



VINCENTIAN CARE PLUS SERVICE USER'S GUIDE

Welcome to Vincentian Care Plus (VCP). This Service Users Guide tells you about our Company and what you can expect from our services.

The content of this guide follows the guidance of the Essential Standards for Quality and Safety issued by the Care Quality Commission (CQC) who are the regulatory body for domiciliary care under the Health and Social Care Standards Act 2008. You can find more about these standards in the section below and on the CQC website www.cqc.org.uk

This document also summarises basic information about Vincentian Care Plus for people who are considering using our service, their friends, relatives, carers and representatives of users and potential users. For more information and understanding of how this may apply to you and your care please contact us.

Our offices are open from 8.30am to 5.00pm Monday to Friday. Outside these hours you can leave a message on the answering machine which will be picked up the following morning. If you need to call us immediately there is an emergency telephone service no to call detailed below.

Our Address	2 Grosvenor Gardens London SW1W0DH
Our Office telephone number 8.30am to 5.00pm (Care Coordinator)	02077304254
Our On-call Field Care Supervisors telephone number 8.00am to 5.00pm	07783890755
In an emergency we provide a 24 hour service.	07906 477 108
Our Email	dom.care@vincentiancareplus.org.uk

If you would like a copy of the Service Users Guide in other formats and other languages please contact us at the office.

Introduction

Vincentian Care Plus is committed to Promoting Independence.

Our aim is to offer a practical and personal care service, to enable you to remain as independent as possible in your own home.

The care is delivered according to your care plan, and is based on an assessment of your needs.

We aim to assist our Service Users in being as independent as possible, and the service we provide is an enabling one rather than a 'doing' one. We encourage and assist as much as possible whilst trying to ensure that we don't 'take over' the task that Service Users can do for themselves.

About Vincentian Care Plus

Vincentian Care Plus Home Care agency was set up as a company in 2004 and registered as a Domiciliary Care Agency in 2004. At present we are operating within Westminster but it is our aim to continue to develop our services in to other areas. People who are looking for home care can purchase private services from us, or can be referred from social services. We are in partnership with Westminster City Council Adult Services and are on the framework agreement. Vincentian Care Plus supports the practice of Personalization and Personalized Budgets. We aim to deliver Person Centred care and do so in accordance with our legal obligations laid down by the Care Quality Commission

Our Aims, Objectives and Philosophy

Vincentian Care Plus aims to provide care and support for people, who cannot wholly look after themselves in their own homes, at times convenient to them and in ways they find most suitable.

We aim to work with you to provide a service which you value highly, which helps you to live as independently as possible and which allows you as much control & choice as possible over your lifestyle.

Our objective is to work in partnership with everyone involved in your care; this includes your family, the social services team, healthcare staff and any other multi disciplinary agency.

Our philosophy is to put you, the Service User, at the heart of everything we do, and to act in your best interests at all times. Our policies and procedures reflect this.

Services We Provide

Vincentian Care Plus provides domiciliary care. We also supervise you while you undertake these activities yourself, or give you advice and encouragement, as needed.

Meeting basic physical needs including assistance with the following;

- Getting up, going to bed, bed making.
- Dressing and undressing
- Personal Care, washing, bathing and general grooming (personal hygiene)
- Preparing meals and light snacks, eating and drinking.
- Using the toilet, maintaining continence, managing incontinence
- Moving about, handling and transferring (mobility)
- Supervising, encouragement in taking medication
- Shopping for everyday requirements,
- Collection of pensions and welfare benefits.
- General housework and cleaning,
- Washing up and tidying up
- Disposal of general household waste.
- Laundry and ironing
- Vacuuming

The level, nature, type and amount of service, which you receive, will depend on your wishes, the assessment we undertake and the number of hours which you require.

