

Service User Guide

BOLDGLEN Ltd. ***care division***

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Index to Brochure & Service User Guide

- 1. Aims and Objectives**
- 2. Registration**
- 3. Types of Service Provided**
- 4. Range of Dependency Needs**
- 5. Management Skills & Qualifications**
- 6. Care Staff Qualifications**
- 7. Range of Care Tasks**
- 8. Insurance**
- 9. Pre-Service Needs Assessment & Risk Assessment**
- 10. Care Plans**
- 11. Review of Care Plans**
- 12. Service Monitoring**
- 13. Health & Safety**
- 14. Protective Clothing (PPE)**
- 15. Equipment Needs**
- 16. Uniform & Identification of Staff**
- 17. Complaints Procedure**
- 18. Grounds on Which the Service May be Terminated**
- 19. Fee Levels/Terms and Conditions (Private Service Users)**
- 20. Data Protection Act**
- 21. Equal Opportunities**
- 22. Company Policies & Procedures**
- 23. Contact Information**

<p>1</p>	<p>Aims and Objectives:</p> <p>To provide consistently high standards of professional care in order that those we care for (the “Service User”) can live as normally as possible where their individuality, independence and dignity are respected and upheld.</p> <p>The company was established in 1988 and has been providing care in Kent and Medway since 1990.</p> <p>The aim of Boldglen Ltd. is to sustain the quality of service provided to dependent Service Users, while meeting the challenge of new regulatory requirements. We will accomplish this by training our staff to meet the needs of our Service Users and by having in place a training programme for each member of staff to develop their skills. We will monitor our service by regular assessments of all staff and by soliciting views from our Service Users.</p> <p>The company has produced a Statement of Purpose which outlines the care we provide, how we are organised to provide that care and includes a general overview of the facilities, services and practices adopted to implement the efficient delivery of service and meeting our stated purpose.</p> <p>Naturally there is more to our service provision than a few pages stating our purpose, therefore, our Statement of Purpose should be read and applied in conjunction with our wider policies, procedures, practices and protocols.</p> <p>Our Statement of Purpose is available to all new prospective Service User’s, visitors and other relevant “interested parties” with an interest in our care provision. A copy of the entire Statement of Purpose is lodged with the Care Quaity Commission (CQC)</p> <p>Wherever any part of the Statement of Purpose changes, we ensure that all circulating copies of the Statement of Purpose are updated within 28 days of that change. Furthermore, the CQC are also sent those changes in order that they may update the copy lodged with them.</p> <p>Our internal Statement of Purpose copies are kept in a loose leaf format so that they can be easily added to and updated. The contents of the Statement of Purpose are quite diverse and our internal copies (and the CQC copy) are carefully indexed so that finding information in the Statement of Purpose is easy.</p>
<p>CQ</p>	

