Carers Direct SW Ltd

Information and Guide to services reviewed September 2026

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Carers Direct Information and Guide to Services
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Carers Direct SW Ltd Clients Guide
(CQC. ID 1-101719924)

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.

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 2019 rated our company as "GOOD". You can see our CQC report on their website 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 not-for-profit 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 3.00pm 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 office 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 live independently in their own homes;
2. Provide support to enable clients to reach their aspirations and goals.
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? 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:

• Personal Care	• Assistance with medication	• Continence care and advice
• Dressing	• Assistance with getting up or going to bed	• Outings/appointments/ Hospital accompaniment
• Light housework and cooking	• Advice on independent living aids	• Hospital discharge care and end of life care.
• Emptying commodes	• Shopping	• Companionship

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

• Kingsbridge Care Hub	• Hairdressers	• Chiropodists
• Legal/advocacy	• Dentists, Opticians, Doctors	• Occupational therapists
• Social services for application of carers allowance and assistance with Attendance Allowance	• Signposting for direct payments	• The Care Quality Commission

The care process and care plan

What happens at an assessment?
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.

Carers Direct SW Ltd will always seek your opinion on how you think your care package is working 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 SW Ltd 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 SW Ltd office to update us on your wellbeing, this is essential as it allows us to give you the best quality care we can.

What is a care plan?
It's 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 a holistic document that changes with time to ensure we meet your changing needs.

Rates Effective September 7th 2026
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	£39.50	£41.00	£41.00	£42.50	£49.50
Retainer per hour	£19.75	£20.50	£20.50	£21.25	£24.75
Night Sleeps (per night 2200-0700)		£165.00		£175.00	£235.00
Sleep Night Calls (per disturbance)		£13.50		£13.50	£13.50
Night Sits (per night 2200-0700)		£190.00		£200.00	£260.00
Night Waker (per night 2200 -0700)		£220.00		£230.00	£290.00

Important Tariff Notes:
The cost of carer's mileage to each individual client will be charged at 45 pence per mile in addition to the above tariff.
Night rate will be applied from 8pm to 8am.
Night Sleeps, Sitters 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 hourly rate.
Sleeper Disturbances during the night will be charged at the "night call" rate detailed. **1st call is free**.
Living in: Where a 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 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 of 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 are produced 4 weekly, payment by return within 14days.
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 72 hours will incur the full charge of the booking (unless exceptional circumstances arise)

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 SW Ltd was set up with, which include dedication to caring and having the Client's needs at heart.
Carers undergo regular mandatory 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. Carers also complete further training for their professional development.
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 or email you with the name of the replacement carer.
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.

Visiting your home
When a carer comes to your home they will be wearing a Carers Direct SW Ltd work top with logo and/or fleece (unless you have requested no uniform to be worn). All carers carry an identification card so that they are easily identifiable to you. Carers will knock on your door and not try to gain entry without your permission unless otherwise stated in your care plan.

Quality assurance
Our standards are our guarantee of quality. Carers Direct SW Ltd 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.

Key policies and procedures
Every aspect of running and managing Carers Direct SW Ltd 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 or 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, 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 over £20 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. 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 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

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

The complaints procedure

The Clients right to make a complaint about the service they receive must be upheld.
The complaint's procedure;
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 office@carersdirect-sw.co.uk
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. If for any reason it cannot be concluded within 28 days, 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.
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.
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.
- 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 SW Ltd, 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
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 digital and braille.

Insurance cover
Insurance is provided by Aviva. 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.

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 members within Carers Direct SW Ltd.

Website
carersdirect-sw.co.uk