

Service User Guide



Gloucester Homecare Services
are registered with the
Care Quality Commission.

Updated November 2021.





SERVICE USER GUIDE

Our service is regulated by the Care Quality Commission under the Health & Social Care Act 2008 (regulated activities) Regulations 2014 and Care Quality Commission (registration) regulations 2009 (Part 4). We are regulated to carry out personal care and deliver domiciliary care services in the community.

Registered provider:

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INTRODUCTION

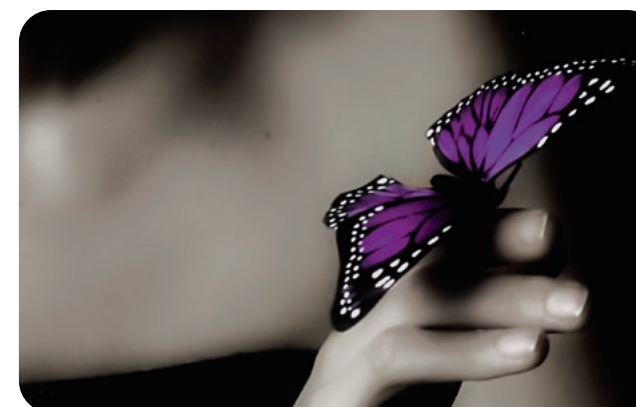
Welcome to the Gloucester Homecare Services Ltd (herein referred to as GHS) Service User Guide. The purpose of this guide gives you the information about the services we offer and how we can be of assistance when you need us most. Alongside this guide we will provide you with a detailed care plan outlining your needs (this will have been drawn up and agreed with you) following an assessment of needs by a manager from GHS.

This guide gives you all the information you need on what you can expect from the service.

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STATEMENT OF PURPOSE



Here at Gloucester Homecare Services, our mission is to provide an excellent standard of care to all people in our care which embraces our values and principles of a person-centred care framework as we recognise that our services need to be as individual as our service users. All our care staff work within the values of the 6Cs; **Care, Compassion, Competence, Communication, Courage and Commitment** as they are the backbone of the healthcare industry.

Gloucester Homecare Services deliver a quality person-centred care approach and believe that every person has a right to independence, to live in a safe environment, freedom of choice, privacy, dignity, respect and to have a delivery of care in a non-discriminatory way and are encouraged to live their lives in a full and active way.

We will encourage autonomy and person-centred care by working with our services users to an agreed care plan to ensure all aspects of their care needs are met.

We will ensure that all service users have a good quality of life and are safe and secure.

We will provide support to carers, friends and family where needed and respect their views and influences on service developments.

Our service users can expect us to treat them as individuals and respect the choices they have made and help and encourage them to meet any realistic goals they have set for themselves.

We will continue to assess any changing needs of our service users and respond in a sensitive manner.

THE SERVICES WE PROVIDE



Here at Gloucester Homecare Services we provide flexible care to suit your needs. The visit can vary in length from 15 minutes to one or more hours. One or more visits can be made throughout the day Monday - Friday or seven days per week following an assessment of need that will identify the services required. Below is a list of the services available;

- Supporting you to start your day well
- Supporting you at the end of your day to get ready for bed
- Personal care - including support to strip wash, shower or bath
- Support to use the toilet and with all continence needs including emptying commodes
- Support with Catheter and Stoma care
- Company visits
- Support with shopping, accompanied or delivered.
- Support to go out into the community, for example a visit to your local garden centre or church.
- Support with medication
- Support with domestic chores including laundry, changing bedding and light cleaning
- Support preparing meals and drinks throughout the day
- Support with short term care services (re-enablement)
- Support attending medical appointments
- Support with overnight care needs

If you would like details about any of the services above then please contact us on the GHS head office number where we will be happy to advise you in more detail.

MOTIVATIONAL SUPPORT CALL SERVICE

Gloucester Homecare Services would like to invite you to enjoy **ONE FREE HOUR** with one of our carers to participate in an activity of your choosing... Choose from one or more from the ideas suggested by our team of carers or maybe you have a preference of your own. **Either way, we would love to hear from you.**

ARRANGING A
MEMORY BOX

VISIT TO
GLOUCESTER
QUAYS

SINGING,
MUSIC AND
DANCING

COMPUTER &
MOBILE PHONE
LESSONS

ACCOMPANIMENT
TO A CHURCH
SERVICE

EXERCISE
TO MUSIC

VISIT THE
CEMETERY

HANDICRAFTS E.G.
SEWING, KNITTING,
CARD MAKING ETC.

