



## Statement of Purpose/Service User Guide



### Aims

Welcome to Care Needs. We are a family run independent local company and our aim is to provide good quality practical and personal care services to enable you to remain as independent as possible in your own home. We are registered and inspected by the Care Quality Commission (CQC) and are members of the UK Homecare Association (UKHCA). Our latest CQC inspection report can be found at [www.cqc.org.uk](http://www.cqc.org.uk)

The aim of this Service User Guide is to summarise essential information for people who are already using or thinking of using our services, their family, or representatives.

### Our Services

We provide a wide range of flexible services that cover:

- Personal care including washing, dressing, bathing, or showering, continence care, assistance with medication, meal preparation and assistance with eating or drinking.
- Palliative care, end of life care, dementia care
- Domestic support as part of a care package, including cleaning, shopping, laundry
- Community support including companionship, befriending, accompanied trips and visits, assistance with managing finances.
- Transport and accompany Service Users for appointments.

Your care will be delivered according to your care or support plan and is based on an assessment of your needs and preferences.

## **Registered Manager**

The Registered Manager is Sarah Henigan.

The Registered Provider of Care Needs is Lucy Frisby.

The Owners are Lucy Frisby and Craig Frisby.

Lucy started the company in 2000 and Sarah has worked at Care Needs for over 15 years.

## **Statement of Purpose**

We have a Statement of Purpose and this document can be accessed by contacting us using the details below.

## **Contact Us**

For all enquiries, please contact the Office on 0161 428 7628. The office is open Monday - Friday between 08.30 and 16.30. If you need to contact us outside office hours in an emergency, please ring the same number and you will be transferred to our On Call service.

We respectfully ask that you only contact us outside office hours in an emergency. Such as if you are taken ill, or need to cancel a call at short notice, for full details of our On Call Service, and how it can be used, please see page 10 of this guide.

## **Our Carers**

All our Carers are selected for their initiative, flexibility, friendly nature, and their ability to work alone. Before starting work with us they must provide proof of identity, two references, one of which must be their last employer, a checkable work record, education record, and evidence of their eligibility to work in the UK. Before they start work they must have undertaken an enhanced DBS (Disclosure and Barring Service) and ISA First check.

All our Carers receive full induction training on all aspects of care and undertake shadowing sessions with experienced Carers before commencing work.

All our Carers must agree to attain at least the Care Diploma in Health and Social Care as soon as possible after starting work with us.

We always strive to maintain continuity of Carers wherever possible, as this benefit both you, and Care Needs. It serves no purpose to change your Carer without good reason. However, it is inevitable that there may be times when we must substitute your regular Carer to cover sickness, leave or other operational reasons.

## What You Can Expect from Our Carers

Your Carer should:

- Complete all the tasks set out in your care or support plan.
- Have the knowledge, skills, and competence to carry out their work with you.
- Arrive as near as reasonably possible to the time stated in the plan. Please keep in mind that Carers can be delayed by emergencies at previous visits or adverse road, or weather conditions.
- Wear a uniform and Care Needs photo ID badge
- Be polite and courteous
- Maintain a good standard of appearance
- Keep all your personal, and financial details strictly confidential
- Always Respect your rights and dignity, and promote your independence
- Show respect for your home, belongings, personal preferences, and personal standards of behaviour.

## What Our Carers Cannot Do

Our Carers cannot:

- Undertake tasks that are not part of an agreed care or support plan.
- Undertake private work for you under any circumstances, and failure to abide by this rule will result in them being taken through our disciplinary procedure.
- Hold door keys to your property without the written authority of Care Needs.
- Move you whilst taking all, or most of your body weight
- Move your position, e.g., from bed to chair, without a Moving & Handling assessment or equipment in place.
- Physically lift you from any position even with assistance from another person.
- Accept gifts or gratuities.
- Cannot lend anything to, or borrow anything from, you.
- Use your bank card or have access to your PIN.
- Give you their personal phone number. If you wish to give a message to one of our Carers please contact the office who will pass the message on.

## What We Expect from You

- Tell us if you will not be at home for a scheduled visit from us. Please keep in mind that if you give us less than 24 hours' notice of a cancellation you may still be charged for the visit.
- Understand that our Carers must wear personal protective clothing (PPE) such as aprons, gloves, and masks to prevent cross infection.
- Provide the toiletries you prefer to use.
- Cooperate with Care Needs and its Carers to provide a safe and healthy working environment.
- If you keep pets we request that you keep them in a separate room for the duration of you Carers visits
- Provide ordinary household cleaning materials and equipment which is safe to use.
- Allow us to use your phone to call a freephone number as part of an electronic call monitoring system if it is used in your area.
- Allow us to use a medication dosette system filled by a pharmacy to support you with your medication if it is part of a Care or Support plan.
- Sign a record if we handle your money or assist you with your finances in any way.

## Our Commitment to You

We will abide by the United Kingdom Home Care Association (UKHCA) Code of Practice, a copy of which is available on request.

You have the right to:

- Expect that your dignity as a human being will be respected
- Be consulted about what type of services you receive, and how they will be provided, and the timing
- Request a change of care worker if you feel you are not compatible with them, or in your opinion they do not carry out the tasks proficiently. Care Needs will always do their utmost to change a Carer when it is requested, but we can no longer guarantee to do so, as it all depends on the availability of alternative staff. In an instance where we cannot offer alternative staff we can either continue to work with you, and your family to resolve the issues that led to the request for an alternative worker, or we would have to refer your package to the Clinical Commissioning Group (CCG) Commissioner to be recommissioned to another Service Provider
- Request a review of the service provided and change these services when the need arises
- Full information on all the services that Care Needs provides, and the charges involved in providing such services
- Privacy and confidentiality. Personal information held by Care Needs is available on request, and will not be discussed with a third party without your express permission

- Expect that you will not be subject to discrimination because of colour, creed, disability, age, gender, or sexuality.
- Expect that any member of staff will always act in your best interests and comply with all the company's policies and procedures.
- Complain about the service using the complaints procedure contained in this brochure.

