****

**CONTENTS**

**Page Subject**

3 Introduction

4 Contact details

Registered Persons

5 Summary of Statement of Purpose

6 Aims and Objectives

7 Services Provided

8 Care Assistant’s Qualifications

9 Delivery of Care – The Process

1. Enquiries

2. Assessment

10 3. Assessment Review

4. Service Provision

11 5. Review Meetings

6. Changes to the Service Provision

7. Quality Assurance

12. Communication

Records

Medication

Financial Transactions

13. Changes to Service Provision

Termination of Service Provision

Withdrawal by A1 Home Care of Service Provision

14. Administration

Invoices

15. Complaints Procedures

16. Reporting Organisations

17. A1 Home Care Policies and Procedures

Equal Opportunities

Confidentiality of Information

Data Protection

Inspection – Care Quality Commission (CQC)

18. Insurances

Health & Safety

Safe Moving & Positioning

Protective Clothing

Safe Handling of Money and Property

19. Security of the Home

20. Notice of Absence

Independent Advocates

21. Contact us

**INTRODUCTION**

A1 Home Care wishes to ensure that you are able to gain the best care/support from our services. In January 2014 A1 Home Care had an announced inspection by the Care Quality Commission and was awarded the highest quality grading, our service was found to be outstanding in every area inspected. A copy of our Inspection Report can be supplied on request or read on the Care Quality Commission’s web site [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) .

To assist you this document will provide a range of information that you may require or refer to. In addition, any of our Policies and Procedures can be seen by contacting or writing to our office.

This document can also be supplied in large print, brail or by arrangement can be read out to the potential Service Users if requested.

SHOULD READ: \*\*\* A1 Home Care provides an emergency on-call service outside of office hours to provide reassurance to our Service Users and their families. Our staff will be operating locally throughout the area providing an efficient and reliable service which will be backed up by our office personnel in conjunction with our computerised administration system.

Office Hours: 8.30am to 5.30pm Monday to Friday

**TELEPHONE: 01245 354774**

**FOR EMERGENCY ONLY**

An admin fee of £10.00 per call will be charged for calls made to this number between 23.00 – 07.00 hrs.

Out of Hours/On Call: 17.30hrs to 08.30hrs Monday to Friday and

Saturday and Sunday

**MOBILE** **TELEPHONE: 07540409284**

**Please note: The above mobile telephone number is to be used for ‘Emergencies’ only or urgent information that needs to be passed on outside of the normal office working hours. Refer to our Domiciliary Price List re ‘Emergency Call Out fees’.**

**CONTACT DETAILS**

**Address Details**: A1 Home Care Limited

Unit 16 Robjohns House Business Centre

Navigation Road

Chelmsford

Essex

CM2 6ND

**Telephone:** 01245 354774

**Fax:** 01245 355408

**Email**: [enquiries@a1homecareltd.co.uk](mailto:enquiries@a1homecareltd.co.uk)

**Website:** [www.a1homecareltd.co.uk](http://www.a1homecareltd.co.uk)

**Registered Company Name**: A1 Home Care Limited

**Certificate Number:** 1560003933

**REGISTERED PERSONS**

**Registered Individual**

The registered individual is Mr Patrick O’Callaghan who is the CEO, Managing Director and owner of the Company. Patrick believes that each and every individual deserves the very best quality of care available and with A1 Home Care Ltd, that’s what he wants you to receive.

**Registered Care Manager**

The Registered Care Manager is Nicola Cook. Nicky is responsible for domiciliary and community care support teams and the daily duties/tasks that keep the Company fully compliant and working within the care standards and guidelines. Nicky compliments and heads the full management team that make A1 Home Care one of the most quality driven Companies offering care provision in the Essex area. Nicky has a considerable amount of experience working with the elderly and those with specialist and complex care needs.

**SUMMARY OF STATEMENT OF PURPOSE**

A1 Home Care Ltd was established in June 2007 by Company Director Patrick O’Callaghan.

Through his own personal experiences Patrick recognised the real need for good quality care in the community and set up a domiciliary care company with the aim of providing personal care and support to Service Users and their families. He wanted to ensure that help and support was tailored to the individual needs of service users so that they could remain within their own homes.

In November 2013 Nicky Cook took over the position of Registered Manager and with over 25 years experience working in the care industry dealing with elderly and vulnerable adults Nicky has worked with Patrick to build the business in to one of the most reputable and well respected care companies in the Chelmsford area.