CAKE
BAKING

OUTINGS
FOR LUNCH OR
AFTERNOON
TEA

BINGO

Maybe you could teach us a thing or too!

If this is something that takes your fancy, please get in touch and we can arrange to visit you to discuss your chosen activity.

You can enjoy your **first free hour** with us and if you would like to continue to enjoy these activities, we can make arrangements for you to have these visits on a regular basis. Activities can only be carried out during weekdays.

FUNTIME ACTIVITIES

MEDICATION

Gloucester Homecare Services are employed to carry out all aspects of domiciliary care. Our staff can provide assistance with medication when identified as part of your care package. For this to happen, you or your representative must arrange for the pharmacist to have your medication dispensed into a dosette box or arrive in their original packaging in order that you can be helped with your medication safely. We are unable to assist you to take non prescribed medication.

Your health and well-being is very important to us, needless to say, we are not able to provide any nursing tasks that would normally be carried out by a trained visiting nurse. However there are a few healthcare tasks that we may be able to assist with and will happily liaise with your district nurse to discuss these matters as they arise. Please do not ask the carer to provide any such tasks. If you are unsure about what your carer can do for you then we welcome all enquires.

CARE PLANS & ASSESSMENTS

If you have been having care at home provided to you by social services then you will come to us with an established care plan. If you are new to receiving care and you are self-funding then a member of GHS management team will visit you and undertake an assessment of your needs. They will carry out a social care assessment with you to identify what support you may require at home, to meet your needs. A copy of this assessment will be left in your home for reference by the care workers.

You will be asked to provide details of next of kin or any person you may wish to act as your representative. It will also include contact details of your GP. The care plan will detail the specific tasks agreed that the company will provide on the days that you require the service. This will also contain the approximate start time and duration of calls required. The agreement is to provide you with the care you require, until we are requested to cease by you or the social service department. A care plan outlines the care and duties the company has contracted to supply to the service user. Notes may be included on the specific needs, difficulties or medical condition of the service user. The service user will also receive a copy of our complaints procedure which details the process and how we manage your complaint.

CONFIDENTIALITY

As part of our day to day work we have to keep records detailing sometimes very personal information about you. We take confidentiality very seriously and ensure that all records relating to you are kept in a lockable filing cabinet at head office and ensure that we comply with the General Data Protection regulations.

Your carer will not discuss anything about you to other service users, friends, or neighbours. Equally, your carer will not be able to discuss details of other service users with you as they have to maintain confidentiality at all times.

There may be times when we need to share your information with others to maintain your well-being. Where ever possible this will be with your consent.

When we carry out our necessary assessments, you or your representative will be asked to sign a consent form which states that you will be happy for GHS to share necessary details with other professionals in order to deliver your services.

SECURITY

When any of GHS carers arrives at your home they will either use the key safe or knock/ring bell and identify who they are and enter on invitation. Unless you are able to answer the door, it is preferred at GHS that all service users have a key safe fitted prior to care starting. In some cases we will hold a key pending a key safe being fitted. All key safe numbers are held securely at GHS head office in a locked filling cabinet.

Under no circumstances must you give a key directly to a member of staff without the express written agreement of the company's management.

On leaving your property GHS staff will endeavour to secure your property and lock away the key in the key safe provided.

Identity

All staff at GHS will carry an identity badge which shows a recent passport size photo, the company name and employee name. The contact number of GHS head office, the date the badge was issued and the expiry date. Do not hesitate to call GHS head office number if you are unsure about the identification of a staff member.

ACCEPTANCE OF GIFTS

We understand at GHS that our service users may like to express their thanks to our care staff by giving gifts or money. It is our policy at GHS not to allow our staff to accept these gestures of appreciation.

Under no circumstances is GHS staff allowed to act as a witness on wills or any other legal documents regarding a service user. Here at GHS we feel it is extremely important to maintain a high level of professionalism that will protect both staff and service users.

