

# **Service User Handbook**



## **PRACTICAL CARE BACKGROUND**

**Practical care** is a domiciliary care agency established by **C.C.C. LTD** (Caring, Catering, Cleaning) to provide home care services and support to a variety of people, allowing them to remain in the comfort and familiarity of their own home surroundings encouraging them to live independently.

**Practical care** is committed to employing a highly skilled workforce as this gives us the confidence and ability to meet the needs of our service users and enable us to provide them with high quality care.

## **OUR PHILOSOPHY OF CARE**

The provision of high quality of care is at the heart of our philosophy of care.

**Practical Care** places the rights and the wellbeing of the service users at the forefront of its philosophy. We believe that compassion and care for the vulnerable should form the basis of our practice.

It is part of our philosophy to provide each service user with a quality service which is tailored to their individual needs and to encourage emotional and social wellbeing. We believe it is of vital importance that service users gain and maintain as much independence in their lives as possible and to feel in control of their own lives. We believe we can achieve this by developing positive relationships with our service users and by respecting their individuality and diversity.

## **OUR MISSION STATEMENT AND AIMS**

**Practical Care** is committed to providing an outstanding quality of care for our service users. We aim to enable them to continue to live independently in their own homes. By being a strong, independent and viable organisation, we hope to become a leading provider of care and support while helping in the development of a caring society by promoting independent living in the community.

## **KEY OBJECTIVES**

- **Deliver a high quality service that promotes and improves quality of life for our service users;**
- **Respect our service users' right to individuality, independence, privacy and dignity;**
- **Ensure that each service user's needs and values are respected in matters of race, gender, disability, sexual orientation, age, religion and belief;**
- **Deliver a service that is tailored to the needs of each service user;**
- **Uphold the service users' right to make informed choices;**
- **Work in partnership with service users, carers, and all relevant bodies;**
- **Ensure that our services are managed and developed in accordance with service users' needs and preferences;**
- **Ensure that all our staff are competent, responsible and properly trained to undertake the activities for which they have been employed;**
- **Comply with all relevant statutory requirements for the provision of care services.**



## **THE NATURE AND RANGE OF SERVICES WE PROVIDE**

We provide care and support services to the following

- The elderly;
- People with dementia;
- Adults with physical disabilities;
- Adults with mental health problems;
- Adults with sensory impairments;
- Adults with learning difficulties;
- Adults who are experiencing or recovering from illness;
- Adults who are terminally ill.

According to each service users' needs, we are able to provide a tailored package of care which can include some or all of the following:

### **PERSONAL CARE** Including:

- Care relating to personal hygiene and toileting.
- Dressing and undressing.
- Assistance with feeding, eating and drinking.
- Management of urinary and bowel functions.
- Promotion of continence and management of incontinence.
- Assistance with mobility and transfers, including help with getting up and going to bed.
- Promotion of independence and social functioning.
- Anxiety and behaviour management.
- Social care needs assessment and ensuring personal safety.
- Encouragement and assistance with cognitive functions.
- Supervision and monitoring of medication.

**SOCIAL CARE:** Listening and talking to people is regarded as an important part of delivering care. We can assist clients in the following ways:

- Assistance in keeping in touch with their friends and relatives;
- Assistance with letter writing;
- Assistance with shopping;
- Assistance with paying bills and pension collection;

- Assisting with laundry;
- Assisting with bed making;
- Assistance with household cleaning.

**PROVISION OF MEALS AND DIETARY CARE:** This includes:

- Food preparation at the client's home;
- Assistance with feeding;
- Taking the client for a meal in a restaurant of their choice.

## **OUR SERVICE STANDARDS**

Service users can expect the following:

- Their carers to have the competence, knowledge and skills to carry out their tasks;
- Their carer to arrive as near as possible to the time stated in the care plan;
- Their carer to wear a **Practical Care** uniform and carry photographic identification;
- Their carer to complete all the tasks detailed in the care plan;
- To have their rights and dignity respected and have their independence promoted at all times;
- To have their home, belongings and personal standards respected;
- To have any changes in their needs reported and recorded;
- To maintain and uphold their confidentiality.