There is of course, many other people who have helped to make the business successful including a professional and dedicated team of office staff. There is a large team of qualified carers who are passionate and committed to the job that they do; delivering good quality care and support our service users to help them maintain dignity, respect and independence.

Our aim is to encourage our Service Users and their families to put trust in us to provide the care that they need.

*A1 Home Care believe “it is your choice, your care”*

**AIMS AND OBJECTIVES**

**The Service Users:**

To actively discuss and provide a care service tailored to meet the needs & expectations of individual Service Users in their own home and that of their family/friends/representative:

* To ensure that information is provided to Service Users which will enable them to make an informed choice and to provide an open channel and established procedure for complaints and compliments;
* To continuously seek and value the contribution made by informal carers, families and professionals;
* To regularly review and up-date our services provided by way of agreed meetings with the Service Users/family/representative and to include professional input if required;
* An annual quality questionnaire will be forwarded to our Service Users/family/representative and professionals to enable us to maintain and improve upon a high level of care;

To provide a safe and quality assured care/support service.

**The Carers/Support Staff:**

* To recruit and select staff following a robust and fair recruitment process complying with all relevant employment legislation and verifying identification and qualifications~~.~~
* To provide staff with comprehensive training, including Health and Safety and mandatory training, across all functions including providing extra training for staff working on specialised services
* To provide friendly, efficient, passionate and competent care/support assistants that willmeet the very specific needs of our Service Users.
* To ensure that the skills of staff are regularly assessed through the Company’s Performance Management programme.

**SERVICES PROVIDED**

A1 Home Care provides care and support to a wide range of people. Service Users range in age from young teenagers (from 12 years of age) to the elderly, some with very complex needs. All our Service Users are living within the community and in the safety and security of their own homes. Our services range from providing 24 hour care to a minimum call of 30 minutes.

No one service is the same and all services are tailored to individual needs. These may include:

* All Personal Care (e.g. strip wash, bathing, dressing etc)
* Medication (written consent to be obtained)
* Preparation of Meals
* Shopping
* Continence Management
* Domestic Chores (e.g. laundry, bed changes, cleaning etc)
* Companionship/Sitting Service
* Short or Long Term Care/Support
* Awake/Sleep-in Care
* 24 HOUR CARE
* Escort (care whilst going out on a special event)
* Support to access the community.

**SERVICES USERS WE PROVIDE FOR:**

* Young Teenagers to Elderly adults
* Physical Disabilities
* Learning Disabilities
* Mental Health
* Neurological Impairments
* Brain Injuries
* Sensory Impairments
* Dementia/Alzheimer’s
* Stroke Sufferers
* Palliative Care
* Accident Injury Rehabilitation

**CARE ASSISTANT’S QUALIFICATIONS:**

All A1 Home Care staff undertake a Skills for Care Induction Course and are suitably trained by a professional and qualified trainer in the following skills as set out by the National Minimum Care Standards. These include:

|  |  |
| --- | --- |
| **1.** Understand Your Role | **9.**Awareness of mental health, dementia and learning disabilities |
| **2.**Your Personal Development | **10.** Safeguarding Adults |
| **3.**Duty of Care | **11.** Safeguarding Children |
| **4.** Equality and Diversity | **12.** Basic Life Support |
| **5.** Work in a Person Centred Way | **13.** Health and Safety |
| **6.** Communication | **14.** Handling Information |
| **7.** Privacy and Dignity | **15.** Infection Prevention and Control |
| **8.**Fluids and Nutrition |  |

Other areas of training which our Care Assistants are strongly encouraged to undertake include:-

* Stroke awareness
* Dementia/Alzheimer’s
* Catheter/stoma care
* Peg Feeding/Care
* Epilepsy training
* Challenging behaviour
* Communication/Person Centred Planning
* Risk assessing

All staff are expected to gain a Qualification and Credit Framework Diploma (Level 2) in Health & Social Care. A1 Home Care work closely with outside accredited agencies in order to ensure that staff obtain qualifications that will enhance and develop their role within the services we offer in the Domiciliary Care setting.

All A1’s Care Assistants are required to wear a corporate style uniform and, at all times, carry an identification badge, which includes their photograph, for security purposes.