DEMENTIA CARE

Gloucester Homecare Services pride themselves on how they are able to care for individuals who live with dementia.

We not only care for the individual but also their family by ensuring that we give the right support, advice and guidance when it is needed most. We will liaise with your dementia nurse to ensure continuity of care.

Here at GHS we ensure that all carers are kept up to date with training and the latest information with regards to this condition and we are always just a phone call away for advice and support.

TOILETING NEEDS

This can be a very personal subject but one that is poignant to some of our service users. We offer a very discreet service and can support people with all aspects regarding this subject. All our staff are trained to support individuals with stoma and catheter needs and are happy to share this knowledge if required with family members.

We are able to offer personal aids such as adult pads and incontinent sheets to purchase and can deliver them free of charge to any of our service users. We are in contact with the local continence service to re-order pads that are provided by Gloucestershire Continence Service.

We can also liaise with your district nurse should you feel that you are experiencing bladder or bowel dysfunction. Just by making our service users aware that help is available can be of such a great comfort. One of the team are always happy to talk to our service users anytime about this subject.

THE QUALITY OF SERVICE TO YOU



The company has an effective system for quality assurance, ensuring that the service is run in the best interest of its service users and the standards are monitored on a continuous basis by care staff and directors.

- An annual visit to all service users by a manager to review the service plan and to monitor the performance of the care worker
- Regular supervision meetings between the directors and care workers
- Review every service user package every three months
- Care workers receive up-to-date training.
- On the spot inspections
(visit will be agreed with the service user)

Here at Gloucester Homecare Services we are aware of the standards of service required and will monitor our care workers on a continuous basis. All these measures are strictly confidential and are taken very seriously.

In order to maintain our high standards we welcome our service users to contact us as frequently as they wish to discuss the quality of care that they receive.

PAYING FOR THE SERVICE

You will be charged three weekly for work undertaken by an employee of the company. All charges are subject to regular review and variations will be notified to you in writing from time to time. Service user rates are attached within this information. When you have agreed service provision, you will be sent an estimate of the cost of the care and two copies of our terms and conditions of your business. You will be invited to sign and return one copy signifying your agreement to them.

Bank holidays

All public and bank holidays will be charged at weekends rates. Christmas Day and Boxing Day are charged at a higher rate, this information is provided in writing each year in the run up to the festive season.

Invoicing

Payments for services provided will be either emailed or posted to you on a three weekly basis. These are due for payment within seven working days of receipt of your invoice. No cash payments should ever pass between the service user and staff unless authorised in writing by the company. Please give any cheques to your carer to be handed in or you can post them to the address on the front and back of this guide. If you have any queries regarding your invoice, please contact head office in the first instance who will be able to determine the most appropriate person to help with your query.

Cancellation of the visit

On occasion it may be necessary for you to cancel one or more booked visits. In these circumstances 48 hours notice of cancellation is required; otherwise the full charge for the planned visits will be levied. There may be occasions when GHS is unable to get to you at the planned time for reasons that are out of our control i.e. weather conditions. On such occasions we will contact you and arrange a time to visit you when it is safe to do so.

GHS also reserves the right to withdraw services from a service user where staff is subject to undue hazard, intimidation, violence or threat. This is not undertaken

lightly and will only be exercised when all other avenues for resolving the problem with the service user have been attempted. However it is recognised that GHS has ultimate responsibility for safeguarding the health and safety of its staff.

HOW TO MAKE A COMPLAINT

If you are unhappy with any of the service we are providing for you then we would like to hear about it. You can contact GHS on the office number and speak to a manager who will discuss with you your concerns and try to resolve them.

We will never alter or take away your service because you have made a complaint.

The name and address of the person you need to contact is at the front of this service user guide.

COMMISSION FOR SOCIAL CARE INSPECTION

Gloucester Homecare Services are regulated by the Care Quality Commission (CQC). The commission for social care inspection is a national body, which regulates the conduct of domiciliary care agencies in England.

Telephone: 03000 616161

Fax: 03000 616171

Opening hours:

Monday to Friday: 8.30am - 5.30pm

Address:

CQC National Correspondence
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Email all enquiries to:

enquiries@cqc.org.uk

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