<p>2</p>	<p>Registration:</p> <p>The company has registered with the Care Quality Commission as a Domiciliary Care Provider; this assures all prospective Service Users of the company’s intention to comply with all legislation and is an assurance of our intention to provide a quality service.</p> <p>The Care Quality Commission can be contacted at:</p> <p>Care Quality Commission South East Region</p>
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	<p>Citygate Gallowgate Necastle upon Tyne NE1 4PA Tel: 03000 616161 Email enquiries.southeast@cqc.org.uk</p> <p>You can find are last CQC Report on www.cqc.org.uk</p> <p>We follow all Kent and Medway Adult Protection Protcols which can be found on www.kent.gov.uk</p>
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3	<p>Types of Services Provided:</p> <p>Daytime Care Night Waking/Sleep-in The company does not provide live-in care</p>
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4	<p>Range of Dependency Needs:</p> <p>The company provides personal and domestic support to the elderly and infirm and adults with physical disabilities.</p>
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5	<p>Care Staff Qualifications:</p> <p>ALL staff have been subjected to an enhanced disclosure with the Criminal Records Bureau (DBS) before employment with the company. References supplied by applicants have also been checked. Care staff have completed an induction by the company when employment commences. This covers Basic Care, Moving and Handling and Safeguarding of Vulnerable Adults. Further training courses covering First Aid, Health & Safety, Use of Hoists, Infection Control, Safe Handling of Medication, Food Hygiene and Certificate in Management are also organised.</p> <p>The company has arranged for all staff to undertake NVQ 2 and 3 in care. Most care workers employed by the company have many years experience in care and have worked for the company for a long time. The company continues to invest in providing in house training.</p>
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6	<p>Range of Care Tasks:</p> <p>The company provides personal care, defined as follows:</p> <p>Washing, bathing, dressing, dental care, shaving, toileting including changing/emptying catheter bags, feeding.</p> <p>The company provides domestic help, defined as follows:</p> <p>Shopping, cleaning, collection of pensions.</p> <p>Tasks which care staff are instructed NOT to be undertaken are defined as follows:</p> <p>Domestic support at weekends and Bank Holidays. Domestic tasks above head height. Toenail/fingernail cutting and filing. Ear syringing / Removing or replacing urinary catheters. Lifting / Bowel evacuation / Bladder washouts. Injections / Filling of oxygen cylinders.</p>
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	<p>Administration of medication / Collection of Prescriptions. Changing dressings.</p> <p>The above lists are not exhaustive and are only a guide, staff are instructed to contact the Registered Manager if in any doubt about tasks which they are not trained to do or are unsure of.</p>
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7	<p>Insurance</p> <p>Comprehensive insurance is held Employers Liability to £10,000,000 Public Liability to £5,000,000 Malpractice Liability to £5,000,000</p>
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8	<p>Pre-Service Needs Assessment & Risk Assessment</p> <p>A Pre-Service Needs Assessment is carried out by a member of the office staff prior to the commencement of any package of care.</p> <p>A risk assessment is carried out on the first visit.</p>
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9	<p>Care Plans</p> <p>A member of the office staff will visit all Service Users and produce a Care Plan prior to commencement of care. Care Plans are reviewed regularly</p> <p>Self determination All our Service Users have a right to Self-Determination, they must have the opportunities that enable them to exert control in their lives and to advocate on their own behalf. We will support our clients to exercise control over their own lives. We will ensure the following</p> <ul style="list-style-type: none"> • Clients must have the opportunity to advocate for themselves with the knowledge that their desires will be heard and respected • Will encourage them to be active participants in decision-making about their lives • We will encourage and assist with clients taking greater personal control. • Must have the option to direct their own care and allocate available resources
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10	<p>Reviews of Care Plans</p> <p>The Service User Care Plan is reviewed by the Company Assessor 12 weeks from commencement of the care package and quarterly thereafter. Reviews may be more frequent as indicated by changing needs or on request from the Service User or Care Staff.</p>
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11	<p>Service Monitoring</p> <p>The service will be monitored by the Company Assessor. An initial visit no longer than four weeks from start of service will be made to the Service User. Subsequent visits will be made six monthly thereafter.</p> <p>The company will carry out an annual confidential audit questionnaire; the Service User will be asked a series of questions devised to evaluate the quality of the service delivery. The questionnaire is reviewed to ascertain any deficiency in service delivery. Corrective and preventative measures are taken if required, and are then noted on the Service User information sheet.</p> <p>A management meeting is held when required to review the operation and administration of the company's monitoring policies. The meeting reviews:</p>
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	<p>aQuestionnaire comments and results bService User complaints cCorrective and preventative measures dStaff performance eStaff training fQuality Control Policies</p> <p>Records of Quality Control are kept in the Service User data files for future reference.</p>
12	<p>Health & Safety</p> <p>All of our staff adhere to our Health & Safety Policy. Risk assessments are carried out to identify risks to both carers and Service Users. Procedures are put in place to minimise those risks. In the event of unforeseen or extreme circumstances we will ensure that any disruption to your service will be kept at a minimum through our contingency plans we already have in place. A copy of these are available on request. Should this cause any changes to your service a member of the management team will contact you as soon as possible as is practicably possible. Normal services will be resumed as quickly as possible.</p>
13	<p>Protective Clothing (PPE)</p> <p>All our staff wear uniforms, protective gloves and aprons are available at all times to every member of staff.</p>
14	<p>Equipment Needs</p> <p>Boldglen Ltd does not provide any equipment. We will, however, liaise with the occupational therapy department regarding Service User equipment needs. Boldglen staff will not undertake any work if equipment necessary for the tasks required have not been put in place.</p>
15	<p>Uniform & Identification of Care Staff</p> <p>All care staff wear uniforms and carry an identity badge with their photo and expiry date.</p>
16	<p>Complaints & Compliments Procedure</p> <p>Complaints Procedure</p> <p>Queries about the delivery of care may be referred to care worker or to the office either verbally or in writing. It is hoped that such queries will be resolved without delay.</p> <p>Where a person makes a complaint about any aspect of our service the Registered Manager or an Office Manager will acknowledge receipt of the complaint and investigate accordingly.</p> <p>Where appropriate the investigating manager will request to meet with the person making the complaint to clarify the facts of the complaint. A reply to the person making the complaint will be made within 28 days.</p> <p>If the matter is not resolved at this stage it will be passed on to a director who will conduct a further investigation and respond to the person making the complaint.</p> <p>If the complainant is not satisfied with the report the complaint may be referred to the Registration Officer at the area office of the Care Quality Commission at South East Region Citygate Gallowgate Newcastle upon Tyne NE1 4PA</p>