###### DELIVERY OF CARE – THE PROCESS

### Enquiries:

All enquiries are followed up by our Registered Manager, Nicky Cook. Initially this may be conducted over the telephone in order for us to understand the level of support you require and for us to provide you with information concerning our services and charges and how we operate. If you then decide to use our services, a visit will be arranged by Nicky or one of her senior support team to determine your individual care or support needs and to assess whether we are able to meet your needs.

In the context of this Guide the Service User refers to the person who will be receiving care or support from A1 Home Care.

### Assessment:

Our Registered Manager will conduct an assessment of your care or support needs. Where possible we prefer that both the person receiving care and their family and/or representative are present. We may also need, with the Service User, their family and/or Representative’s consent, information from other professional sources, i.e. G.P, District Support, Occupational Therapist or a previous service or support provider.

The purpose of conducting our own assessment is for us to gather information that will help us to provide a care and/or support package that meets the Service User’s very individual needs and to also explain to the Service User, their family and/or representative in detail, the processes involved in the care or support we provide and to answer any questions or concerns.

During the assessment we will take personal details relating to:

* Individual profile
* Next of kin details;
* G.P. details and other support network details;
* Reasons for the assessment: Service User’s needs, social history, life history/experiences, daily/weekly routines, religious and cultural needs etc. so we know a little about our Service Users before we provide the service.
* Accommodation/Environment.
* Health Profile: special requirements, medication, dietary requirements, mobility, need for support.
* General Information: invoicing details, emergency contact details.
* The potential Service User’s wishes and concerns

Where care or support is to be provided to Service Users within their own home a ‘Health & Safety risk Assessment’ will also be carried out; this is designed to safeguard and protect both the Service User and A1 Home Care’s staff.

If the Service User wishes the Care Assistant to transport them in the Care Assistant's vehicle the Company will conduct a risk assessment of the Service User regarding travel before anything is put in place.

Upon completion of the Service User’s needs and care or support package assessment the Registered Manager/Deputy Manager will prepare an Individual Personal Care Plan, outlining the Service User’s identified needs.

### Assessment Review:

Once all the information gathered from the Service User’s initial assessment is collated a further meeting/telephone call by the Registered Manager/Deputy Manager will be arranged to discuss and review the proposed care and support package. The Service User, their family and/or Representative should be present.

During this assessment review, we will discuss and provide copies of the following:

* Service User's Agreement
* Individual Personal Plan
* Health / Financial / Medication / Manual Handling & Emergency Risk Assessments
* Care Plans & Communication Book
* Informed Consent Form
* Estimated cost for weekly care
* Terms & Conditions Of Business
* Data tag for our staff clocking in and out

The completed Forms are then put in an A1 Home Care Folder and put in a mutually agreed place within the Service User’s home so that Care Assistants, support workers etc. will have easy access to all relevant information.

Where Service Users prefer for documentation not to be retained within their home, this should be discussed with the Registered Manager, as soon as is possible, in order to make alternative arrangements.

Once the initial assessment has been completed and it has been agreed to start the package the paperwork, including the Care Plan, will be taken by a senior member of staff to the Service User and/or Representative. During this visit the Care Plan will be discussed and any amendments made.

### Service Provision:

Once the package has been agreed A1 Home Care will then make provision for appropriately experience and qualified care assistants to support the service. We cannot guarantee continuity of Care Assistants that are provided to a service but we will do our best to meet individual needs where we can.

Our priority will be on ensuring that the care assistants introduced to the service can provide, as far as practicably possible, a consistent service. It will, of course, be necessary to have sufficient flexibility within the teams to cover staff holidays and sickness and we will do our best to ensure that staff arrive at the allocated times. We do, however, allow our staff a **45 minute** leeway each side of the allocated time to allow for last call overrunning, traffic conditions etc.

If our staff have not arrived after the 45 minutes leeway then the Service User should contact **the office** immediately. Service Users will always be advised, where possible, when staff are running late.

1. **Review Meetings:**

The Registered Manager will agree how often the service should be reviewed. Normally the first review will be 3 months from the start of the service and then reviewed 6 monthly thereafter. The Registered Manager will attend the meetings.

The purpose of the reviewing meetings is to review the service and to make any changes if necessary including any changes to staffing, the Service User Agreement, support plan etc. etc.

