

EASY LIVING SOLUTIONS LTD



SERVICE USER GUIDE



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1.1 INTRODUCTION

Easy Living Solutions Ltd is a friendly and dedicated independent home care organisation, which has been established to respond to the needs of our clients. At Easy Living Solutions Ltd we believe that we all deserve to live the best possible life, even if age, illness or accidents reduce our ability to be completely independent. Most of us share the essential desire to remain living in the comfort of our own homes. We know through experience that receiving quality care and support in our own home, surrounded by all those precious memories and possessions, having the freedom to make choices and maintaining that daily routine, can significantly improve the quality of an individual's life and overall well-being.

Care and support is provided in the clients own home environment on a one-to-one basis. Our services are designed for adults with physical disabilities, adults with sensory loss and adults with mental health problems. We also provide support and respite for 'carers' who are themselves caring for friends, family and loved ones.

All care and support is undertaken by our team of highly trained and experienced staff who complete mandatory training in line with National Minimum Standards, as well as on going training in areas of particular interest for their own self development.

We will provide a quality client centred service that works with the client to make sure the services are provided according to needs. This involves an assessment of needs which in turn generates an individual care/support plan, with a focus on supporting individuals to live as independently as possible. Once your support plan has been agreed, in order to maintain your safety and the safety of our staff the agreed tasks will be risk assessed.



1.2 OUR AIMS AND OBJECTIVES

We aim to provide a comprehensive service of care of the highest quality within the clients own home environment. We strive to offer a flexible, efficient and professional service, which is tailored to meet each person's individual needs. We will treat each client with respect and remain sensitive to his/her individual needs and abilities, aiming to promote the clients independence and personal dignity at all times.

1.3 YOUR CHARTER OF RIGHTS

We respect the right of each client to lead as independent and fulfilling life as possible. We have set out a client **Charter of Rights**. Which we believe should be the minimum entitlement for each client. Our staff are sensitive to, and will observe the following standards.

- It is the right of the client to make informed choices and to take risks, there is a certain amount of risk associated with each aspect of our lives.
- Each client is an individual with individual needs, wants and desires. The individuality will be recognised and respected to ensure promotion and maintenance of the client's dignity and self-worth.
- Each client as an individual, has the right to fulfil his/her potential for personal choice of lifestyle and opportunities
- Each client has the right to a service which does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.
- Each client has the right to refuse anybody entry to their home. This will include the support worker where the client feels an element of incompatibility as he/she perceives it.
- Each client has the right of access to their personal support records, and to annotate them accordingly. He/she has the right to be consulted with respect to the services being provided and to be involved in on-going reviews. Where the client is unable to make his/her wishes known directly, an appointed advocate may fulfil this purpose
- Each client has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.

Each client has the right to complain about any element of the service, and to do so without fear of any intimidation or reprisals.

1.4 HOW WE MAINTAIN OUR STANDARDS

1.4.1 POLICIES

Every aspect of running and managing our business is set out in a comprehensive set of specific policy documents. These policies ensure that we meet the statutory requirements for running a Home Support Service, and cover all aspects of staffing, managing, and caring for our clients and the preservation of Health and Safety standards where appropriate. All of our policies are regularly reviewed to ensure that they are kept up-to-date and in line with the latest legislation and regulations. Our master Policy Manual is held at our offices but may be consulted at any time upon request or you may request copies of any specific policies which your worker can bring to you.

1.4.2 OUR QUALITY MANAGEMENT SYSTEM

We have embodied quality in our way of life and in everything we do. We define 'quality' as delivering a service of care appropriate to each individual clients needs. We have a comprehensive self-assessment system, which requires all our policies and work practices to be audited at least annually to ensure that we maintain the standards we have set ourselves. Any 'non conforming' areas are corrected and reviewed and any other action we may need to take to ensure that the problem is not repeated in the future.

ABOUT OUR STAFF



Part 2

2.1 OUR STAFF TEAM

We have a small team of highly skilled professional support staff to take care of your needs. All staff under-go continuous training this ensures that we deliver a high quality service to you. The training includes Health and Safety issues such as Food Hygiene, Manual Handling, First Aid and Protection of Vulnerable Adults.

2.2 YOUR SUPPORT WORKER

We recognise the importance of having a support worker with whom you can form a good relationship with, and for this reason we take care in selecting staff members with whom you feel completely comfortable.

2.3 INTEGRITY OF OUR STAFF

Prior to employment we undertake rigorous checks of our staff to ensure the client has every confidence in the staff's integrity.