## STAFFING ARRANGEMENTS

**Practical care** is committed to ensuring that all of our employees uphold the principles of honesty, integrity and are both competent and responsible. They will have undergone various types of training to ensure that they can carry out the activities for which they are employed. We can confirm the suitability of each candidate through our recruitment and selection policy.

Prior to employment, we:

- Confirm the identity of the applicant;
- Request and verify two written references;
- Confirm entitlement to work;
- Undertake a Criminal Record Bureau (CRB) check;
- Undertake a Protection Of Vulnerable Adults (POVA) check.

If successful, each staff member will complete an induction course, during which their knowledge and skills are assessed and verified. They will then undertake a structured six months Foundation Training programme. After completing the Foundation Training, they will be expected to complete, within the first two years of employment, a National Vocational Qualification (NVQ) level 2 in Care.

## INSURANCE

**Practical Care** has all the mandatory insurance including comprehensive insurance cover in respect of Employer's Liability and Public Liability. All relevant certificates can be inspected at our head office.

## THE REFERRAL PROCESS

Most service users will be referred to **Practical Care** by social services and we will deliver contract to them under contract to the local authority. However, some service users will self-refer and we will deliver to them under a private contract.

In most cases, your care manager or your health care professional will contact us to request care services on your behalf. Once we receive your referral, we

will contact you to arrange an initial visit. During this initial visit, we will ask you or your representative to provide us with relevant information about your needs, contact details of your next of kin, family or friend which can be used in emergency situations.

You will be talked through the service user hand book and we will explain our service user written agreement to you. We will also draw up a Service User Care Plan and Risk Assessment. The Care Plan and Risk Assessment is a description of the help or services that you need from us and how you need them to be delivered. It also identifies any risks to you or our staff and how best to manage them. You or your representative will be consulted about its contents and will be asked to sign to confirm your agreement. All the information we collect will be used to select a care worker who is best suited to your individual needs. Remember, our care workers can only undertake tasks that are detailed in your Service User Care Plan. Any changes to the care you require must be agreed in advance with your care manager.

## **EQUAL OPPORTUNITIES**

**Practical Care** operates an equal opportunities policy in its recruitment procedures to ensure that all care workers are selected on the basis of their ability to fulfil the requirements of the job. Service users and care workers alike should be treated equally and fairly regardless of Race, Religion, Colour, Nationality, gender, Marital status, Sexual orientation, Social status, politics, Disability or Age.



## PRIVACY AND DIGNITY

**Practical Care** recognises that most interactions between care workers and service users means some form of dependence upon the care worker, therefore, an obligation exist to ensure that care workers adhere to a code of conduct which is there to ensure that all actions undertaken:

- Are with the expressed wish of the service user;
- Are conducted in such a way that the service user does not feel undervalued or inadequate;
- Protect privacy and dignity;
- Promote respect between the care worker and the service user.

In each case:

- The care worker must be made aware of the nature of the care needed;
- The views of the service user on support and assistance will take precedence unless otherwise explicitly stated in the care plan or where concerns arise in relation to health and safety;
- When accompanying a service user to the toilet, assisting with bathing, dressing or other intimate tasks, care workers must endeavour to maintain the service user's dignity and privacy, only undertaking those tasks that the service user is clearly unable to do.

Whenever possible the service user's wishes will be respected concerning the sex of the care worker assigned, in particular where a genuine occupational requirement is evident and when intimate care is to be provided. However, **Practical Care** recognises that there is no automatic reason why a service user should raise concerns about a care worker of the opposite gender.

In line with the **Data Protection Act 1998**, we at **Practical Care** will operate policies and procedures to ensure confidentiality of information which the company holds about the service users. Under the terms of the act, service users are entitled to access personal information relating to them. Should a service user wish to receive a copy of the personal data we hold; he or she should contact their branch manager. **Practical Care** reserves the right to make an appropriate charge for dealing with such requests to cover the costs involved.

