 Luton,
 Bedfordshire
 LU2 7SW

Registered Manager:

Name: Mrs Roselyn Stewart
 Address: Roses Homecare Ltd,
 357 Hitchin Road,
 Luton,
 Bedfordshire
 LU2 7SW

ORGANISATIONAL STRUCTURE



DESCRIPTION OF SERVICES & FACILITIES

OUR SERVICES:

A) PERSONAL CARE

Roses Homecare define personal care as the support which includes all the aspects of social & domestic care plus the assistance with physical ailments & intimate bodily functions. Personal care requires more specialist support and enhanced services for those with high dependency or more complex needs.

- Washing, dressing and toileting
- Help getting up or going to bed
- Administering prescribed/non-prescribed medicines
- 24 hr live-in service

B) SOCIAL & DOMESTIC CARE

Roses Homecare define social care as the support that includes all aspects of domestic and practical support that excludes physical contact. The carer is there to aid the service user to retain or regain key skills for themselves.

- Transport to and from day care centres, appointments or your community activities
- Day or night sitting service for general companionship
- Running errands including doing the shopping or paying the bills
- Cleaning and general light household chores such as cooking or the laundry
- Pet Care

QUALITY DEFINITION

Roses Homecare Ltd define quality as the degree in which our services fulfill the stated needs of our service users in accordance to the national minimum standards set by the department of health.

QUALITY ASSURANCE POLICY

Roses Homecare are committed to ensuring excellent quality standards stay at the heart of everything we do. Part of that includes employing, training and developing first class care professionals who are confident in delivering the support you need.

A comprehensive policies and procedures framework underpin our excellence and quality standards. All our care professionals will be well versed in the relevant policies (and are expected to) so they can uphold good practice at all times.

Roses Homecare foster a culture supportive of continuous improvement maintained by regular audit and reviews in all aspects of performance standards, thus enabling us to reform policies and service delivery when appropriate to do so

Roses Homecare management style, policies and day-to-day practice should support the human rights of service users and promote open communications, problem resolution, and involvement of all participants in the services provided.

Once service users are aware of our quality promises we are proactive in keeping formal and informal communication open to all stakeholders. This could be in the form of management assessments, annual service user satisfaction survey's or a monthly team leader phone call to see how you are. Service users and their advocates are encouraged to openly express their thoughts or divulge any concerns they may have.

Details of our complaint's procedure are there to ensure service users confidence that any problem they may have will be acted upon within a reasonable time frame.



One of the key responsibilities of our care workers is to communicate the progress of our service users to their support teams. Regular team meetings, staff performance reviews in addition to day to day supervision shall be used to seek opportunities to enhance our service delivery.

Roses Homecare management and directors are obliged to review any areas flagged for concern and administer the appropriate reforms or service user solutions. Matters arising through monitoring are discussed at monthly management meetings.

Roses Homecare are committed to co-operating with independent policy audits and inspections from the relevant governing bodies. We are will comply with the recommendations made in CQC inspection reports and are happy to make these reports available to all stakeholders upon request.

All our service users should have a copy of our quality charter. The charter is also available to family and advocates in a language of preference on request.

QUALITY CHARTER

Roses Home Care make an unequivocal commitment to:

- Tailoring the best possible care package to suit your needs. Developing your care plan will always be done in consultation with you, your family and an advocate in view of giving you the maximum independence and quality of life possible
- Continually monitoring and assessing your needs as to make adjustments to your care plan as and when your needs change. We recognise that life has many twists and turns therefore we will adopt the necessary review processes with this in mind. Any adjustments to your care plan will be done in consultation with you and your family or advocates.
- Recruiting and supporting the best care professionals. All our care workers will be stringently vetted and verified with background checks and references. Our care professionals will all have standard training in health and safety, food hygiene, handling medication, moving and handling, infection control, handling your finances, and continence so that we can continue to deliver excellence and quality in all that we do.
- Matching you with the right carer. We place a huge importance to the culture and character best suited to aid your independence. Through our equal opportunities' recruitment policy, we endeavour to ensure that the understanding the carer has about your circumstances makes them fit seamlessly into life. We will consider their gender, experience, if they can look after pets, smoke or not and are able to drive. After all, you must enjoy working with the person your spending time with.
- Listening to what our service users have to say at all times. We will encourage our services users and their families or advocates to call us outside the periodical reviews and assessments. We want



service users to feel free to express their feelings and desires, as well as making you aware of the formal channels in place for you to express your concerns if you deem it more appropriate for what you have to say.