### Changes to the Service Provision:

If significant changes occur, outside of the normal review periods, which have a bearing on the service provision of the Service User, the Service User, family member and/or representative must inform the Registered Manager as soon as possible. Changes may include, medication, financial etc.

Any changes will be recorded on all the relevant documentation to ensure that Care Assistants know and therefore act on the changes.

### Quality Assurance

To enable A1 Home Care to monitor and provide a quality service we actively seek feedback from Service Users, their families and/or Representatives at regular intervals/review meetings. We also undertake spot checks of the Service to ensure that service provisions are being met.

Annual surveys are also conducted to obtain the views and opinions of Service Users, their families and/or Representatives through Quality Service Questionnaires.

**COMMUNICATION**

All communications whether by the Service User, friends, family members and/or representative of the Service User **must** communicate any issues, however minor, via care staff and the office.

Care Staff are encouraged **not** to give Service Users their personal contact details.

Out of hours **emergency** calls must be made by using the Out of Hours number at the front of this Guide. The Company’s out of hours on call telephone is manned by one member of staff and their priority is to make sure that all Service User visits are covered. Please be patient when trying to get through on this number.

**Please note:** Call cancellations and/or amendments to times etc. **must** be communicated via the office.

**RECORDS**

Records **must** be kept by Care Assistants of the activities they have undertaken and any other incidents that have arisen during a visit to a Service User. The nature of these records and where they are kept will have been agreed before the service began. Service Users are encouraged to become involved in the process of documenting the service so that they understand what, how and why things are recorded. Service Users are required to keep these records safe.

We strongly discourage gossiping and Care Assistants are only required to report facts in order to maintain effective lines of communication between Care Assistants and/or the office.

Details and records of Service Users or the agreed service provisions are retained, confidentially, on the Service Users’ personal file for the period of their care package.

### MEDICATION

Only suitably qualified and experienced staff, who are competent to carry out the task of administering or assisting with medication are allowed to do so, with prior agreement obtained from and information documented by the Registered Manager and overseen by A1 Home Care’s Qualified Support. Details of medication are put on to Medication Forms/Medication Sheets that are used by Care Assistants to ensure that the correct medication is given and documented.

The Registered Manager will document any and all medication prescribed by the Service User’s GP. A1 Home Care must be advised of any change of medication or additional medication in order to have the correct medication sheets in the Service User’s home and ensure that the correct medication is given and documented.

**FINANCIAL TRANSACTIONS**

All details re the handling of money must be detailed on the Assessment Forms/Financial Transaction Forms.

**CHANGES TO SERVICE PROVISION**

**Visit Cancellation:** The Service User, if they want to cancel a visit, must give the Company:

**Weekday:** which includes, Monday afternoon to Friday evening - a minimum of **24 hour’s** notice otherwise the Service User will be charged the full cost of the visit.

**Weekends**: which includes Saturday, Sunday, Monday morning (up to midday) and Bank Holidays – notice must be given by 12 noon on the Friday before the weekend and/or Monday morning.

Failure to notify within the specified time will result in the full fee for the visit(s) being charged otherwise the Service User will be charged the full cost of the visit.

**TERMINATION OF SERVICE PROVISION**

The Company operates a 7 days notification system if the Service User, family member and/or Representative wishes to cancel the service provision.

The Company reserves the right to charge the Service User the current Standard Rate Charges for a period of up to, but not exceeding, 1 week, if less than 1 weeks’ notice is given of the Service Users wish to terminate the care services provided at the said time (moving home, family taking over care, transfer to a nursing or residential home included).

The Company also reserves the right to terminate the service forthwith without notice if the Company’s service contract is not signed and returned within seven working days of the commencement of the care service provided.

**WITHDRAWAL BY A1 HOME CARE OF SERVICE PROVISION**

A1 Home Care may withdraw from the service if the Service User, family member and/or Representative is not complying with its Terms and Conditions of Business. This can include, but is not limited to non-payment and/or continued non-payment of invoices or the Service User, family member and/or Representative of the Service User cancelling the service provision repeatedly. An initial warning will be given but if warnings are not heeded 48 hour’s notice will be given by the Company of the withdrawal of the service provision and the Care Assistant.

We may withdraw from the service provision or insist that the nature of the service be changed if it is not possible to keep all parties involved safe and free from harm. The Company will also terminate all service provisions if for any reason the service becomes untenable; in this instance the Company reserves the right to charge full fees for up to but not exceeding one week after termination.