## **RECORDS**

Every service user's home file will contain records on:

- The time, date of every visit, with a description of the services provided;
- Assistance with medication and other requests for assistance with medication and the action taken;
- Details of any changes in their circumstances, health, physical condition and care needs;
- Any accident, however minor, to the service user or to the care worker;
- Any other untoward incidents;
- Any other information which would assist the next health or social care worker to ensure consistency in the provision of care;

The service user and their representatives will have access to these records at all times.



## SAFE WORKING PRACTICES

**Practical Care** has an overriding responsibility to safeguard the health, safety and well being of all its employees. In the field of domiciliary care and support, the service user's home is the care worker "workplace" for much of the time. While the worker is in a service user's home, **Practical Care** shares responsibility of its employee's health and safety with the service user or their representative.

**Practical Care** will adhere to the government legislation in relation to moving and handling: "The Manual Handling Operations regulations 1992" and "Safety, Health and Welfare at Work regulations 2007".

**Practical Care** will always endeavour to balance the needs of everyone involved in the care process (particularly the needs of the service user on the one hand and the needs of the care worker on the other) in order to ensure that:

- Care workers do not perform tasks that put them and the service user at unreasonable risks;
- Care workers avoid moving and handling activities where it is not reasonably practicable;
- Risks are assessed and appropriate steps are taken to reduce them as far as possible;
- Service users' personal wishes on the type of assistance given to them by care workers are listened to and respected wherever possible;
- Service users' independence and autonomy is supported as fully as possible.

## EQUIPMENT

**Practical Care** provides appropriate protective equipment to its care workers including gloves and aprons. It is the responsibility of the service user and/or the commissioning trust/ health service executive to provide all other equipment in good working order e.g. hoists, commode, bath seat, etc. It is also the responsibility of the aforementioned to maintain such equipment in good working order.

## PROTECTION FROM ABUSE

Abuse is defined as follows: “A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress”.

**Practical Care** is fully committed to preventing abuse of any kind. We will strive to achieve this by:

- Promoting a strong and identifiable culture of respect and valuing people;
- Ensuring systematic recruitment practices are followed which ensure that references are taken up for all care workers, and use is made of all checking procedures, particularly the disclosure process;
- Encouraging the role of the advocate for service users. Service users who have no relatives or friends to act as advocates should be encouraged to have an independent advocate who will act as a spokesperson for the service user and participate in care reviews as necessary.



## **QUALITY IMPROVEMNET**

At **Practical Care** the quality of care we provide is of the utmost importance. One of the ways we ensure quality is by complying with regulatory and legislative standards. We work hard to ensure that these standards are upheld in all aspects of our policies and procedures, and our practice.

We monitor our services regularly to ensure that we have performed our tasks diligently and that our clients are satisfied with the services we provide. This will be done through regular service reviews and annual satisfaction surveys alongside the spot checks carried regularly on our care workers.

## **COMMENTS, COMPLIMENTS AND COMPLAINTS**

AT **Practical Care** your views matter to us!

We welcome any comments, suggestions, compliments and complaints about all aspects of our service. This helps to promote good practice and where good practice is occurring, we can use the information to improve in other service areas.

We will always strive to provide a high quality service at all times. However, things can sometimes go wrong for totally unpredictable reasons. Service users and their representatives have the right to complain at any time if they are dissatisfied with the care we provide. All complaints or concerns will be thoroughly and fairly investigated without discrimination.

If we are at fault we will attempt to put things right and no one will be treated less favourably because they made a complaint. Remember, it is your right to complain!

In any case, we hope that as a first step a quick discussion about your concerns with your carer and/ or an office staff will resolve the problem. If for whatever reason this is not possible and the problem is not resolved you can contact the manager who will look into your complain in details, carry out an investigation, review files and interview relevant staff and issue a formal response to you in writing. If after 28 days the matter has not been resolved or you are still unhappy with the results you can take your complaint to the relevant local authorities or directly to the Care Quality Commission (CQC).

Compliments are also welcomed. Compliments regarding individual staff members must be sent to their line manager and details will be recorded on their files. It is helpful to let professionals know when they have done a good job, as feedback from the people to whom they are providing a service is the most important feedback of all.

( The addresses of the Manager, your relevant local authorities and the Care Quality Commission will be included in the version of this booklet given to you together with a complaints and compliments forms.)

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