These checks include the following measures:

- Verification of identity
- Verification of driving licence
- Verification of qualifications and training
- Verification of a where permit where applicable
- Protection of Vulnerable Adults Register check
- DBS (disclosure and Barring Service) check

Only after all these checks have been completed will we allow a new member of staff into the client's home.

Whilst the new member of staff undergoes their induction programme they will be accompanied by a more senior/experienced member of staff.

We are fully aware of the concerns around the vulnerability of the Elderly and are very careful who we recruit to support not only the elderly but all vulnerable people. With this in mind we hope that you have every assurance that the staff visiting you in your home are of the highest quality and integrity.

2.4 VISITING YOU AT YOUR HOME

When our staff visit you at home they will always be wearing a uniform, a purple tunic together with an identification badge which contains a photograph so that he/she is easily identifiable to you. They will always knock and not try to gain entry without your permission. Staff who are entrusted with the keys to your home will never allow this key to be passed to a third party. If entrance is via a key safe, the number will be kept confidential and again not passed on to a third party. At no time will partners, children, friends or pets accompany a worker into your home.



CONTRACTUAL & PERSONAL ISSUES

PART 3

3.1 CONTRACTS

Our terms and conditions for the Care Service are embodied in our Contract Documents, which forms the basis of your agreement with us. You have free access to copies of any such document and other records concerning your support at any time.

3.2 INSURANCE

Easy Living Solutions is fully insured for Public Liability, this means that our staff are insured when they come and visit you. However, this only applies when we visit you and we recommend that you maintain your own insurances on your own home and possessions in the normal way.

3.3 SCHEDULE OF FEES

Our fee schedule is as attached:

Our fees are usually payable MONTHLY and payable within 14 days of receipt but can be on a weekly basis by arrangement.

3.4 STATEMENT OF PURPOSE

Part of the Policy Documentation that we are obliged to have in place is a 'Statement of Purpose'. This is a summary of our organisation, the services that we offer, fees charged and the staff that perform care duties. Should you wish to consult this document please ask a member of staff.

3.5 SAFEGUARDING

Easy Living Solutions will not tolerate abuse in any form and will take immediate action to ensure the safety of its clients and staff.

All staff have a responsibility to tackle and report abuse as part of this company policy and the duty of care owed to vulnerable adults.

Easy Living Solutions is committed to preventing the abuse of adults and responding promptly when abuse is suspected.

We will work proactively with other agencies to ensure the safety of vulnerable adults by integrating strategies, policies and services relevant to abuse within the framework of the NHS and Community Care Act 1990, The Mental Health Act 1993, The Public Interest and Disclosure Act 1998 and the Registered Homes Act 1984

Easy Living Solutions follows the no secrets guidance and Gloucestershire County Councils safeguarding adult's framework.

3.6 CONFIDENTIALITY

Our staff are all bound by a Code of Conduct, which includes preserving the confidentiality of any information that you divulge to us. We will not actively seek confidential information from you unless we feel that it is in your best interests, i.e. to enable us to prepare a better Support/care Plan for you. Where we do have such information, we undertake not to disclose any of it to an unauthorised third party without your express permission, except in an emergency or crisis situation. When this happens we will always keep you informed of any discussions that have taken place and this will be recorded in your care plan records to which you may have access at any time.

3.7 SUPPORT PLANS & RECORDS

A care plan is the key documentation for your support. We will have assessed areas of risk and identified your needs and this is recorded on your care plan. We then decide how our staff can best meet these needs and this then forms your care plan. The care plan is continuously reviewed as a person needs change, sometimes on a daily basis, and we have to respond to these changes to ensure that we are delivering the right care and support for you. We will always seek your opinions and input when developing the care plan, making changes or amendments to ensure that you are fully satisfied with the support you receive from us.

We also recognise the value of involving your family members, relatives and friends in your care plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.

As we start to work with you, we will be generating records of visits and tasks performed on a daily basis. You have the right to have access to these care plans and daily record sheets at any time. Please understand that your care/support worker will need to notify the office of any changes in your condition, or any accidents that you may have had to ensure that we can maintain the best support options possible for you.

THE SERVICES WE PROVIDE

PART 4

4.1 WHAT WE OFFER

We provide quality individual support to each of our clients in their own home environment. According to need we are able to provide a tailored package of support for you, which can include some or all of the following;

- Help with personal care, washing, dressing etc.
- Help with getting up and going to bed
- Help with preparing meals
- Helping you to clean your home
- Assistance with washing and ironing
- Help with your shopping needs and if necessary doing your shopping for you
- Helping you with arranging and attending social events
- We can provide you with transport to appointments
- Help with pet care

4.2 OUR HOURS OF BUSINESS

Our staff are available to support you between the hours of 7am and 10pm seven days a week.

