

Service User Guide

(To be read in conjunction with your Service User Contract)

Our Principles:

Our Service User Guide aims to provide information about Essential Nursing and Care Services Limited, the Service that we provide, our Aims and Objectives and our Core Values in relation to our standards of care and service delivery.

Our Business Profile:

Established locally in June 2002, Essential Nursing and Care Services Limited has grown swiftly to become one of the leading agencies in its sector on the South coast. Founded on flexibility we specialise in the supply of experienced carers and healthcare professionals.

Our staff are specially chosen for their competence and friendly approach, which has enabled us to build an enviable client base which includes national charities, social services, private individuals and NHS and Primary Care Trusts.

Our continuing success is maintained through combining a high standard of customer service with fair, competitive rates and transparency.

With loyal, experienced and highly skilled recruiters we have built up an extensive pool of staff all of whom have specialist experience in their field. Managers are specially chosen for their strong background within the Care Industry.

Essential Nursing and Care Services Limited is regularly inspected by the Care Quality Commission (CQC). This ensures that our standards of care and our service delivery meet stringent guidelines as stipulated within 'The Fundamental Standards of Quality and Safety.'

Our Beliefs and Core Values:

We are committed to striving for standards of excellence. We believe in being supportive to both staff and service users and continue to reflect upon the service that we provide. We aim to be creative, but sensible, in utilising all resources available to us in order to lead the way forward in the quality of service that we offer.

We will enable you to:

-  Have equality of opportunity as individuals, whilst respecting choice and independence.
-  Lead a fulfilling and as independent life as possible through the care and support provided.
-  Be protected from harm, abuse and exploitation.
-  Grow and develop as an individual.
-  Promote social inclusion within the community.

Our Aims and Objectives:

Our Aim:

To deliver a high quality service throughout Dorset and the surrounding areas which meets your assessed need, through the respect of you as an individual and the promotion of your independence.

Our Objectives:

- ♥ Treat you and our staff with dignity, respect, sensitivity and fairness, regardless of your circumstances.
- ♥ Work with you to optimise opportunities to enhance independence and promote choice.
- ♥ Enable individuals with disability or illness to remain at home in a safe and comfortable living environment.
- ♥ Provide a service that is flexible and responsive to both yours and our carer's individual needs.
- ♥ Adopt best practices and maintain high standards in our work.
- ♥ Work in partnership with others to help provide better services.
- ♥ Encourage you to comment about the strengths and shortcomings of our service and ensure that we learn from these.
- ♥ Keep you informed of developments and changes which may have implications for the provision of services to you.

Customer Service:

We pride ourselves on the speed of our response to your requirements and the quality of healthcare professionals that we provide. All new team members are interviewed face to face in order to find the best match to your requirements. Detailed references are sought, qualifications are verified and most importantly each applicant is police checked (DBS) to an enhanced level.

Employees receive ongoing support and professional, impartial career advice.

Close working relationships between the Management Team and yourself including support, advice and regular visits ensure the best possible care arrangements are achieved and changes are made where necessary.

In a competitive market Essential Nursing and Care Limited is conspicuous for it's outstanding commitment to customer service. Our helpful dedicated, friendly and professional team work closely with you ensure that you and your family are fully supported every step of the way.

Our commitment is to develop innovative solutions to your healthcare needs no matter how complex they may be.

We Promise:

We promise to provide excellent care. We will do everything possible to respect your rights and we regularly ask ourselves the following questions:

- ♥ Are we safe?
- ♥ Are we effective?
- ♥ Are we caring?
- ♥ Are we responsive to your needs?
- ♥ Are we well led?

The Scope and Nature of the Service we provide:

Essential Nursing and Care Services Limited supports individuals over 18 years of age, living in Dorset and the surrounding areas. The service operates 24 hours a day, 365 days a year. Following an initial assessment, our Assessor, (in consultation with our Domiciliary Care Manager), will assess your care and support needs. Where we are able to meet your individual agreed goals and outcomes, a person centred plan of care will be completed which includes a risk assessment, and a flexible programme of support commences.

We provide practical and emotional assistance to people who are at risk of not being able to live independently in their own homes, for example, due to frailty, following illness, or discharge from hospital.

We understand your needs and deliver a service tailored to a wide range of people who need care and support whilst living in their own home including:

- ♥ Older people
- ♥ Palliative Care
- ♥ People with physical disabilities
- ♥ People with sensory loss including dual sensory impairment
- ♥ People with mental health problems
- ♥ People with learning disabilities

Whether help is required for a quarter of an hour each day, 24 hours a day, night sitting, live in or respite care we can offer the following services to you:

- ♥ Washing, bathing and dressing.
- ♥ Shopping and meal preparation, light domestic and laundry service.
- ♥ Administration of Medication.
- ♥ Respite care for carers or day and night sitting service.
- ♥ Convalescence after illness or discharge from hospital.
- ♥ Assistance getting up and going to bed.
- ♥ Companionship.
- ♥ 24 hour live in care.
- ♥ Waking nights.