	<p>Tel: 03000 616161</p> <p>You can also speak to KCC regarding your complaint or are unsatisfied with our reponse. Please write to Complaints Team. Or to The Complaints Team</p> <table border="0"> <tr> <td>Brook House</td> <td>Brenchley House</td> </tr> <tr> <td>Reeves Way</td> <td>123-135 Week Street</td> </tr> <tr> <td>John Wilson Business Park</td> <td>Maidstone</td> </tr> <tr> <td>Whitstable</td> <td>Kent ME14 1RF</td> </tr> <tr> <td>Kent CT5 3SS</td> <td></td> </tr> </table> <p>Tel 0300 333 5920 or 03003335903 Email complaintsteamadults@kent.gov.uk</p> <p>Compliments Procedure</p> <p>It is always encouraging when you feel motivated enough to compliment us or a member of staff for something you feel they have done well, “over and above the call of duty” etc.</p> <p>Naturally, we want to ensure others know you have passed a compliment because they too feel encouraged and this filters down to the standard of care we provide.</p> <p>We are happy to receive any compliment in whatever manner you see fit. If it is possible that you can let the Registered Manager know of your compliment this helps us ensure that others may be encouraged too.</p> <p>Of course, if you are that pleased, a letter to the Regional Director of the Care Quality Commission is very welcome. The details for such a letter are:</p> <p style="text-align: center;">CQC South East Regional Office City Gate Gallowgate Newcastle upon Tyne NE1 4PA</p> <p style="text-align: center;">Telephone:03000 616161</p> <p>Good news is always encouraging, if you could send us a copy of that letter, we can use it to encourage others too by passing the information on.</p> <p>The Registered Manager keeps a separate file/record of any compliments received and you are welcome to look at this at any reasonable time on request.</p>	Brook House	Brenchley House	Reeves Way	123-135 Week Street	John Wilson Business Park	Maidstone	Whitstable	Kent ME14 1RF	Kent CT5 3SS	
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<p>17</p>	<p>Grounds on Which the Service May be Terminated <i>See Appendix 1</i></p> <p>The grounds listed in appendix 1 would not necessarily or automatically lead to termination of the service provided by the company. Each situation would be considered individually, and the alternatives evaluated in consultation with those directly concerned with the Service User so far as is practicable.</p> <p><i>Authority to terminate provision of service</i></p> <p>Registered Manager or Office Manager</p>										

18	<p>Fee Levels/Terms and Conditions (Private Service Users)</p> <p>We will invoice you 4 weekly unless otherwise arranged with you, our fees are payable within 7 days of receipt of our invoice. The minimum duration of services provided will be 1/2 hour. We reserve the right to terminate a service where payment has not been made within the stated time and a finance charge will be applied to any unpaid invoices. No VAT is added to any care we charge for.</p> <p>Personal Care & Domestic Help (Monday to Friday) Personal Care (Saturday) Personal Care (Sunday) Personal Care (Bank Holidays)</p> <p><i>Please Note: Domestic Help is NOT Provided at Weekends or on Bank Holidays</i></p> <p><i>Invoices May be settled in a variety of different methods. We will accept cash, cheques, credit/debit cards and the Kent and Medway cards. This can be discussed as certain cards incur different charges in addition to the invoice total. If you wish to send us payment direct please contact the office and will be happy to provide our banking details to facilitate this.</i></p>
19	<p>Data Protection Act</p> <p>Any person on whom we keep personal data is entitled to see that information whether it is held manually or on computer. They may also have information changed or removed.</p> <p>We will not disclose data or information except for the purpose that it was originally intended for and , only then, in accordance with best Data Protection practices.</p> <p>Any information we keep will be relevant to the care we provide and issues arising to the proper provision of that care including updating information.</p> <p>Only persons with a legitimate access to information based upon the purpose for which it was intended may access such information.</p> <p>Information will be held in such a way so that it is secure enough to prevent anyone without legitimate access being able to access information.</p> <p>We follow any advice given via the Data Protection Registrar on 01 625 545 740 particularly regarding Registration and Codes of Practice under the Data Protection Act.</p>
20	<p>Equal Opportunities</p> <p>The company welcomes and will comply with obligations under the Equal Pay Act 1970, Sex Discrimination Act 1975, Race Relations Act 1976, Rehabilitation of Offenders Act 1974, Disabled Persons (Employment) Act 1944 and 1958 The Equality Act 2010 and all relevant codes of practice</p> <p>No applicant, employee or service user will be treated less favourable than another on the grounds of sex, race, colour, disability, ethnic origins, marital status, sexual orientation, age, trade union activity, political or religious beliefs. We operate in accordance with the Human Rights Act 1998. You can find more information at http://www.equalityhumanrights.com and put in homecare in the search.</p>
21	<p>Company Policies & Procedures</p> <p>The company has in place documented policies and procedures in line with current legislation, a full list of all our policies and procedures are available on request. Copies of company policies and procedures are available by written request.</p>

