**Carers Direct Information and Guide to Services**

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 **Carers Direct (SW) Ltd Clients Guide**

 (CQC. ID 1-101719924)

**June 2018**

**1. Welcome.**

Welcome to Carers Direct (SW) Ltd. This guide gives you information about Carers Direct (SW) Ltd and how we can assist you to remain as independent as possible in your own home.

We will provide you with the assistance you need as set out in your Care Plan. Your Care Plan will be a reflection of your needs and preferences following on from your assessment.

This guide gives you information about what you can expect and what to do if you are unhappy about the care you are receiving.

**2. About us**

Carers Direct (SW) Limited is committed to an outstanding standard of care to all its Clients. Our CQC inspection report completed in September 2016 rated our company as “GOOD”. You can see our CQC report on their website [www.cqc.org.uk](http://www.cqc.org.uk). If you are unable to access the internet and would like to see our report, contact us directly and we will source you a copy in the format of your preference.

Carers Direct (SW) Ltd was established in August 2002 as a response to the experiences of professional carer’s in the South Hams area. We are a co-operative business committed to providing a flexible and reliable service for adults to enable them to remain independent and in their own homes.

The office is open for enquiries Monday to Friday 9.00am to 5pm and will respond to your emergency calls during **all** other times on the same telephone number. **Please note we do NOT check our emails during out of hours.**

Our objective is to provide a first class service for adults with a wide range of care needs, focusing on enabling each individual’s preferences, aspirations and potential to be fulfilled.

We aim to encourage client, family and any significant others in participation of the formulation of the care plan. In carrying out our duties we aim to preserve dignity and privacy for the person without prejudice or judgement.

**Our aims are to:**

1. Enable clients to stay in their own homes;
2. Provide support to enable clients to exercise reasonable control over their daily lives;
3. Support and monitor our carers and encourage training and updates to enable them to provide the correct level of care requested;
4. Provide personal care by qualified, experienced and caring carers;
5. Actively encourage suggestions from clients and carers for improvements in our service;
6. To provide a reliable service

**3. What services are provided?** We offer four care options. Our carers can provide care for as many hours as you need, from a minimum of one hour to twenty four hours. Our carers can offer three levels of night care: sleeping, sitting and waking.

We aim to provide an enhanced service for all our Clients to include:

|  |  |  |
| --- | --- | --- |
| * Washing
 | * Assistance with medication
 | * Continence care and advice
 |
| * Dressing
 | * Assistance with getting up or going to bed
 | * Outings/appointments
 |
| * Light housework and cooking
 | * Advice on independent living aids
 | * Hospital discharge care and end of life care.
 |
| * Emptying commodes
 | * Shaving (using an electric razor)
 | * Hospital accompaniment
 |
| * Holiday accompaniment
 | * Shopping
 | * Companionship
 |

We can also initiate contact with other services where required, such as:

|  |  |  |
| --- | --- | --- |
| * Dentists/Opticians/Doctors
 | * Live in Care provision, working in partnership with The Good Care Group
 | * Talking newspapers
 |
| * Age concern
 | * Hairdressers
 | * Chiropodists
 |
| * Legal/advocacy
 | * Animal welfare
 | * Occupational therapists
 |
| * Social services for application of carers allowance and assistance with Attendance Allowance
 | * Signposting for direct payments
 | * The Care Quality Commission
 |

**4. The care process and care plan**

You will be visited at your preferred time and venue or you may come to the registered office for your initial assessment which will include identifying your needs, preferences and any areas of risk to the carer or yourself and this is recorded on your care plan. There is no cost for the initial assessment. A full profile is also carried out to look at your preferences in the delivery of your care; we then decide how our co-operative carers can properly meet these needs and put a care plan in to action. Your care plan is organic and will be continually reviewed, sometimes on a daily basis, to ensure that you get the best quality of care to meet your needs.

**What is a care plan?**

**A care plan is a summary of the information during the completion of your profile. It details the duties and tasks your carer will perform during their visit to you. It is an organic document that changes with time, to ensure we meet your changing needs.**

Carers Direct will always seek your opinion on how you think your care package is working out for you to make sure you are fully satisfied with the care you receive. We believe that involving family members and friends in your care plan can often be beneficial to you. However, we will always ask your permission before discussing your care plan with friends or family.

As Carers Direct starts working for you we will be making records of visits and tasks that are performed on a daily basis. You have the right to access these documents and your care plan at any time. Your carer will be in frequent contact with the Carers Direct office to update us on your wellbeing, this is essential as it allows us to give you the best quality care we can.

Emergency care may be provided depending on the availability of carers.