A member of the assessment team will visit in order to assess your care needs and formulate an agreed plan of care (Service User Plan) with you. Normally this will be done

prior to starting care unless in extenuating circumstances or emergency situations where the service has to start prior to your consultation.

Following this, Essential Nursing & Care Services Limited will deliver a service based on the agreed plan of care (Service User Plan). Your care needs will be reassessed (i) every six months and/or (ii) at any time if changes become necessary to your care package as set out in your Service User Plan. You may request a review at any time if the service being delivered is felt to be too little, too much or inappropriate. If it is agreed that this service should be changed significantly, your Service User Plan will be modified accordingly.

Our Key Conditions of Service:

- ♥ Risk Assessments are undertaken on the commencement of service to ensure that our staff can work in your home with minimal risk to all parties. This may include the use of specialist equipment and associated training.
- ♥ An initial assessment charge will be made prior to the commencement of your care package (for self funding service users). You will be asked to sign a contract to confirm your agreement to engage in a plan of care and support.
- ♥ We ask that you refrain from smoking when being visited by our team members.
- ♥ We ask that you accept the carers selected to visit. We will respect any request for a gender specific care worker.
- ♥ We will treat you, and our staff with dignity, respect and sensitivity. We cannot deliver a service where staff may be subject to, but not exclusive to: abuse, including verbal, sexual and physical assault.
- ♥ We will place a Record of Care folder in your home to record your care and support needs, important daily progress and events. This folder must remain in your home and be made available to our care workers.
- ♥ Our care workers will need to be given easy and safe access to your home. This may include holding security codes.
- ♥ Care workers follow an Infection Control procedure, which may include wearing protective clothing.
- ♥ Care workers may not remain alone in your home.
- ♥ Care workers will ask you to sign their timesheets, verifying the actual times of their visit to you.

- ♥ Essential Nursing and Care Services Limited endeavour to offer a time specific service, however there may be occasions that your visit time needs to be altered.

How you can help us:

If you want to make a change to your plan of care or visit schedule, please give us at least 24 hours' notice. We realise that in an emergency, this may not be possible.

We ask that you keep us up to date with any permanent or temporary changes in your circumstances in order that we can quickly adapt our service to suit you.

Please ensure that all dogs and cats are placed in a separate room when your care worker visits.

Monitoring and Quality Assurance:

Essential Nursing & Care Services Limited are eager to provide a good and professional service and to make improvements wherever possible.

As a service user of Essential Nursing & Care Services Limited, you can be assured that we are committed to delivering a service of the highest quality. At the centre of this commitment is our focus on the issues that mean the most to you: a reliable supply of care workers, trained and fully competent to carry out the work that you specify.

To this end, rigorous recruitment and selection procedures are in place to ensure that only competent and appropriate staff are appointed. These staff, (once through their formal face-to-face interview), attend a mandatory systematic induction programme, during which they receive the opportunities for training and development. Furthermore, because our staff normally work independently, Essential Nursing & Care Services Limited provides a formal framework of supervision that supports staff in their role, enabling them to work confidently in your home.

As a responsible and caring organisation, Essential Nursing & Care Services Limited have developed documents and guidelines that will ensure the implementation of "Best Practice" at all times. The full portfolio can be viewed at our office or can be sent to you on request. Quality and performance standards are of supreme importance to us. Our Senior Managers employ a very "hands on role" in quality control. Senior members of staff meet on an approximate bi-monthly basis to discuss fill rates, training and other performance matters. Various reports are made available weekly to the senior managers and marketing department. In addition, there are regular management meetings to aid and improve the exchange of information and ideas.

Annual Service Growth Plans which are reviewed by Senior Managers or the Director, are designed to add formality and deadlines to the on-going pursuit of service improvement.

Branch audits review the standard and completeness of the office's record-keeping, ensuring commitment to procedures and Best Practice.

How to Express Your Views:

We encourage you to approach us if you have any queries or suggestions with regards to your service provision or any other matter. You have the option of speaking with the Domiciliary Care Manager or contacting the Branch Manager to discuss your experiences with regard to our performance.

Client/Service User Feedback:

Qualitative & Quantitative Surveys: One of the additional ways we can ensure that you receive the quality of service that you are looking for is through comprehensive surveying that enables you to provide feedback on our performance.