- Publishing and communicating the updates to our quality assurance framework. We will ensure that we use newsletters, our website and bulletin boards to keep you abreast of the changes we make to enhance our service delivery.
- Maintaining the continuity of care in the event that a care worker is of sick or on annual leave.



PRINCIPLES & PHILOSOPHY OF CARE

PHILOSOPHY OF CARE

Roses Homecare Ltd is committed to supporting vulnerable people so that they can continue their lives with dignity and independence. Our goal is to allow our services users to become or stay as participating members of their communities. We believe that care should be delivered with compassion, a willing heart and a genuineness to uphold the human rights of people who may not be able to do so completely for themselves.

PRINCIPLES OF CARE

SERVICE USER'S PERSONAL FULFILMENT

The aim of Roses Homecare Ltd is to actively help Service Users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise

Staff will take an interest in things that Service Users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service Users to develop their skills and follow

their interests if they so wish and facilitate a varied range of new skills and interests for Service Users to pursue if desired

Service Users will be central to the devising of their Service User Plan, A family member, friend or external advocate may also be involved as considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service Users potential. They will attend to the complete needs of the individual person irrespective of how the Service User's disabilities affect them. All Service Users irrespective of race, sex, culture or health state are equal and unique human beings and will be offered help and Services according to their own unique needs.

PERSONAL FULFILMENT

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways: Informing ourselves as fully as each service user wish, about their individual histories and characteristics. Responding appropriately

MEDICATION

The Service User will be fully informed about their medication needs and to make decisions about their medical treatment whenever possible.



ACCESS TO INFORMATION

Every Service User has a right to information about the objectives of their care and a detailed explanation of the Service being offered.

FULFILLMENT OF ASPIRATIONS

To have their social, emotional, spiritual, cultural, political needs accepted and respected. Service Users will be enabled to achieve their potential capacity –physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.

CONSULTATION

Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements and be fully involved in and fully informed about the individual assessment of their care needs. Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Roses Homecare's commitment will be to find the best and most cost-effective way of meeting the Service User's needs and aspirations. Service Users will be supported to make informed choices about their future, which should be incorporated into

their personal Service User Care Plans.

PERSONAL CHOICE

The care worker will allow each individual Service User to exercise, to his or her full potential, personal choice in opportunities and lifestyle. The care worker will ensure that the person they care for has a say in decisions about the provision, extent and timing of any Care Planned and also over the withdrawal of any Service. Where, for reasons of mental frailty, the person who is being cared for is not able to participate fully in care planning, consideration will nevertheless be given to his or her wishes, so far as these are expressed and practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress. The rights of the Service User not to accept care workers into their own homes with whom they are not compatible will be upheld.

REVIEW

The Service User will have a regular review of their individual circumstances at which they have a right to be present.



LEGAL RIGHTS

The Service User will be fully informed about their legal rights, including their rights under the Deprivation of Liberty Safeguards regulations of the Mental Capacity Act 2005.

FAMILY AND FRIENDS

The Service User will be supported to maintain continued access to family, friends, facilities and the community.

COMPLAINTS

The Service User will have access to a formal complaint procedure and to be represented by a friend or adviser if they so wish.

SUPPORTING INDEPENDENCE OF SERVICE USER

The Service User will be allowed to take risks to the extent of their own informed opinion. Service Users will have the opportunity to think, act and make decisions without reference to another person or unreasonable restriction. This

will include the willingness to incur a degree of calculated risk.

PRIVACY OF SERVICE USERS

The care worker recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both his/her personal affairs and belongings.

CONFIDENTIALITY OF INFORMATION

The Service User's rights to confidentiality must be safeguarded. The care worker will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in his or her care.



PERSONAL DIGNITY, INDEPENDENCE AND INDIVIDUALITY

Irrespective of the severity of their physical difficulties or mental infirmity this will be respected and maintained. The care worker will recognise and respect, regardless of circumstances, the uniqueness of each Service User and their intrinsic value as an individual. Dignity in social care occurs when each person is valued and treated with respect in all aspects of their daily life whatever their circumstances or level of dependency; to have skilled, sensitive care to enable them to achieve the highest possible quality of life.

