

**ROSTER HOME CARE LIMITED**

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**SERVICE USER GUIDE**

**Service User Guide**

Our service is regulated by the Care Quality Commission under the Heath & Social Care act 2008 (regulated activities) and the Care Quality Commission (registration) regulations 2009

We are regulated to carry out personal care and deliver domiciliary care services in the community.

**Registered provider:**

Roster Home Care Ltd

Suite 118 & 122 Sackville Place

44 – 48 Magdalen Street

Norwich

Norfolk

NR3 1JU

Telephone 01603 323653

[www.rosterhomecare.co.uk](http://www.rosterhomecare.co.uk)

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

**Registered Manager:**

Jenny Daynes

**Nominated Individual**

Jenny Daynes

**Office hours** 9am to 5pm Mon to Fri

Closed Bank Holidays

**Out of Hours** **Number**: Mobile 07551 312765

Available from 5pm to 10pm Mon to Fri

Sat & Sun and Bank Holidays 9am to 10pm

**Introduction**

Our company ethos is to care about your care.

“You trust we Care”

Our minimum call time is 1 hour where we will be able to support you at your own pace and you don’t feel rushed or not being heard.

We want to provide care and support to meet your needs not ours. We will work with you to achieve your goals, do things the way you want them doing.

Work in a person-centred way, develop your care plan with you and your family.

Our core service principles are the **National Care Certificate** and the **NHS 6 Cs**

**Care – Compassion – Competence – Communication – Courage – Commitment**

Our objective is to provide an outstanding quality of care for our customers. Enabling people to continue to live independently in their own home, achieving their desired outcomes, maintaining their quality of life and their lifestyle preferences.

We recruit the very best people who want to work with our values. Each and every staff member is flexible, experienced in their field and willing to work with you to achieve the best for you. This enthusiasm and commitment to care, teamed with exceptional skills and passion is hard to come by. We demand the greatest commitment from each and every staff member and thus provide you with quality care.

Each member is carefully selected and will have undergone our extensive recruitment and selection process to provide care for the people who use our services.

They will have an Enhanced DBS and will be trained by our own trainer.

We are a Regulated service.

We welcome and comply with the registration and inspection and auditing process that regulation brings.

We are fully regulated by the:

Care Quality Commission (CQC) – in England

Norfolk County Council Quality Team

We firmly believe that this commitment to transparency and quality can only drive the best possible experience for the families that we support and care for.

We work with Norfolk County Council and Local CCG within Norfolk

THE KINDS OF SERVICES PROVIDED

The kinds of services provided for the purposes of carrying out regulated activities and the range of service users’ needs which those services are intended to meet.

Our staff provide all day-to-day care needs for people, including help with dressing, bathing, including continence care, and assisting to prepare meals and assistance with eating and drinking and any other daily needs and activities, such as medication, housework, shopping, cleaning, laundry and ironing.

We also provide Live in care and a Sitting service day & night

Attending appointments and socialising.

In practice this means that care is designed to make people as safe as possible whilst ensuring people can maintain control of their lives. For people living with dementia, this is particularly important for health and wellbeing.

People who can access our services include - Adults over 18 – Elderly 65 + People living with Dementia, Physical disability, Sensory impairment. Frail and vulnerable adults, long term health conditions. Hospital discharge, short term assistance.

**Our principals**

* To focus on Service Users.
* To provide personal care and support in ways which have positive outcomes for people and promote their active participation.
* To ensure that we are fit for our purpose.
* We examine our operations constantly through audit`s to ensure that we are achieving the desired outcomes in all areas
* We welcome feedback from the people who use our service, and their friends and relatives.
* To work for the welfare of the people we support.

We aim to provide for each person with a package of care and support, which contributes to their overall personal goals and needs. We will work with other services and professionals to help to maximise each person`s independence and to ensure as fully as possible their participation in their community.

We will work with you and your family to develop a care plan around your care/ support needs, this will be agreed by all and signed in agreement. Your plan will be reviewed monthly and amended where needed or as and when a need arises if changes are required sooner.

You will be issued with a service agreement, and this will be issued within the first week (7 days) of your service starting.

**Confidentiality & Data Protection**

We will ensure that all personal information will be treated in strict confidence and not divulge anything without consent in order to comply with the Data Protection Act .

**Avoiding Abuse**

People are made aware they should report any incident of abuse, exploitation, violence or aggression they receive from any of the care team provided by Roster Home Care Ltd and also informed of who they need to report to immediately should they feel they have been abused in any way i.e. physical, sexual or financial.

**Medication**

People are encouraged to administer their own medication, however, if you feel you need assistance, we can make medication available for you to take by following the care plan and referring to the local Social Services and Roster Home Care policy and procedure on administering medication.

**Insurance**

Roster Home Care is fully covered by an Employers & Public Liability policy, which is displayed in the office. If you are worried that an employee is doing something not covered on the company’s insurance, please do not hesitate to contact the office for advice.