To this end we send out postal satisfaction questionnaires and also perform telephone surveys (quantitative surveys) on a 6 monthly basis. We also arrange ongoing review meetings (qualitative surveys), at which feedback is sought. A formal review of your care will take place every six months. This may involve a member of Social Services, our Domiciliary Care Manager or Team Leader and your regular carer. You may ask a relative to be involved in this process if you wish. The aim of this meeting is to review the care that you are receiving as set out in your plan of care, and to decide whether it still meets your requirements or whether it needs to be changed in order to meet your wishes more effectively.

The results of these methodologies are collated and analysed and made available at the office for inspection by yourself, families or your representatives, Carers, Local Councils, and The Care Quality Commission (CQC). This data then plays a vital role in determining relevant and welcomed improvements to the service which we deliver.

How to Complain:

Our Complaints Policy and Procedure details the various ways in which complaints and concerns may be raised. The procedure outlines how each complaint should be reported immediately to a member of the management team, together with the timescale within which the complainant may expect their complaint to be processed.

Individuals are encouraged to share complaints or concerns with our management team in the first instance, who will do all that they can to resolve the complaint. Further stages of the complaints procedure are open to individuals and their representatives if a complaint cannot be resolved at an early stage.

A copy of the Complaints Policy and Procedure is held at your local office and in the front of your Record of Care Folder. This folder also includes a feedback form and we welcome

comments from you as it helps us to understand what aspects of our service you like and what we should be doing differently.

We support people who choose to contact the Care Quality Commission (CQC) which is an independent public body, set up to regulate social care. The Care Quality Commission is committed to improve the quality of care services in England and improve the protection of vulnerable people using these services.

You can find out more about the Care Quality Commission, or raise comments, compliments and concerns about Essential Nursing and Care Services Limited, at any time, by contacting:

Care Quality Commission (CQC)
National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cdc.org.uk
Website: www.cqc.org.uk

If you would like to seek independent advice and support, services such as the Citizens Advice Bureau and local voluntary organisations can help.

Reviews and Quality Assurance:

The relevant activities that we base our quality assurance systems on are:

-  Competence
-  Reliability
-  Responsiveness
-  Security
-  Understanding
-  Credibility
-  Adherence to policies and procedures
-  Accessibility
-  Equality
-  Consistency
-  Improvements in service
-  Monitoring of complaints and comments
-  Friendliness and caring nature of healthcare workers

The Domiciliary Care Team are involved in sharing information to tailor your care and afford you support on a day to day basis. This collaborative approach enables our team to meet

your individual changing levels of independence and assists in the care management process.

Assessors undertake reviews in your home in accordance with the company Quality Assurance Policy and risk assessments are reviewed where necessary. Our staff are supervised, (both on an individual and group basis), within the context of our Quality Assurance procedure.

You are encouraged to tell us if or how the service is meeting your needs and provide us with feedback forms on our service.

Care workers record your progress against your agreed goals and outcomes.

Policy and Procedure:

Essential Nursing and Care Services Limited have key policies and procedures in place which include, although not exclusive to:

- ♥ Fairness and Dignity at Work
- ♥ Disciplinary Procedure and Conduct
- ♥ Equal Opportunities
- ♥ Health and Safety
- ♥ Staff Development and Training
- ♥ Supervision / Personal Development Review
- ♥ Administration of Medication
- ♥ Nutrition and Hydration
- ♥ Safeguarding

Working Environment and Insurance

To facilitate a safe and appropriate working environment care workers work within a Health and Safety Policy framework, which includes Administration of Medication, Infection Control, Risk Assessment, Moving and Handling, Lone Working and Fire Safety.

Our care workers wear a uniform to identify them as Essential Nursing and Care Services Limited staff, carry an identification badge and use protective clothing, such as plastic aprons, hand sanitiser and gloves. In addition, they are issued with equipment, such as torches and personal alarms and are trained in the use of specialist equipment as required.

Essential Nursing and Care Services Limited Insurance Cover is available for inspection at our respective offices.

How to Contact us

If you need to contact Essential Nursing and Care Services Limited you can telephone us on: 01202 711144 (Poole Head Office) or 01305 757590 (Dorchester branch) within the hours

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of 0830 – 1730 hours Monday to Friday. Outside of these hours an emergency on call service is in operation and can be reached on our main Poole Head Office number.

You can also write to us at:

Essential Nursing and Care Services Limited
Unit 7, Concept Park
Innovation Close
Poole
Dorset
BH12 5QT
Email: enquiries@essentialnursing.co.uk

Diversity Statement:

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer, Essential Nursing and Care Services Limited seeks to promote the Equality Act 2010, which protects individuals from discrimination, identifying a number of protected characteristics. As a company we work to ensure that staff adhere to the Act.

