



HOMECARE

D&D LTD

*Providing a friendly, caring service
in the luxury of your own home.*



Service User Handbook

Welcome to HomecarE D&D Ltd

This information booklet is designed to make you aware of the services offered by HomecarE D&D Ltd.

We hope you find the information helpful, however, if you need any further information, then feel free to contact us.

*Kim and Trudy Clarke,
Directors*



Trudy Clarke
Managing Director,
– Operations



Kim Clarke
Managing Director
– Finance

About the Company

HomecarE D&D Ltd has been providing care at home since February 1992 and has a highly professional and qualified team of carers.

We provide experienced and trained carers, from as little as 15 minutes and up to your specific care needs, whatever is required to meet your individual needs, whilst maintaining your independence.

HomecarE D&D Ltd is registered with and inspected by Derbyshire County Council and the Care Quality Commission (CQC) and abides by their Codes of Practice.

Mission Statement

HomecarE D&D Limited is a professional, service user led company whose aim is to provide personal care with respect for its service users family, friends & advocates while ensuring they can remain independent whilst achieving their individual aims and goals.

Aims and Objectives

HomecarE will:

- Provide a high quality of service user led care.
- Support individuals to live independently.
- Develop a well-trained, highly skilled and motivated workforce.
- Monitor and review our provision to enable continuous development.

“Whilst promoting independence wherever possible HomecarE ensures dignity is maintained at all times.”

Nature of the Service Provided

Individual care plans will be provided taking into consideration your wishes, feelings and choice, which will be regularly reviewed to make any changes required and contain all the relevant information the care team needs to know in order to meet your individual needs, with records kept by yourself and HomecarE D&D Ltd.

You may be provided with assistance in:

- Bathing, personal hygiene
- Your continence needs
- Dressing / undressing and going to bed
- Assistance in feeding
- Going shopping or taking trips out
- Maintaining your independence wherever possible

Specialist services may include:

- Special feeding needs
- Catheter care
- Bowel Management
- Monitoring of medication
- Assistance with rehabilitation
- Hospital discharge
- Dealing with a learning disability



The care team will follow the policies and procedures laid down by Social Services and HomecarE which will be communicated through the care plan. Support for social activities will be provided to enable you to maintain your autonomy and independence.



About Our Staff

The Management Team's role is to ensure all service users receive the highest quality care possible at all times.

Where you have specialist needs, support will be available to our staff in order to meet your needs. Managers and carers will be trained to hold or be working towards relevant qualifications of diploma levels 2-5, to meet your needs in terms of care, protection and security.

Domiciliary care staff will complete moving and positioning, food hygiene, health and safety, equal opportunities, diploma level 2-4 in health and social care and training relating to HomecarE policies and procedures as part of their role in order to apply safe working practice, privacy and dignity, autonomy and independence including supplying and using any specialist equipment required.

Service Users and Staff Safety

Our care team will establish the safest methods to gain entry to and exit your home in order to ensure your personal safety and all our carers wear an easily identified uniform and identification badge to let you know that the carer is there to support and assist.

A visit to your home to complete a care plan and risk assessment will take place to identify the necessary precautions to maintain the necessary health and hygiene procedures, which will include the wearing of disposable gloves and protective aprons, using of any specialist equipment or chemicals. HomecarE will protect and respect their service user rights, choice, dignity and challenge any discrimination. We ask that you provide a safe working environment for our carers to carry out their job to the best of their ability.

Equal Opportunities

HomecarE is an equal opportunities employer and does not discriminate in terms of age, class, gender, disability or ethnic origin in order to ensure that all carers receive fair employment. Service users are given a choice of who has access to their home to provide care and this is discussed when preparing the care plan.

Confidentiality

We will ensure that all personal information will be treated in strict confidence and not divulge anything without consent in order to comply with the Data Protection Act (except in rare cases, where the law requires it or where it is essential in the public interest).

Avoiding Abuse

Service users are made aware they should report any incident of abuse, exploitation, violence or aggression they receive from any of the care team provided by HomecarE. The care team is also informed they need to report to HomecarE immediately should they feel they have been abused in any way i.e. physical, sexual or financial.

Gifts and Financial Transactions

Carers must never, under any circumstances, become signatory for a service user's will, nor benefit financially from them, or accept gifts or loans from them or their families. Carers are also instructed not to become involved in any financial transaction with a service user or their families, i.e. loans, purchases or gambling syndicates from the service user. The carer may be involved in assisting the client with their finances only if this is identified on the care plan and authorised by The Management Team.