In this situation the Service User, family member and/or Representative will be informed and discussions held. If necessary Social Services will also be informed (even in cases where the Service User is not a Social Services Service User) so that suitable, replacement arrangements can be made. Wherever possible A1 Home Care will ensure that Service User is not left without essential support provisions, unless suitable arrangements have been made.

# ADMINISTRATION

### Invoices:

Invoices are produced and forwarded to private Service Users on a monthly basis, the period of invoicing will cover all visits completed during the previous month and these will be sent out via e-mail or post. Social Service Users will be invoiced on a four weekly basis and the period of invoicing will be for the four weeks previously, these invoices will be sent directly to Essex County Council.

Private Service User’s payment should be made on receipt of the invoice by cheque payable to A1 Home Care Ltd. Please ensure that your **name and invoice number** is written on the back of the cheque and placed in the envelope provided with your invoice.

If you have signed up to pay by direct debit you will be notified of the amount, we will be taking and this will then be taken automatically through your bank as agreed in the direct debit agreement.

If a receipt is required please call the Accounts Department.

Alternatively you can pay by a ‘Direct Bank Transfer’ directly into our Bank Account:

**Bank:** Santander

**Account:** A1 Home Care Limited

**Account No.:**  10235863

**Sort Code:** 09-02-22

If the bank refuses payment on a cheque, an administration charge of £20 will be charged by the Company to cover costs for each representation. A1 Home Care reserves the right to charge interest on a daily basis at 8% above the Bank of England Base Rate on payments paid later than 14 days from the date of the invoice.

Any invoice queries should be made, either in writing or by telephone to:

Accounts Department

A1 Home Care Limited

Unit 16 – 19

Robjohns House Business Centre

Navigation Road

Chelmsford

Essex CM2 6ND

**Tel:** 01245 354774

**Fax:** 01245 355408

**E-mail:** [accounts@a1homecareltd.co.uk](mailto:accounts@a1homecareltd.co.uk)

The Company has a clear procedure for chasing unpaid invoices which includes a Statement and reminder letters. If invoices continue to be unpaid the Company will then instigate Court proceedings.

**COMPLAINTS PROCEDURE**

A1 Home Care prides itself on the standards that it sets but in the event that you may have cause for complaint the matter should be brought to the attention of the Registered Manager, in writing, at the earliest possible opportunity so that it can be dealt with swiftly. It is A1 Home Care’s policy that Service Users and their families will not be victimised for making a complaint and that all complaints will be acknowledged promptly.

**Stage 1**

Upon receipt of a complaint letter a full investigation will be carried out by the Registered Manager. You will be notified that an investigation has been instigated and contacted within five working days. If the complaint is about a member of staff it will be dealt with in accordance with the Company’s Disciplinary Policy and Procedures.

**Stage 2**

Once an investigation is complete you will be notified of the outcome. If the complaint is about a member of staff and disciplinary action has been taken it may not be appropriate for you to know the outcome of that investigation.

**Stage 3**

If, as a result of an investigation, you are not satisfied with the decision that has been made, you should contact the Managing Director, Patrick O’Callaghan in writing, again stating the facts as you know them and any further information relating to how your complaint was concluded. The Director will give a response within five working days of receiving such information.

**REPORTING ORGANISATIONS**

At any stage of a complaint, or if your complaint has not been resolved to your satisfaction, it is A1 Home Care’s duty to provide you with contact details of the following organisations that you are able to refer your complaint to:

1. Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

Tel: LGO Advice Team 0300 061 0614

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

1. The Care Quality Commission

St Nicholas Building

St Nicholas Street

Newcastle-upon-Tyne

NE1 1NB

Tel: 0191 233 3600

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

1. Social Services Emergency Duty Team:

PO Box 297

County Hall Tel: 0845 6061212

Chelmsford

Essex.

CM1 1YS

Tel: 01245 268580

1. General Social Care Council

London Office

Goldings House

2 Hays Lane

London,

SE1 2HB

Tel: 0207 397 5100

1. ESAB Support Team (Essex Safe Guarding Adults Board)

New Bridge House

60-68 New London Road

Chelmsford

Essex

CM2 0PDPP

Tel: 01245 506642

Email: [ESACB@essex.gov.uk](mailto:ESACB@essex.gov.uk)

**A1 HOME CARE POLICIES & PROCEDURES**

The Company complies with the standards required of the Care Quality Commission and that of the policies and procedures that underpin its quality and performance. This section contains a summary of the Company’s policies that Service Users, their families and/or their Representative may find useful.