PERSONAL CHOICE

The support worker will support each individual Service User to exercise, his or her full potential, personal choice in opportunities and lifestyle. The support worker will ensure that the person they are supporting is central to all decisions being made. Where, for reasons of mental frailty, the person who is being supported is not able to participate fully in Service User Planning, consideration will nevertheless be given to his or her wishes, as far as these are

expressed and practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.

GIFTS COMPLIMENTS & GRATUITIES

We are rewarded greatly when we are able to see you happy in our care. It is always nice to receive verbal or written compliments, and indeed they are logged as evidence of customer satisfaction however, we are unable to accept gifts, tips or gratuities from service users. Thank you for your understanding.

RISK TAKING & RISK MANAGEMENT

Staff at Roses Homecare Ltd understand that there is a delicate and difficult balance between Service Users' self-determination in risk taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others. The issue is further complicated when a Service User may not be able to make informed decisions.

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

Staff will be trained and coached to understand that there is a delicate and difficult balance between Service Users' self-determination in risk taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others. Specific attention will be focused on Service Users who may not be able to make informed decisions, for instance because of communication difficulties.

Service Users will be provided with information about opportunities available to them, and the risks attendant on those opportunities, and will be supported to take an informed decision and manage the risks wherever possible.

Before admission, assessments will be carried out which will seek to identify opportunities and risks in respect of the individual Service Users, and examine and identify risk management strategies in full consultation and agreement with the Service User.

The risk management strategies will be recorded and form a consistent part of the overall service, and will be re-examined regularly. By this process of integration, the views of the Service User, principal carer, family members and professional advisors will be fully considered, as part of the participative Service User Planning process.

We recognise that risk assessments are the



most important part of effective health and safety management. Risk assessments (see Guidance) help us to prevent accidents and ill health by considering the hazards that exist and how we manage them. From these assessments, we can develop safe systems and methods of work and ways to prevent problems occurring.

'Specific' risk assessments are required by certain regulations. These regulations may contain a specific reference to the requirement for risk assessment or may refer to the Management of Health and Safety at Work Regulations for this requirement.



RISKASSESSMENT PROCESSES

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 Roses Homecare Ltd aims to undertake to meet the Service User's own wishes about their lifestyle:

- **Privacy**
- **Travelling alone**
- **Visitors**
- **Attendance at clubs and centres**
- **Going to church and other activities**
- **Engaging in leisure and recreational pursuits**
- **Carrying identification**
- **Bathing**
- **Use of stairs**
- **Degree of independence**
- **Seeking help in an emergency**
- Appoint a competent person or persons to carry out risk assessments, recording their details on our Health and Safety Law poster.
- Carry out suitable and sufficient risk assessments of our activities.

- Identify and carry out those specific risk assessments we are legally required to carry out.
- Carry out detailed risk assessments on hazardous activities.
- Implement the control measures and further actions required to reduce risk identified in the assessments.
- Bring the significant findings of the risk assessments to the attention of those affected.
- Amend our risk assessments when changes occur, and review them regularly to ensure they are kept up to date.
- Train staff on the principles of risk assessment, in particular the identification of hazards, and the implementation of control measures to remove or reduce the risk.



KEY WORKERS

In order for you to receive quality care, we have initiated a Key Worker system. You will be offered an opportunity to choose your key worker... He/she will undertake to identify your needs with you and ensure they can be met through a Service User Plan.

The aim of the key worker system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect. The key worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, social and medical circumstances, all of which will be entered into your Care Plan.

The key worker will also assess your psychological and physical capabilities. Previous work and hobbies, likes and dislikes with regard to activities and food will be noted and a personal programme of support and/or care devised according to your wishes.

Your key worker will be your point of contact for you and your principal care/relatives, and will be available to answer any questions, to support your daily care routine and to just have a chat with you when you wish. He/she will also arrange for meetings to review your Service User Plan periodically with you and your

family or friends, and to measure the progress of your care programme.