**5. Rates Effective November 10th December 2018**

**TERMS OF BUSINESS**

**TARIFF**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Mon – Fri days****(8am–8pm)** | **Mon – Fri nights****(8pm–8am)** | **Saturdays & Sundays (8am – 8pm)** | **Saturdays & Sundays (8pm – 8am)** | **Bank Holidays & Enhanced Rates****(24 Hours)** |
| **Carer per hour for more than 1 hour** | £15.15 | £17.15 | £17.15 | £18.50 | £25.08 |
| Carer up to 1 hour | £16.40 | £18.35 | £18.35 | £19.55 | £27.58 |
| **Housekeeper** | Price on application |
| **Night Sleeps (per night 2200-0700)** |  | £93.65 |  | £106.95 | £148.30 |
| **Sleep Night Calls** **(per disturbance)** |  | £10.20 |  | £10.20 | £10.20 |
| **Night Sits (per night 2200-0700)**  |  | £120.70 |  | £131.00 | £196.60 |
| **Night Waker (per night 2200 -0700)** |  | £150.35 |  | £167.40 | £219.45 |
| **Live-in Carer per week of 154 hours** |  Working in partnership with The Good Care Group |

**Important Tariff Notes:**

**Travel will be charged at 35 pence per mile**

**Night rate** will be applied from 8pm to 8am.

**Night Sleeps,Sits and Wakers:** The rate detailed will be charged from 10.00pm to 7.00 am. Any hours before or after this period will be charged at the standard continuous hourly rate.

**Sleeper Disturbances** during the night will be charged at the “night call” rate detailed. **1st call is free**.

**Living in:** Where carer lives in you will be charged for the number of hours dependent on the level of care required and the number of hours that the carer will be available for duty. Any disturbance of the nurse/carer during the designated “rest” period will be recorded and regularly reviewed to ensure that we are compliant with statutory regulations. Any change to the tariff will be advised with 7 days notice.

**Bank Holidays:** Enhanced Rates will be charged for the 24 hours of all statutory Bank Holidays, plus the 24 hours of Easter Sunday, Christmas Eve and New Year’s Eve.

**A 50% Deposit may be required if care exceeds 25 hours per week**

**Invoices produced weekly, payment by return appreciated.**

**Monthly invoice payments by arrangement.**

**Payments made after 14 days from the date of the invoice may incur a 10% surcharge per month outstanding on the account.**

**Cancellations: less than 24 hours will incur the full charge of the booking (unless exceptional circumstances arise)**

**6. Your carer**

We take great care in selecting our carers, we believe they are the best in the South Hams, this is because they have the underlying values that Carers Direct was set up with, which include dedication to caring and having the Client’s needs at heart.

Carers undergo regular training to maintain a high standard of care. Carers are trained in Manual Handling, Administration of Medication, Food Hygiene, Health and Safety at Work (including risk assessments and fire awareness), Protection of Vulnerable Adults, The Mental Capacity Act, First Aid and Infection Control.

If at any time you do not feel completely comfortable with your carer you are free to ask for a change in carer.

If your usual carer is unable to attend we will always telephone you with the name of the replacement carer. We endeavour to ensure that clients have a maximum of three different carers in a ‘normal’ package and a maximum of seven in a full week 24 hour care package.

You should expect your carer to complete the tasks in your care plan, to arrive on time (allowing 15 minutes either side of the visit for emergencies or poor road conditions), be polite and courteous, maintain a good standard of appearance, keep your personal and financial matters confidential and show respect for your home.

**7. Visiting your home**

When a carer comes to your home they will be wearing (unless you have requested no uniform to be worn) a Carers Direct work top with logo and/or fleece, they will also be carrying an identification card so that he/she is easily identifiable to you. Carers will knock on your door and not try to gain entry without your permission. If they are using a key from a key safe they will knock, before entering, when using the key so that you know whose calling.

**8. Quality assurance**

Our standards are our guarantee of quality. Carers Direct is run day to day by a group of experienced, professional carers who live in the area, work in the area and are dedicated to the area’s community. If the service does not meet our standards please inform us.

We will, six months after starting delivery of care and every six months thereafter, be sending a quality monitor form for your comments

and/or complaints (although complaints can be made at any time) to be noted and addressed. You will also be visited by either the registered manager or one of the office team to carry out a face to face review. This is to ensure things are running smoothly for you and so that any changes that need to be made can be addressed.

Carers also undergo work based observations and guidance to ensure their knowledge of your needs is up-to-date.