**Equal Opportunities:**

The Company is committed to equality of opportunity with the aim of ensuring that no one, including job applicants, staff members, Services Users, family of Service Users and/or their Representatives are treated less favourably or fairly on the grounds of age, disability, sex, race, religion and belief, gender reassignment, marriage and civil partnership, sexual orientation or pregnancy and maternity. The Company A1 Home Care does not support positive discrimination and the placement of staff will be based on the Service User’s wishes and the staff members experience and abilities for the task.

The Company aims to make equality and diversity a part of everyday working practice and will not tolerate discrimination in any form. Any complaint about discrimination very seriously. Any employee or Service Users who feels they have been unfairly treated should raise the matter with the Registered Manager in accordance with the Company’s Complaints Procedure. Any complaint received of a discriminatory nature will be dealt with under the Company’s Disciplinary Policy and Procedure.

### Confidentiality of Information:

Any information obtained by the Company, in whatever form, in relation to the Service User and/or Representative, affairs or finances will be treated in the strictest confidence. Staff members contractual terms help to ensure their commitment to ensuring and maintaining confidentiality and any breaches of confidentiality are taken very seriously.

Sharing personal information between partner agencies is vital to the provision of co-ordinated and continued care for Service Users. A1 Home Care policy is to operate in line with the “Caldicott principle” relating to the **“Basic Principles of Passing Confidential Information”**. This policy document is available to Service Users upon request.

No personal information will be shared unless there is a danger to the Service Users or care/support worker and in the first instance this will only be shared with the Registered Manager or Responsible Individual and then acted upon at their discretion.

**Data Protection:**

A1 Home Care is registered with the Data Protection Agency, The Register of Data Controllers. If a Service User wishes to gain access to information held about them requests must be made in writing and will be dealt with within 40 days from the date of receipt. A1 Home Care will ensure that it is satisfied as to the identity of the person making the request before releasing confidential information.

**Inspection – Care Quality Commission (CQC):**

A1 Home Care is subject to annual inspections from the Care Quality Commission during which Service User files may be reviewed as part of the inspection or regulation process. You may be contacted during this time about the level of your service. You should advise A1 Home Care if you do not wish to be contacted.

**Insurances:**

Company Insurance: Appropriate Public and Employers Liability Insurance is in place to the value of £10,000,000.

Care Assistant Insurance: It is the responsibility of Care Assistants to ensure that if they use their own car for work it has the appropriate business insurance and Care Assistants are required to produce their Driving Licence, MOT and Vehicle Insurance.

**Health & Safety:**

The Company complies with the Health and Safety at Work Act 1974 and ensures, so far as is practicably possible, the health, safety and welfare of its employees, Service Users and all persons likely to be affected by the Company’s operations.

Health and Safety training, including manual handling training, is provided to Care Assistants and Care Assistants have a duty to ensure that they work in a safe way that does not put the person for whom they care, themselves or their work colleagues at risk. Appropriate Health and Safety Risk Assessments are carried out prior to work being undertaken (and ongoing Risk Assessments if necessary) and if potential hazards are identified remedial recommendations will be made by the Company. Care Assistants are encouraged to report and document accidents, incidents or potential hazards immediately.

**Safe Moving & Positioning:**

In compliance with CQC Regulations all Care Assistants have an up-to-date Moving and Positioning Certificate. A1 Home Care operates a strict “no lifting” policy and all Care Assistants are advised that they should never attempt to move or lift a Service User without appropriate lifting equipment. Care Assistants have the right to refuse if they are asked to move or lift a Service User; Care Assistants should contact the Registered Manager, Office or Senior Care Assistants immediately for advice.

**Protective Clothing:**

Care Assistants are supplied with appropriate PPE equipment including aprons and gloves and it is the policy of the Company that appropriate PPE is worn by Care Assistants at all times to protect against infection and maintain appropriate hygiene levels.