There are a small number of tasks, we cannot help you with. This is because of health and safety regulations these are;

- Not cutting your toenails
- Not moving heavy furniture
- Not climbing ladders
- Not cleaning above a safe height for your carer
- Not helping you with tasks, which involve an invasive procedure (such as giving you injections, etc???)

Vincentian Care Plus has a very clear policy, that we do not administer medication, we prompt only from the Service Users blister pack.

Who is the Service for?

Vincentian Care Plus provides services to adults irrespective of gender, race, colour, nationality, religion, disability, culture, sexual preference, lifestyle, social standing or ability to pay. Our service is available to any Service User group including the infirm,

those with physical disabilities, sensory loss, learning disabilities and those who are suffering from chronic debilitating or terminal illness.

Initial referral

You may have been referred to us by the social services department from which you initially sought help and which has accepted at least some financial responsibility or you may have contacted us yourself. In either case, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to talk with you as the person who is going to receive the service and any other interested parties. At the very outset we need to be sure that the services we provide are going to be suitable for you.

Assessing the need

The process starts with a Manager from Vincentian Care completing an Initial Care Needs Assessment for you. We hope that you do not find the process by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. Remember, all the information will be treated confidentially. Our aim is always to make sure that we understand what you need and what your preferences are about services, so that we can respond in ways which really suit you. We will contact you and arrange to visit you in order to draw up a Person Centred Care Plan. This will record the details of the service which we will provide and when it will take place. It will contain information about how it will be delivered in accordance with your wishes.

Assessing the risks

If you have decided to have care provided in your own home, you will know of course that that carries some risk. Our care workers are unlikely to be with you all the time so there will not be the same level of support as you would receive in a residential home, for example. On the other hand you retain your independence and many people find that, on balance, this measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. So your Person Centred Care Plan will also include a risk assessment, which is conducted to ensure your safety as well as that of the carer. With you, we will be weighing up the risks to be taken with the advantages, and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimised.

Person Centred Care Plan

Having assessed your needs and the risks in the situation, we then again with you draw up a Person Centred Care Plan. This is called a Care and Support Plan because you as the Service User really are central to it. It will record the details of the service which you have requested and indicate the times that you have requested. It will contain information about how it will be delivered in accordance with your wishes.

Access to Records

You will be able to access your file in accordance with the Data Protection Act. You may obtain a copy of our full Access to Records policy upon request.

Billing

You will be billed monthly.

Cancellation/ Termination

You must advise us of any cancellation or termination of service. If you wish to cancel a visit you must give us 24 hours' notice or you may be charged for the cancelled visit.

Carers

All carers employed by Vincentian Care Plus have been through our vigorous selection process. They have had their references checked and been subject to an enhanced police check via the Criminal Records Bureau.

Changes in Home Carer

As far as is practicable, we will minimise changes of care staff. You have the right to change your Home Carers and a request for this will not jeopardise the service that we give you. However your request must be reasonable, in accordance with our equal opportunities policy and within available resources.

Compliments and Complaints

We operate a compliments, concerns and complaints system which allows you to bring to our attention any concerns or comments you may have about the service you receive from us.

If you are dissatisfied with our service you should, in the first instance, contact the registered Manager. This can be done by letter or by telephoning 02077304254.

Initial Stage (Informal or Problem Solving Stage)

This provides an opportunity for us to discuss with you or your representatives your concerns and to try to resolve the problem. This can be done through discussion, giving us the opportunity to investigate the concern or complaint and to try to resolve the problem. We will endeavour to resolve your concerns at this stage within 14 days.

If you remain dissatisfied, you may request your complaint to be taken forward to in line with our complaints procedure.

At this stage an independent investigator appointed by the Registered Manager will be requested to look into your complaint and prepare a report. On receipt of this report we will write to you and advise you of the outcome(s) and what action will be taken. If your complaint is of a complex or serious nature, such as dishonesty, racism or abuse, then it will be formally investigated.