Smoking Policy

HomecarE has a no smoking policy where the carer cannot smoke at your house at any time. We politely request that the client refrain from smoking while a carer is in your property.

Reporting of Accidents and Dangerous Occurrences

Carers have a duty to report to HomecarE any accidents or incidents they consider to be dangerous and we ask for your co-operation in this

Removal of Care Services

In the event of any abuse or sexual harassment of the Care Worker, HomecarE reserves the right to remove the carer immediately and the service will be reviewed to the satisfaction of the service user and HomecarE.

Insurance

HomecarE is fully covered by an Employers Public Liability, which is displayed in the office. If you are worried that an employee is doing something not covered on the companies insurance, please do not hesitate to contact the office for advice.

Medication

Service users are encouraged to administer their own medication, however, if you feel you need assistance, we can make medication available for you to take by following the care plan and referring to the local Social Services and HomecarE's policy and procedure on administering medication.

Use of the Carers Car for Service User

Carers are instructed not to use their car to transport service users unless they have the authorisation from The Management Team and this is written into the care plan and risk assessed and a mileage charge will apply.

Complaints Procedure

If the service user or person acting on their behalf wish to make a complaint or express their views, they can contact HomecarE using the details at the back of the handbook and request a complaint form or report their complaint directly to the HomecarE office.

Stage 1

We try to resolve the majority of complaints through discussions between the service user and HomecarE Coordinators to reach a satisfactory conclusion. These must be entered into the Complaints Book stored at HomecarE and should be resolved within five working days.

Stage 2

If complaints remain unresolved the following actions will be taken:

1. The Care Coordinator will pass all complaints to The Management Team, who will acknowledge receipt of the complaint and the timescale of the investigation to the service user or the person acting on their behalf within five working days, using the Complaint Acknowledgment Form.
2. The Management Team will investigate all complaints fully within 28 working days.

3. All complaints investigations will be recorded on the Complaint Investigation form, to include the outcome of any action taken.

5. A copy of the Appeals Procedure will be communicated to the service user or the person acting on their behalf.

6. These records will be kept up to date, in good order and stored securely. The record will be kept on the personal file of the service user kept by HomecarE and on the care workers personnel record. They will be retained for a period of not less than three years beginning on the date of the last entry

7. The Management Team will compile a list of complaints made, reviewed and analysed annually for trends. This list will be made available to the CQC and Social Services on request.

“Our devoted team is committed to maintaining the highest degree of care possible.”

Appeals Procedure

The service user or the person acting on their behalf has the right to appeal against the outcome of their complaint decision.

Appeals Criteria

If the service user or the person acting on their behalf feels that they have been treated unfairly, intrusion into their personal life has occurred or there has been a breach of confidentiality. If the service user or the person acting on their behalf feels that the person conducting the investigation was in direct conflict with the service user.

Appeals Stages

1. If the service user or the person acting on their behalf must complete an appeals form and inform The Management Team, within 14 working days of receiving the appeals form.

The Management Team must respond with 14 working days of receiving the appeals form.

2. The outcome of the appeal may result in the original decision being upheld.

3. If unresolved the service user or the person acting on their behalf may contact Social Services or the CQC.

Meet Our Managers

Ensuring our services users receive the highest quality of care at all times.



Zoe Clarke
Assistant Director

“Following in my Parents footsteps I believe in providing the same quality of care to our service users, that I would want for my family and loved ones.”



Matthew Turner-Clarke
Office Manager

“I enjoy personally planning and implementing tailor made packages of care alongside service users and those close to them to ensure a level of care is undertaken that I would be happy to both provide and receive myself.”

Useful Numbers

HomecarE: 01246 269153

HomecarE (out of hours): 07736 100802

Police: 101

Chesterfield Hospitals: 01246 277271

Call Derbyshire: 01629 533190

CQC: 03000 616161

Contact Us

HomecarE D&D Ltd

Unit 22, The Bridge Business Centre,
Beresford Way, Dunston,
Chesterfield S41 9FG

Office hours: Monday-Friday, 8.30-4.00pm

T: 01246 269153

F: 01246 269732

E: chesterfieldhomecare@gmail.com

Out of hours: 07736 100802

www.chesterfieldhomecare.com

Other contacts

CQC

CQC National Customer Service Centre
Citygate, Gallowgate,
Newcastle Upon Tyne NE1 4PA

www.cqc.org.uk/contact-us

T: 03000 616161

F: 0300 616171

Social Services

County Offices, Matlock,
Derbyshire DE4 3AG

T: 01629 533190