Our office is open between the hours of 9am and 5pm Monday – Friday

A member of staff is available at all other times on the office mobile phone in the case of an emergency.

4.3 HOW WE DELIVER THE CARE AND SUPPORT SERVICE

The process of developing a Care Plan for you begins when we are approached to see whether or not we can provide the support you need. Trained staff will visit you at your home to assess you and determine what your needs may be. At the time we perform a simple assessment of your home environment to identify any areas of undue risk to you or the staff. From this we develop your personal plan. As we explained, this plan is continuously reviewed and changed to make sure it continues to meet your needs.



YOUR SUPPORT

PART 5

5.0 PERSONAL CARE

Your carer will be able to undertake personal care services such as helping you get up in the morning, washing, dressing, toileting, emptying catheter and stoma bags and assisting you to bed at night etc. The carer can also prompt you to take medication prescribed by your doctor or apply creams prescribed to you, subject to certain limitations which will be explained to you.

5.1 PREPARATION OF MEALS AND SNACKS

Your support worker is able to prepare your breakfast, your mid-day meal, evening meal or supper and any other snacks and drinks that you may need during the day. The support worker is able to sit with you while you have your meals for conversation or companionship purposes

5.2 PERSONAL SERVICES

Your support worker can help with your personal tasks such as preparing shopping lists, taking you shopping or doing the shopping for you. Help manage personal affairs such as birthdays and other anniversaries. Your worker can transport you to and from appointments and act as liaison for you if needed. Your exact needs will have been identified and discussed with you when your support plan was developed.

YOUR VIEWS AND COMMENTS

PART 6

6.1 HOW TO CONTACT US

You will be able to contact us through our office Monday - Friday on the following telephone number:

Office Hours

Monday – Friday 9am-5pm 01531 820556, 01531 248305 or 07855157733

Evenings and weekends 07811517733/07794106053

6.2 YOUR OPINION ON THE SERVICES WE PROVIDE

We value your opinions and views on the services that we provide. We firmly believe that only by asking the users of our services, can we obtain the information that we need to enable us to continually improve our services. Part of our on-going commitment to a quality service is to ask you to complete a simple questionnaire about your views of the service. We also welcome comments from you at any time.

6.3 INVOLVING YOUR FAMILY AND FRIENDS

When seeking your views about our service we always like to include the views and opinions of your family and friends. What is their perception of us? To enable us to do this we have simple questionnaires, which we ask them to complete from time to time.

6.4 GIFTS AND GRATUITIES

Our job is to ensure that you are looked after to the best possible standards and that you receive the best possible support. We are rewarded enough when we receive compliments from our clients. There is no need to offer any gifts, tips or gratuities; indeed we are unable to accept them. Your understanding in this matter is very much appreciated.

COMPLAINTS AND COMPLIMENTS

Unfortunately with the best will in the world we do not get things right all of the time and we need you to tell us when we fall short of expected standards. If you have a complaint, please speak to your support worker. If you feel unable to discuss the problem with the member of staff undertaking the service, please telephone the office and ask to speak to the Care Manager and Proprietor Jo Billingham. A formal acknowledgement of your complaint will be sent to you within 2 working days, making every effort to resolve the complaint within 7 working days. In the instance of a more complex complaint you will be informed of the action to be taken within 28 days of the complaint being received.

If you feel that your complaint has not been dealt with appropriately or if you feel that the Care Quality Commission (CQC) needs to be made aware of your complaint they can be contacted at:

National Customer Service Centre:

Telephone: 03000 616161

Fax: 03000 616171

Opening hours are Monday to Friday, between 8.30am and 5:30pm.

Write to

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

WELCOME TO OUR SERVICE

**“HOME IS WHERE THE HEART IS
IT’S OUR AIM TO
KEEP YOU THERE”**



CONTACT TELEPHONE NUMBERS

TELEPHONE: 01531 820556
01531 248305

Monday – Friday 09.00 – 5.00pm

**ON CALL TELEPHONE NUMBER:
07811517733/07794106053**

**WEEKENDS, ALL DAY AND ALL NIGHT
INCLUDING BANK HOLIDAYS**

Easy Living Solutions Proprietor is: **Jo Billingham**

Registered Manager: Helen Huggins