You can at any time during this process make your complaint known to the Care Quality Commission. (CQC) You can contact the National Customer Service Centre:

Telephone: 03000 616161

Fax: 03000 616171

CQC Opening hours are Monday to Friday, between 8.30am and 5:30pm, excluding bank holidays

Address

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Confidentiality

We are happy that Service Users exercise the right to make decisions about their own lives and service delivery. All information given to us will be treated with confidence under the Data Protection Act. However we may have to share that information with appropriate people such as the Care Quality Commission.

Home Carers may need to share confidential information with their line manager in the best interests of the Service User or in line with our responsibilities within the law. If however there are circumstances where confidentiality is breached inappropriately, we will take action as defined in our policy and procedures.

Equal Opportunities

We are an equal opportunities employer and care provider. Employment and service provision is open equally to all people regardless of race, culture, religion, sex, sexual orientation or disability.

If you have any specific requirements in relation to your religion, culture or ethnicity, we will endeavour to meet those needs.

Equipment

If you require equipment to assist you with day to day living in your home, this is arranged by the Occupational Therapy Service, following an assessment to establish what will be of benefit to you.

Health and Safety.

It is the policy of Vincentian Care Plus to maintain healthy and safe working conditions and practices. It is our expectation that staff will be conscientious in all Health & Safety practices and be on the lookout for any area of risk to themselves and other people. We also expect our Service Users to be conscious of their responsibility to provide a working environment that is safe and risk free.

Holidays and Sickness

We will strive to ensure you have continuity of Home Carers, there will be times when we have to substitute your regular Home Carer, and this may be due to sickness or annual leave. We will provide another Home Carer if your regular carer are unable to attend, even at very short notice.

Insurance

The Vincentian Care Plus holds both Employers and Public Liability Insurance.

We are insured with

Ecclesiastical Insurance

Beaufort House

Brunswick Road

Gloucester

GL1 1JZ

Main cover & Limits.

Employers Liability 10 million

Public Liability

5 million

We are also insured for normal cover, e.g. office contents, buildings, loss in revenue, etc. Annual renewal date is in January.

Please note that Vincentian Care Plus's Insurance Policies does not cover any damage to your personal property unless such damage occurs as a result of negligence on the part of a employee during the course of his or her work.

Service Users are advised to hold their own contents insurance.

Protection of Vulnerable Adults

We operate a Protection of Vulnerable Adults Policy in line with the National Disclosure and Barring Service (DBS). Any alleged accusations of abuse will be treated seriously. It may then involve the Care Quality Commission the Police and other departments within Social Services.

Quality Assurance

To ensure that quality services are provided to meet the needs of all our Service Users, we will undertake monitoring of services by half yearly Quality Assurance Visits, spot check visits, telephone calls, postal questionnaires and reviews.

Vincentian Care Plus Standards and the QA process are reviewed and revised as necessary on an annual basis..

Referral

People can be referred to our service in a number of ways, Social Services or you or your representatives can apply to Vincentian Care (telephone 02077304254) for our service. We will take details regarding the referral and you will be contacted to arrange a visit from an assessor to your home.

Responsibilities

You are required to provide all cleaning materials and to ensure that all electrical equipment used by our home carers is in sound working order.

When we undertake shopping, pension collection or pay bills on your behalf, our staff must be authorised to do so by the Registered Manager and complete and sign the financial transaction form which must be countersigned by you or your representative. To enable us to collect your pension you may have to give written permission to us for identification purposes.

As part of your care plan you will be required to treat our staff with respect, courtesy and consideration and to notify the Registered Manager or Care Coordinator of any failure by our staff to attend to your specified care needs or of any inappropriate behaviour.

We would expect the Assessment documents to be in your home and available for the Home Carers to follow the care plans. If you however decline to have the documents in your home, we will have to record your refusal and reasons why in our records. This is a ruling set down by the Care Quality Commission (CQC).