22	<p>CONTACT INFORMATION</p> <p>Contact Names: Francesca Squillaci (Registered Manager)</p> <p>Telephone: 01634 389555</p> <p>Address: Unit 5 The Courtyard Gillingham Business Park Gillingham Kent ME8 0NZ</p> <p>e-mail: info@boldglen.co.uk</p> <p>Office Hours: 9am to 5pm Monday to Friday Out of Hours 07721 628660 (Sheppey) 07778 761222 (Sittingbourne) 07985 373957 (Medway)</p>

Appendix 1 (See 18)

Circumstances in which the company may terminate services

The following list of circumstances in which the company would consider termination of service. The company would always be reluctant to withdraw service being provided, and the circumstances would always be considered in individual cases. Wherever possible the problems would be discussed with the Service User with a view to resolution without termination. The period of notice of termination of the service would be as long as reasonable in the circumstances, with particular consideration for the health and safety of both the Service User and the care workers. This list may not be exhaustive, and other circumstances that place Service Users, domiciliary care workers, or the company itself at unacceptable risk would be considered on an individual basis.

Reasons relating to the Service User or their relatives or representatives

- Abuse of care workers or other staff, whether physical, verbal, emotional, racial or sexual.
- Contacts by Service Users or their relatives or representatives with care workers at their home address or on their private telephone, fax or e-mail.
- Concerns about the health and safety of care workers by virtue of the environment in which care is being delivered.
- Inadequate co-operation by the Service User or their family, advocates or other persons involved with the Service User with care delivery including, where appropriate, the use of equipment necessary to promote safe moving and handling of the Service User.
- Inadequate co-operation by the Service User with administrative requirements, e.g.; signing of receipts in financial transactions.
- Development of care needs that the company does not provide or cannot meet.
- Unreasonable requests by the Service User, such as for visits or tasks that are not included in the care plan, or for assistance with medication or treatments with which care workers are not permitted to assist.
- Inadequate arrangements for payment of invoices by the Service User or representative.
- Concerns about the safety of care workers while travelling to the Service Users' home.

Reasons relating to the purchasing or commissioning authority (Social Services department or other outside agency)

Provision of inadequate or misleading information about the circumstances of the of the Service User.

Inadequate co-operation with reviews of care including refusal to provide for additional hours of care where indicated by the reviews carried out by the company.

Inadequate arrangements for payment of invoices for care services delivered.

Failure by the purchasing authority to maintain adequacy of payment for services provided, including inadequacy of annual review fees.

Withdrawal by the purchasing authority of any aspect of funding necessary for the provision of services in Service Users geographical area.

Reasons relating to the company

Difficulties in recruitment and retention of care workers in the Service User's geographical area.

Development of care needs for which the company does not have sufficient trained staff, e.g. requirement for enteric feeding or specialist exercise routines.

Commercial decisions arising out of non-viability of the service in the Service User's geographical area.

Note: The company is unable to guarantee to restart delivery of care (in whole, in part or with amended or additional care hours) to a Service User after a prolonged period of absence due, for example, to hospital admission or respite care.

Other circumstances arising from factors outside the control of the company that would make it impossible to provide the service at the standards required by the regulations and /or those to which the company works

These would be difficult or impossible to predict in advance, but could arise from:

Changes in regulations or regulatory requirements.

Conditions of registration imposed by the National Care Standards Commission.

External factors that make recruitment and retention of care workers in the Service User's geographical area difficult or impossible.