Further information on services provided by Essential Nursing and Care Services Limited can be accessed at: www.essentialnursing.co.uk

Training & Qualifications:

A care worker must be trained for their position before commencing work. Essential Nursing and Care Services Limited's in-house training facility ensures the coordination and delivery of appropriate accredited courses to enable all carers to meet these strict quality criteria. Each care worker will undergo Care Certificate Induction Training.

Our staff undergo mandatory annual updates which include: Moving and Handling, Health and Safety, Safeguarding, Infection Control, Fire Safety and Basic Life Support.

Induction:

New staff joining us learn about the organisation as well as their own roles and responsibilities. This helps them to gain confidence and enables them to fit in more quickly and easily. Formal "Induction" with the organisation includes an introduction to company policies and procedures and covers the following key areas:

- A review of the company handbook, which is to be signed and dated by the care worker, this handbook forms the Terms and Conditions of membership for each staff member.
- An introduction to working with Essential Nursing and Care Services Limited and our Clients (Service Users).

- Specific client requirements - including a job description / overview of responsibility
- An overview of Essential Nursing and Care Services Limited's Policies and Procedures - relevant to the specific worker e.g. confidentiality.
- Prevention of abuse - "Working with vulnerable adults and children"
- Orientation: Before working with service users for the first time Care Workers will receive a 5-day orientation/induction.

Health & Safety:

The health and safety of you and our staff is of prime importance and it is our policy to observe the requirements of the Health and Safety at Work Act 1974 and any other subsequent legislation and regulations.

Data Protection, Security and Confidentiality:

Essential Nursing and Care Services Limited complies with the UK Data Protection Act 1998 and can assure you that all data entrusted to us will be kept confidential, secure and used only for the purposes intended by yourself. You can arrange to see their files at any time and these files will be viewed during our inspections. All Essential Nursing and Care Services Limited's staff are required to sign a confidentiality declaration, respecting and protecting information and confidences shared. Most of the information that we have relating to you will be held within your Service User Plan. If you wish to see files held at the office please let your carer know and we will arrange this for you.

All Essential Nursing and Care Services Limited's staff are required to wear an identity badge. It is your right to inspect this to ensure that they are the person they claim to be and are representing us.

Safeguarding your money:

We operate a 'Handling of Service Users Property Policy' that is included in the staff member's handbook. All transactions in relation to the handling of service user's monies are recorded in your plan of care. Any discrepancies must be reported to the Domiciliary Care Manager immediately. Our 'Complaints Policy and Quality Assurance Policy' ensures that any irregularities are fully investigated and resolved.

Accidents and Incidents:

It is the aim of the company to ensure that all care workers are aware of the actions to take in the event of an emergency. The Domiciliary Care Manager is responsible for ensuring that care workers are instructed on how to deal with emergencies. These instructions are included in the care worker's handbook. Any accident/incident will be reported to the Domiciliary Care Manager and accident/incident forms are included in your blue folder. Accidents involving care workers are recorded at the office in an accident report book.

Inability to gain access:

In cases where care workers are unable to gain access to your home they will notify the office immediately. The Domiciliary Care Manager will ensure that clear instructions are issued to staff on completing visual checks and checking with neighbours. The Domiciliary Care Manager will then check with your nominated contacts, your next of kin, local hospitals and your GP. In the event of failing to immediately clarify the whereabouts of the service user the police will be called.

In all cases where care workers are unable to gain access, this will be documented.

Change:

We encourage comments in relation to existing policies, structures, systems, performance and guidelines. Where change is desirable and practicable it will be welcomed and measures taken to put it into practice. Essential Nursing and Care Services Limited is a modern, forward-thinking business; open to new ideas and embracing change wherever it is of benefit to you.

Administration of medication:

Whilst carrying out the initial care needs assessment a member of the assessment team will ensure that any medication requiring administration is managed safely in line with our 'Administration of Medication Policy.'

Cover for Holidays and Sickness:

Our efforts in recruitment and retention ensure that we are able to provide a sufficient pool of carers to cover most staff absences.

We will always try to minimise the number of carers who will visit you so as to provide continuity of care. In the event of staff going on holiday or being off sick it will be necessary to provide you with a different care worker. We will ensure that you are fully informed of this change.

Cancellation or Suspension of Service:

In some situations it may become necessary for Essential Nursing and Care Services Limited to withdraw the services that they are providing. Examples of such instances where this may be necessary are outlined within your Service User Contract.