Risk Assessment. We must complete a risk assessment of your home prior to the care being provided; (although we understand in some circumstances this is not possible) you will be included in part of the risk assessment procedure and informed of the outcome. Risks assessments will be reviewed periodically or as necessary.

Reviews

To ensure that the services you receive are continuing to meet your needs we will arrange to undertake a review of your care package annually. If, however, your circumstances change and you wish to review your services earlier you should contact the Registered Manager who will arrange an earlier review date.

Review of the Service

Vincentian Care Plus will provide services as outlined in the initial assessment undertaken before the service began and which forms part of the Care Plan. To ensure that the services you receive are continuing to meet your needs we will arrange to undertake a review of your care package from time to time, at least annually, and the Service User may request a review at any time if the service being delivered is inappropriate to the Service User's needs. If it is agreed that the service should be changed the Service User plan of care will be modified accordingly and a fresh contract issued. In the case of Service Users whose fees are paid by a Local Authority, any reassessment and change to the Service User Plan will be carried out in conjunction with the relevant social service staff.

Rights and Responsibilities.

The dignity and value of every client must be recognized and respected at all times.

The rights of the Service Users to not to accept carers with whom they are not compatible must be upheld.

Carers must never discriminate against Service Users on the grounds of race, nationality, language, religious beliefs, age sexual orientation, social standing. Nor must they discriminate between Service Users who pay for their services directly and those who do not.

Should the carer cause any damage to the home it should be reported immediately to the Service User and also to the Registered Manager of Vincentian Care Plus. If possible the damaged article should be kept for inspection in case it will be needed for insurance purposes.

Security

We aim to help to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. We respond to our Service Users' need for security in the following ways.

- a. We always carry out thorough risk assessments in relation to premises, equipment and the activities of the Service User who is being helped.
- b. We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- c. All our carers are well selected, trained and briefed to provide services responsibly, professionally and with compassion.

Security of Service Users Homes - Entering and Leaving the Premises

The organisation adheres fully to Outcome 10 of the Essential Standards Of Quality and Safety – Safety and Suitability of Premises which relates to the degree to which Service Users are protected and are safe and secure in their homes

- a. During the initial assessment, carried out by the Manager, the security of the home will be discussed and an agreement reached about how the carer will affect entrance to the Service User's home. Should the Service User not be able to open the door because of infirmity, disability, incapacity or mental state? The carer will be authorised to access a key from a key safe or in special cases VCP will hold a key. In this event the plan will be well documented and agreed by the Manager.
- b. The key will only be used to enable entrance for work and should not be used at any other time.

c. Such a decision should only be reached where this represents the best way of effecting entrance for the home care worker and where it represents the best way to ensure the safety and security of the Service User.

Prohibitions – Our Staff are:

- a. not allowed to use your telephone for their own use but must be allowed to do so to contact the office or the emergency services and to clock in;
- b. prohibited from smoking or consuming alcohol in your home or to purchase alcohol, unlawful drugs or substances on your behalf;
- c. not allowed to be signatories to your will or other legal documents or to offer advice of a general or specific nature in respect of your financial affairs and this applies to members of the family of any staff who work for us;
- d. not allowed to accept gifts, in money or in kind, from you or your representative(s).
- e. not allowed to administer medication. They cannot perform invasive tasks. Neither are they allowed to give you advice on health matters or medication;
- f. forbidden from lending anything to or borrowing anything from you or you representative. They are also forbidden from buying anything from or selling anything to you or your representative(s);
- g. not allowed to take unauthorised people or pets into your home;
- h. not allowed to hold door keys to your property or make copies if these keys;
- i. prohibited from giving their personal telephone number to you. If you wish to give a message to a member of our staff you can do so by contacting the office and we will pass your message on;
- j. cannot take your laundry home with them;
- k. not allowed to 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.