##### Safe Handling of Money and Property:

A1 Home Care does its best to ensure the safe handling of money and has the following procedures in place:

* **Payment for the service/contribution:** Care Assistants are not allowed to accept cash payments on behalf of the Company. They may accept a cheque on behalf of the Company if it is given in a sealed envelope.
* **Payment of Service User’s bills, shopping etc.:** If it is agreed that during your assessment Care Assistants will handle monies, the Registered Manager shall agree and set up a financial system to record all money transactions.

It is strictly against the Company’s policy for Care Assistants to:

* Borrow money from a Service User or anyone associated with a Service User;
* Lend money to a Service User or anyone associated with a Service User;
* Accept cash or gifts;
* Be a witness to the Service User’s Will and/or be a beneficiary of a Service User of A1 Home Care;
* Sell or dispose of goods belonging to a Service User or anyone associated with the Service User;
* Sell goods or services to the Service User;
* Buy goods belonging to/from a Service User;
* Use personal property belonging to a Service User;
* Become involved in gambling syndicates with a Service User i.e. national lottery or football pools;
* Take unauthorised persons (including children) into a Service User’s home without the permission of the Service User, their family and/or Representative and the Company’s Registered Manager;
* Take responsibility for looking after any valuables on behalf of a Service Users;
* Incur a liability on behalf of a Service User;
* Use loyalty cards except those belonging to the Service Users on behalf of the Service User;

It is the responsibility of the Care Assistant to safeguard property belonging to the Service User. Any accidents/damage to property must be reported to the Registered Manager immediately.

**Protection from Abuse, Neglect and Self-Harm:**

Abuse can take different forms, and may be physical, verbal, sexual, financial or self-neglect. Responsibilities for safeguarding are enshrined in legislation and the Company takes its safeguarding responsibilities very seriously. It is the responsibility of all of our staff to safeguard the interests of the Service Users, in an environment which is safe, supportive and free from abuse. The only acceptable relationship between our staff and a Service User is one which is professional and which focuses exclusively on the needs of the Service User.

The Company will not tolerate any form of abuse and it is our aim through training, education, continued professional development and open lines of communication that all staff within the Company are committed and competent to undertake their duties and responsibilities in conjunction with other professionals and organisation to ensure the well being of our Service Users at all times.

it is the Company’s duty to report and to act on any form of abuse and will supply information to local authorities upon request in all safeguarding enquiries in accordance with legislation.

**Security of the Home:**

Care Assistants will to the best of their ability maintain the security & safety of a Service User’s home whilst attending for the provision of care. Agreement will need to be reached regarding:

* Access and key holding;
* Confidentiality of entry codes and security of doors and windows;
* Alternative arrangements for entering the home;
* Action to take in case of loss or theft of keys;
* Action to take when unable to gain entry;
* Discovery of an accident or other emergency situation;

Appropriate information will be documented on the Service User’s Agreement and personal care plan. Relevant information shall also be passed to the Care Assistants involved in the care package.

We recommend that key safe numbers are changed every **6** months. The office must be advised of key safe changes.

**Notice of Absence:**

You will be notified if, for whatever reason, the Registered Manager should be absent for more than 28 days of the person who has taken over the duties of the Registered Manager.

**Independent Advocates:**

All Service Users have the right to make an informed choice regarding the care services that they are provided with. If however, due to lack of capacity, Service Users who are unable to make an informed choice they can have an independent advocate who will support them to make decisions, or make the decisions on their behalf. Details of independent advocacy services can be obtained from a number of sources, to include Social Services, the Citizens Advice Bureau and GP surgeries.

**CONTACT US**

We value and welcome both positive and negative feedback to enable us to help us improve our service. All feedback should be directed to: **Nicky Cook,** Registered Manager at:

A1 Home Care Limited, Unit 16 – 19, Robjohns House Business Centre, Navigation Road, Chelmsford, Essex, CM2 6ND.

**Tel:** 01245 354774

**Email:** [nicky@a1homecareltd.co.uk](mailto:nicky@a1homecareltd.co.uk)

**Website:** [www.a1homecareltd.co.uk](http://www.a1homecareltd.co.uk)

**Thank You**

*On behalf of A1 Home Care we would like to thank you for considering us as your care provider and for taking the time to read and review our Care Services Information Guide. If you have any questions or queries that are not answered in this Guide please do not hesitate to contact us.*

***Patrick O’Callaghan* *Nicola Cook***

CEO/Managing Director Registered Care Manager