Obviously not everyone gets on with each other. If you are unhappy with your key worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new key worker assigned to you if this is appropriate.

INAPPROPRIATE BEHAVIOUR

In appropriate behavior is the systematic maltreatment, or physical, emotional or financial abuse of one person by another.

Roses Homecare Ltd is committed to preventing inappropriate behaviours and if a Service User, carer, friend or relative has any concerns in this area they should discuss this immediately with a senior staff member, or use the complaints procedure.

Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.



EQUAL OPPORTUNITIES

The care worker will not discriminate against Service Users on the grounds of race, nationality, language, gender, religion and beliefs, age, sex or sexual orientation, social standing. The care team must not discriminate between Service Users who pay directly for their Service and those who do not.

MANAGEMENT AND ADMINISTRATION

Roses Homecare is built on solid and outstanding leadership. All our staff take on aspects of leadership but in the context of our operation Roses Homecare will seek to employ competent, experienced and qualified people in the right management roles.

Our senior management and directors will aim to create and open, inclusive and positive atmosphere to work in, whilst doing their utmost to safeguard service users and staff with the relevant accounting & financial, personnel & service delivery procedures. We will supervise and appraise all staff and voluntary workers regularly and carefully

We will keep up to date and accurate records on all

aspects of the agency and service users to ensure that health, safety and welfare of the service users and staff are promoted and protected.

SERVICE USER COMPLAINTS PROCEDURE

In instances where you feel we've fallen short of our promises Roses Homecare encourage you to let us know as soon as possible. We believe that complaints and compliments are valuable indicators to the quality of service you receive. It also gives us valuable opportunities to improve. We encourage service users to use the complaints procedure whenever they feel necessary, no matter how minor an issue may seem. Instances such as receiving cold food or being kept waiting without explanation are just as important as the more serious complaints. All complaints will be treated with utmost seriousness. It is our policy that all complaints should be reported, recorded, and corrective action taken as swiftly and efficiently as possible.



OUR COMMITMENT:

- All complaints will be logged and taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a written response to formal complaints within 3 days of the complaint being made, and a resolution within 17 days
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the situation
- Complete compliance and co-operation with an authorised advocate you have chosen to involve.

In the event you wish to complain, the first thing you should do is telephone your care manager whose details are contained in your service user handbook. They will log your complaint and endeavour to resolve the problem within a maximum of 7 days.

If you feel the matter is of a more serious nature or are unsatisfied with the remedies offered by a care manager, you then have the right to submit a formal complaint in writing. You can do this by letter or requesting a complaint form from our office. Your letter should be addressed to a senior care manager or area manager who will acknowledge receipt of your letter within

three days. Part of the resolution process may involve visiting with you, a family member or advocate but as a guideline, a senior care worker must endeavour to resolve the problem within a further 14 days from acknowledging your complaint. An action or outcome will then be confirmed to you in writing.

At this stage your complaint should have been dealt with and we'd be disappointed if it wasn't however, for matters of absolute seriousness or if you feel this process hasn't sufficiently remedied the problem you then have the right to direct your complaint to the relevant governing bodies detailed below. Service users who are funded by social services or the primary care trust are also free to direct complaints through them in the first instance. In the case of privately funded clients, a range of advocacy services are available locally and they will be pleased to help you deal with any complaint. A director of the company may also choose to intervene at this stage and conduct a formal investigation. Investigations should take no longer than 28 days from us informing you that we wish to do so. You will be notified in writing directly from a director of the appropriate action or remedy he/she has decided to take within 7 days of the investigation's conclusion.



Social Services:

Director of Social Services
Luton Borough Council,
Town Hall,
George Street,
Luton,
Bedfordshire,
LU1 2BQ
Tel: 01582 54 76 60

Local Primary Care Trust:

Luton PCT,
The Atrium,
Park Street West,
Luton,
Bedfordshire,
LU1 3BE
Tel: (01582) 528840
Fax: (01582) 528841 :

CQC:

Care Quality Commission,
National Customer Service Centre
Citygate
Newcastle upon Tyne
NE1 4PA
Tel 03000 616161
Fax 03000 616171

ADVOCATES

Service Users will be given access to 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 such as:

Age Concern
39 King St
Luton, Beds
LU1 2DW
01582 456812