Statement of Purpose

We have a Statement of Purpose and this document can be accessed by contacting the Registered Manager at Vincentian care Plus, 2 Grosvenor Gardens London SW1W0DH

Staffing Information

Supervision Training and Development

We operate a training programme for all our staff which includes an Induction program in line with the national Skills for Care Induction Standards and QCF Diploma modules level 2 and 3

All of our staff receive training in the delivery of care and support. However, if specialist equipment or care is required, training may need to take place in your home.

As part of staff development, our staff undertake training and supervision in Service Users homes. You have a right to refuse to take part in this activity. You will be notified of any planned training well in advance of the visit.

Our staff operate under the GCSC Code of practice for Social Care Workers

Uniforms and Protective Clothing

Our staff are required to wear their uniform and their identity badges.

If you wish to verify the person we have sent to undertake your care then please telephone the office.

Our staff are required under Health and Safety regulations to wear protective clothing such as gloves and aprons when carrying out their duties. We supply all protective clothing.

Withdrawal of Services

Cancellation or withdrawal of the Service

Only in exceptional circumstances will a service be withdrawn if a substantial and continuing need for care has been identified.

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

We will always try to provide a service to you and all of 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 care workers, or unacceptable or violent behaviour from any Service User, their family or friends or representative(s).

Your rights as a Service User

The aim of Vincentian Care Plus is to provide good quality domiciliary care, promoting a way of life for our Service Users which permits you to enjoy, to the greatest possible extent, your rights as individual human beings. The following rights are fundamental to Vincentian Care Plus.

Privacy

Your right to privacy involves being free from intrusion or unwelcome attention. We aim to maximize your privacy in the following ways.

- a. Our carers will enter your home and rooms within the property only with express consent.
- b. You have the right not to have to interact with or be interrupted by our carers when.
- c. We respect the fact that your possessions are private and always act in accordance with the principle that our carers are guests.
- d. Our carers respect your right to make telephone calls and carry on conversations without being overheard or observed.
- e. We ensure that records of the service provided to you are only seen by those with a legitimate need to know the information they contain.

Dignity

The right to dignity involves recognizing the intrinsic value of you as an individual and the specific nature of your particular needs. We aim to maximize your dignity in the following ways.

- a. When assisting with all aspects of personal care, including toileting, dressing and maintaining appearance, where possible, we can provide a carer of your choice and of the sex of your choice.
- b. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which you may have arising from a disability.
- c. We will treat you with respect, which reinforces your individual characteristics, addressing you and introducing you to others in your preferred style,

responding to specific cultural demands and requirements, and aiming to maintain appropriate relationships which are warm and trusting.

Independence

Having the opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise your independence in the following ways.

- a. We will encourage you to take as much responsibility as possible for your own healthcare and medication.
- b. We will involve you fully in planning, devising and implementing your own care plans.
- c. We work with carers, relatives and friends of yours to provide as continuous a service as is feasible.
- d. We will focus on your capabilities when delivering your care to achieve the best outcomes.

Choice

- a. We aim to provide the opportunity to select independently from a range of options. We will respond to your right to choice in the following ways.
- b. We avoid a pattern of service which leads to compulsory timings for activities like getting up and going to bed.
- c. As far as possible, we manage and schedule our services so as to respond to preferences with regards to carers with whom you feel most comfortable.
- d. We respect your eccentricities, personal preferences and idiosyncrasies.
- e. We strive to cultivate an atmosphere and ethos in our service which welcomes and responds to cultural diversity.