**9. Key policies and procedures**

Every aspect of running and managing Carers Direct is set out in a comprehensive set of policy documents available by request. We have a no lifting policy in place. The following is a summary of our key policies:

**Confidentiality**

* Our members will respect information given by clients or their representatives in confidence and handle information about clients in accordance with the EU GDPR 2018 and in accordance with CDSWL policies in the best interests of the client.
* On request, relatives of representatives (with the permission of the client) are able to inspect the relevant personal client file held at the registered office by appointment.
* Clients may request their personal files at any time and these will be made available with reasonable time as defined in the EU GDPR 2018.
* Suitable provision within our offices is made for the safe and confidential storage of Clients records and information, including the provision of lockable filing cabinets in the office and the shielding of computer screens from general view when displaying personal data.

**Handling Money and Financial Matters**

* Under no circumstances is a carer permitted to become involved in the management of financial affairs, other than assistance with simple monetary transactions such as shopping and payment of bills. This will be identified in your care plan as a specific need.

**Gifts**

* Carers Direct (SW) Ltd policy on acceptance of gifts is that the carer should inform the office of all offers of gifts or benefits, if possible in advance of accepting them. The registered manager of Carers Direct (SW) Ltd will make the decision, as per company policy, on whether the gift or benefit can be accepted, and record that decision.

**Assisting with Medication -**

* Carers can provide assistance with medication when identified within a care plan and an assessment of need and the provision of a blister pack or Medi-pack prepared by a pharmacist or family member, at the clients or relative’s request.

**Safe Keeping of Keys –**

* Keys will not be kept by carers unless written consent has been obtained by the client and a copy is kept at the registered office. We encourage all clients to have a key safe fitted if required.

**Infection control -**

* When a carer is carrying out personal care tasks they will be wearing gloves (and plastic aprons when necessary). This is to ensure your safety and that of the care worker. Please ensure that there are suitable facilities for care workers to wash and dry their hands.

We also have a Statement of Purpose which outlines our key standards. All of our policies are regularly reviewed to ensure that they are kept up-to-date. All our policies are kept in the office and are available on request

**10. External inspections**

In addition to our own internal self assessment we also receive inspections by the Care Quality Commission to ensure that we are operating as we should. A copy of the most recent inspection is available from the office on request and on the internet from CQC.

You will be asked during your initial assessment if you agree to your details being shared with CQC to enable their inspection.

**11. The complaints procedure**

The Clients right to make a complaint about the service they receive must be upheld. Written details of the complaints procedure will be given to each user of the service.

Carers Direct will assist clients to refer unresolved complaints with an independent arbitration service, the LGO (Local Government Ombudsman 0300 061 0614) a national free service or The Care Quality Commission.

If you have any complaint about the service you may contact our Registered Office in person, by telephone, by letter or by E Mail at sally.richardson@outlook.com

We will within 3 working days acknowledge your complaint and tell you the name of the person who will be dealing with the complaint. We will make a written record of the complaint and provide you with a copy of the written record in 3 working days. We will, within 28 working days of your complaint, fully investigate, take action (if any is required) and respond to your complaint. A complaint must not be made later than 12 months after the date the event occurred or if later the date the event came to the notice of the complainant. The time limit will not apply if Carers Direct (SW) Ltd is satisfied that the complainant can give good reason for not making the complaint within the time limit and despite delay it is still possible to investigate the complaint effectively and fairly. Complainants will be informed about the progress of the investigation. We will aim to have all complaint investigations concluded within six months unless a different deadline has been agreed with the complainant and there is a good reason for this.

We will investigate anonymous complaints thoroughly where it is possible and appropriate to do so.

We will only accept complaints from a representative under certain conditions.

Either: where you know that the client has consented, either verbally or in writing

or:

* where the client cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005, and
* the representative is acting in the client’s best interests – for example, where the matter complained about, if true, would be detrimental to the client

Once your complaint has been fully dealt with by Carers Direct, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service contact the LGO Advice Team for information and advice, or to register your complaint.

T: 0300 061 0614

E: advice@lgo.org.uk

W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time.

You can contact the

CQC at:

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

T: 0300 061 6161 Website: [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)

Complaints can also be made to your funding authority.

This procedure can be made available on request in other languages and in other formats such as cassette/cd and braille.

**12. Insurance cover**

Insurance is provided by Zurich. We are insured for up to £10 million for public liability and £10 million for employers’ liability. Where a Clients own equipment is being used by care workers, household insurance must be held.

**13. Company Directors**

Carers Direct (SW) Ltd has five Company Directors, they perform a vital role in overseeing the business and dealing with problems when they arise. Company Directors are nominated and elected annually by the member carers within Carers Direct (SW) Ltd. The present directors (from April 2018) are Marion Hughes, Paul Dryden, Ken Hudson, Honey Wiltshire and Rachael Townsend.

**14. Website**

carersdirect-sw.co.uk