## **Sudden Deterioration**

If your ability to move or transfer from a bed or chair is affected due to illness or some other reason, there are only certain tasks that our Carers can do for you. This is because of Government Moving & Handling Regulations.

Most people can safely remain in bed, and essential care tasks can be carried out there whilst awaiting medical advice or the provision of equipment such as a hoist.

If you are in bed, we can:

- Assist with personal care
- Assist with medication
- Assist to make you comfortable
- Provide general advice on continence products
- Prepare food and drink

We CANNOT without a moving and handling assessment, or equipment:

- Move your position, for example from bed to chair
- Move you whilst taking all or most of your body weight
- Carers cannot under any circumstances lift you from any position, even with assistance from another person, be it a relative, friend or other Carer.

## **Zero Tolerance Policy**

Care Needs Carers or staff should be able to come to work without fear of violence, abuse or harassment from Service Users or their relatives.

In most cases Service Users and their relatives will be appreciative towards those who look after them, but a small minority of people are abusive, rude, or violent towards Carers or staff.

Care Needs has a duty 'so far as it is reasonably practical' to protect the health, safety, and welfare of their Carers and staff, therefore, Care Needs is committed to dealing with any problems. In practical terms, that includes assessing the risk of violence or abuse and taking steps to reduce it as required under the Management of Health and Safety at Work Regulations 1999

Where behaviour is felt to be unacceptable, alternative arrangements for the Provision of Care would need to be considered.

## **Unacceptable Behaviour**

- Physical violence
- Abusive or aggressive language
- Discrimination of any kind
- Any form of manipulation of Carers, regarding the contents of care plans, will not be tolerated

## **Quality Assurance**

To ensure that our services meet the necessary quality standards, we will undertake quality assurance monitoring through spot check visits, phone and written questionnaires and review visits.

## **Insurance**

Care Needs holds both Employers and Public Liability insurance.

Please note that Care Needs insurance policies do not cover any damage to your property unless such damage occurs as a result of negligence on the part of a Care Needs employee during his or her work.

Service Users are advised to hold their own contents insurance cover.

## **Withdrawal of Services**

We will aim not to restrict or withdraw services without full consultation with all parties involved in the provision of a care package.

We will always try to provide a service to all our Service Users and only in very exceptional circumstances would a service be restricted or withdrawn. This could be on health and safety grounds, harassment of workers, or unacceptable or violent behaviour from any Service User, their family, friends, or representatives.

## **On-Call**

Care Needs operate an emergency out of hours line when our office is closed. This emergency line operates from 4.30pm – 8.30am. We have clarified further below on what the emergency line can be used for and outlined what we can help you with and what will be dealt with by the office the following morning when it opens at 08.30am.

Please note that all calls will go to voicemail. If your call is important and needs to be dealt with immediately please leave a clear message with your name, a contact telephone number and who your call is concerning. Our On Call staff will assess your call and will respond if necessary.

For all non-emergency calls please call within office hours 8.30am – 4.30pm Monday to Friday excluding Bank Holidays. Please be aware that complaints cannot be dealt with by the emergency line. If you are unhappy with aspects of the level of service or call times are not correct then this will be dealt with when the office is open. Any request to speak to Senior Management will be passed to the office and dealt with by the appropriate person.

The main function of our emergency on call line is to deal with emergencies i.e.

- Hospital admissions / discharges
- Ensure that no one has a missed call
- To ensure all calls are completed on time (within 30 minutes either side of the allotted call time)
- Cancellation of calls that were not reported within office hours - leave details and your request will be dealt with. There will be no need to call you back.
- Any additional calls you may need to add as an emergency, or for extra care support.

## **Comments and Complaints**

Care Needs welcomes comments and suggestions on any aspect of the service we provide as this helps us to improve our service. We always aim to provide Service Users and their families a quality service under all circumstances. We do recognise that occasionally things go wrong, and the service we provide falls short of the high standards we strive to maintain.

We are extremely keen that Service Users or their family tell us as soon as possible when things go wrong, so that we can investigate, and resolve the situation as quickly as possible.

If you have a concern or complaint, please let us know by ringing us on 0161 428 7628. We will do our best to rectify the situation as soon as possible. If you feel the complaint has not been resolved to your satisfaction you can write to Sarah Henigan at our Head Office:

Care Needs Ltd  
250 Stockport Road  
Cheadle Heath  
Stockport  
SK3 0LX

Alternatively, you can e-mail us at [info@careneeds.co.uk](mailto:info@careneeds.co.uk)

If you need assistance with making the complaint you can contact Age UK Stockport on 0161 480 1211 or Citizens Advice Bureau on 0844 826 9800 for help.

When we receive a written complaint, we will acknowledge receipt of the complaint within 7 working days. We will investigate the complaint and inform you of the outcome within 28 working days.

You can also contact Stockport Council Adult Social Care on 0161 217 6029. Stockport Quality Team at [asc.qualityteam@stockport.gov.uk](mailto:asc.qualityteam@stockport.gov.uk) or 0161 474 4600.

Written complaints should be made to:

Customer Care  
4<sup>th</sup> Floor Stopford House  
Piccadilly  
SK1 3XE

If you are not satisfied with the outcome to your complaint you may contact the Local Government Ombudsman on 0300 061 0614 or in writing to:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Their website address is [www.lgo.org.uk/adult-social-care](http://www.lgo.org.uk/adult-social-care)

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