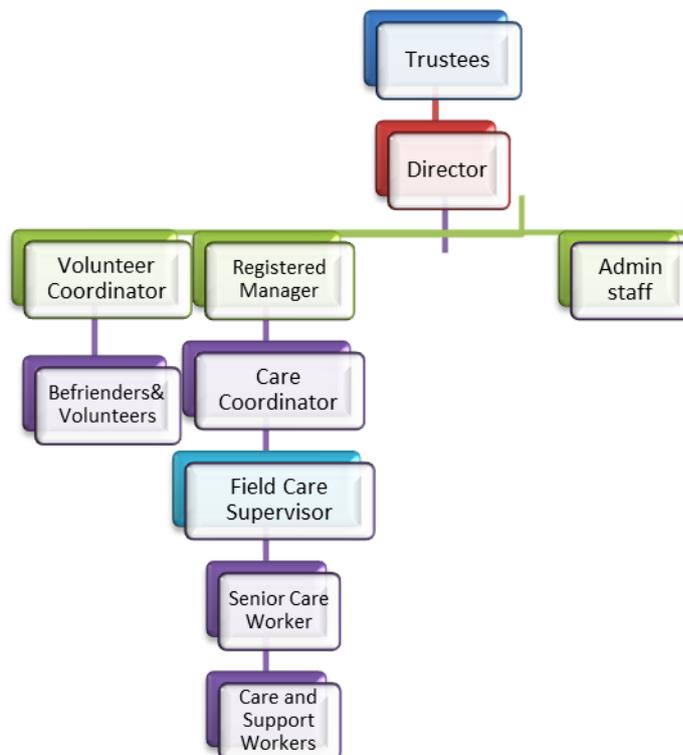
Copies of this Guide.

The Service User or their representative and the Registered Manager of Vincentian Care Plus sign this Guide. The signed copy will then be kept with the Service User or their representative and at the offices of Vincentian Care Plus.

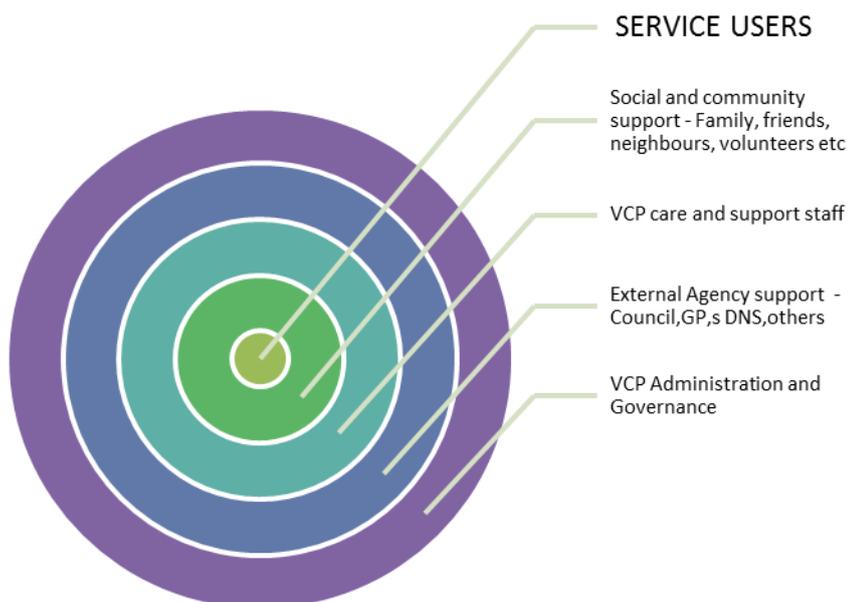
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Vincentian Care Plus Organisation Charts

Staff and Volunteers



Service Users – central to the service



Governance Contact Details

Registered Provider

Sister Marie Raw
Provincial house
The Ridgeway
Mill Hill
London
NW7 1RE
Tel: 0208 9063777

Chair of Trustees

Sister Ellen Flynn
Provincial house
The Ridgeway
Mill Hill
London
NW7 1RE
Tel: 0208 9063777

Company Secretary

Sister Kay Harte
Provincial house
The Ridgeway
Mill Hill
London
NW7 1RE
Tel: 0208 9063777

Director

Sister Margaret Bannerton
2 Grosvenor Gardens
London
SW1W0DH
Tel: 02077304254

Registered Manager

Sister Margaret Bannerton
2 Grosvenor Gardens
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