**Reporting of Accidents and Dangerous Occurrences**

Carers have a duty of care to report to the office any accidents or incidents they consider to be dangerous, and we ask for your co-operation in this.

**Smoking Policy**

Roster Home Care has a no smoking policy where the carer cannot smoke at your

house at any time. We politely request that you refrain from smoking while a carer is in your property.

**Removal of Care Services**

In the event of any abuse or sexual harassment of the Care Worker, Roster Home Care reserves the right to remove the carer immediately and the service will be reviewed to the satisfaction of the service user and Roster Home Care.

**EQUAL OPPORTUNITIES**

Roster Home Care operates an equal opportunities policy in its recruitment procedures to ensure that all care workers are selected on the basis of their ability to fulfil the requirements of the job.

Care workers and people who use our services should be treated equally and fairly regardless of Race, Religion, Colour, Nationality, gender, Marital status, Sexual orientation, Social status, politics, Disability or Age.

**Complaints Procedure**

If you feel able to bring your complaint to the attention of the care worker or ask them to contact the office as you wish to raise a complaint or contact the office direct.

We will listen to your complaint either over the phone or arrange a face-to-face meeting with you, this will be your decision.

Your complaint will be recorded, and a timescale given for a completion of the complaint and findings.

You will receive a letter or email with 7 days to acknowledge your complaint and a completion date of 28 days.

**Referral Process**

Most people will be referred to Roster Home Care by social services and we will deliver under contract to the local authority. However, some people will self-refer and we will deliver to them under a private contract.

Once we receive your referral, we will contact you to arrange an initial home visit. During this initial visit, we will ask you or your representative to provide us with relevant information about your needs, contact details of your next of kin, family or friend which can be used in emergency situations.

You will be talked through the service user guide, and we will explain our service user written agreement to you. We will also draw up a Care Plan and Risk Assessment. The Care Plan and Risk Assessment is a description of the help or services that you need from us and how you need them to be delivered. It also identifies any risks to you or our staff and how best to manage them. You or your representative will be consulted about its contents and will be asked to sign to confirm your agreement. All the information we collect will be used to select a care worker who is best suited to your individual needs. Remember, our care workers can only undertake tasks that are detailed in your Service User Care Plan. Any changes to the care you require must be agreed in advance with your care manager.

**Human Rights, Privacy and Dignity**

The focus of our care is that you are treated with respect, your dignity is preserved at all times and your right to privacy is always observed. Personal care and support is provided in a way which maintains and respects your privacy and dignity, in accordance with your lifestyle.

Care and support is provided in the least intrusive way. You and your representatives will be treated with courtesy at all times. Staff are sensitive and responsive to ethnicity, disability, age, gender, sexuality and spiritual beliefs.

**Monitoring Visits**

Regular monitoring visits are carried out by senior members of the care team. We may tell you that we are coming, or we may arrive whilst your personal care is being carried out. We also carry out service user surveys by post and over the telephone. We may contact your representative, with your consent, and ask for their feed-back.

**FINANCIAL ARRANGEMENTS**

A written contract/Letter of Agreement will be issued to you within seven days of commencement of the service, unless the service is funded via the local authority. The contract will be signed by you (or your representative) and the registered manager or representative on behalf of Roster Home Care. A copy will be retained by you and a further copy will be retained by Roster Home Care.

**Terms and Conditions**

The letter of agreement/contract, together with this service user guide and our current tariff will comprise the terms and conditions on which our service is provided.

**Invoices**

These will be raised by the office payment details will have been discussed on initial visit, our terms are 7 days from receipt of invoice, you will be invoiced on a monthly basis in arrears.

**Staffing and your Home**

When our staff attend your home, they will always be wearing a Navy Uniform, which will show our company logo on the front, together with an appropriate Identification Badge with photograph so that they are easily identifiable to you. They will knock and not try to gain entry without your permission. Wherever we are entrusted we will use the key safe, staff will always knock when using the key so that you know who is calling. And will call out to you as soon as they open, they door so you know is there.

**GIFTS & GRATUITIES**

Our job is to ensure that you are looked after to the best possible standards and that you receive the best possible care. We are rewarded enough when we receive compliments from the people who use our services. There is no need to offer any gifts, tips or gratuities; indeed, our staff are unable to accept them.

Your understanding in this matter is appreciated.

**Geographical area**

Currently we are working in the following areas:

Cringleford – Eaton – Earlham – Little Melton – Hethersett – Colney – Costessy – Bowthrope – Bawburgh – Keswick

**HOW TO CONTACT THE REGULATORY AUTHORITIES**

Registration Authority:

**CQC**

Telephone: **03000 616161**Email**:** [**enquiries@cqc.org.uk**](mailto:enquiries@cqc.org.uk)

Norfolk County Council

Telephone: **0344 800 8020**