



## **SERVICE USER'S GUIDE**

### **Purpose of this Document**

This document summarises basic information about Basing Care for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the **Domiciliary Care Agencies Regulations 2002**.

### **Our Statement of Purpose**

This Service User's Guide should be read in conjunction with our Statement of Purpose, which sets out:

- (a) Our aims and objectives
- (b) The nature of the services which we provide
- (c) The names, addresses, qualifications and experience of the people who manage Basing Care
- (d) The range of qualifications of our care workers
- (e) Our arrangements for handling complaints and suggestions.

### **Our Aims and Objectives**

Basing Care 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 agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount.

### ***Our principles***

1. To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
2. To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
3. To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care which contributes to their overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise

each service user's independence and to ensure as fully as possible their maximum participation in their community.

4. To meet assessed needs. Before we provide services we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that Basing Care provides meets the assessed needs of each service user, that needs are reassessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.

5. To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.

6. To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.

### ***Service users' rights***

The aim of good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to Basing Care's work.

*Privacy* An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our service users' privacy in the following ways.

1. Staff will enter a service user's property and rooms within the property only with express consent.
2. A service user has the right not to have to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
3. We respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests.
4. Our staff respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.
5. We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

*Dignity* The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our service users' dignity in the following ways.

1. We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care worker of their own choice and, if desired, of the sex of their choice.
2. We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
3. We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.

4. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users' may have arising from disability.
5. We treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

*Independence* Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our service users' independence in the following ways.

1. We help service users to manage for themselves where possible rather than becoming totally dependent on care workers and others.
2. We encourage service users to take as much responsibility as possible for their own healthcare and medication.
3. We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.
4. We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
5. We aim to create a climate in the delivery of care and to foster attitudes in those around a service user which focus on capacities rather than on disabilities.

*Security* In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our service users' need for security in the following ways.

1. We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
2. We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
3. We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
4. Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
5. The staff of Basing Care are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.

*Civil rights* We aim to help our service users to continue to enjoy their civil rights in the following ways.

1. If a service user wishes to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to be able to vote.
2. We want to help our service users make use of as wide a range as possible of public services such as libraries, education and transport.
3. We will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
4. We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
5. If we can we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

*Choice* Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways.

1. We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
2. We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable.
3. We respect service users' eccentricities, personal preferences and idiosyncrasies.
4. We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
5. We encourage service users to exercise informed choice in their selection of Basing Care and individuals who provide them with assistance.

*Fulfilment* Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users' right to fulfilment in the following ways.

1. We try to help service users to participate in the broadest possible range of social and cultural activities.
2. If requested, we will assist a service user to participate in practices associated with religious or spiritual matters, and to celebrate meaningful anniversaries and festivals.
3. We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
4. We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.
5. We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of his or her life.

## **People for Whom the Services are Provided**

- older people
- people with physical disabilities
- people with sensory loss, including those with dual sensory impairment
- people with mental health problems
- people with learning disabilities
- children and their families
- personal or family carers.

## **How we Deliver Care**

### ***Initial referral***

When you realised that you needed care you may have approached Basing Care direct; alternatively, 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. 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 be receiving the service, perhaps with your carer if there is one, and with the social services department which contacted us. At the very outset we need to be sure that the services we provide are going to be suitable for you.

### ***Assessing the need***

If someone comes to us from a social services department, the local authority care manager will have carried out an assessment of what you need before deciding that domiciliary care, that is a care service delivered to your own home, is going to meet your needs. A summary of this information, usually called a *needs assessment*, will have been passed to us.

If you have approached us direct, we need to make an assessment ourselves. To do this we will need to ask you quite a lot of questions, and probably to seek information from your carer, your doctor, and any other specialists who know about your health and needs. The assessment will be carried out by specially trained staff.

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.

### ***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. The care worker is unlikely to be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home. On the other hand you retain your independence and many people find that, on balance, a 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, with you, we carry out a risk assessment, 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.

### ***Service User Plan***

Having assessed your needs and the risks in the situation, we then — again with help from you and your carer — prepare a plan for the care we expect to deliver. This is called the Service User Plan because you as the service user really are central to it. It will specify the services we will provide, with details like timings of care worker visits and the special tasks to be performed, and will state what we all hope to be the objectives of providing the service and how we plan to achieve those objectives.

### ***Reassessing the need and reviewing the care***

Of course, over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, let us know.

### **Terms, Conditions and Fees**

Please refer to Service Users Contracts/Private & Social Services.

### **Complaints and Compliments**

Basing Care welcomes feedback on its services, especially from service users and their carers, whether these are compliments, complaints or suggestions for doing things better.

Service users should feel free to let the care workers working with them have any comments they wish to make.

If they prefer to take up the matter with someone else in Basing Care or if they feel that a point that they have made is not taken seriously or acted on, they can ask to be put in touch with a manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the attached complaints procedure.

If anyone feels that Basing Care has not dealt with a complaint to their satisfaction, they have the right to complain to the Commission for Social Care Inspection, which regulates our service.

## **Quality Assurance**

We are always keen to provide the best possible service and to do this we continually check on what we are doing, talk with our staff and with outsiders who have opportunities to see and judge our work, and above all listen to our customers. This process is called *quality assurance*. It involves:

- (a) An annual visit to all service users by a supervisor or a manager to hear your views at first hand
- (b) Regular supervision meetings between each care worker and their line manager
- (c) An annual survey of service users, and where appropriate their relatives or representatives, to obtain views and opinions
- (d) Careful checks on all service user files, timesheets and other records.

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best placed to tell us.

## **Our Policies and Procedures**

### ***What are policies and procedures?***

Running a domiciliary care agency poses a variety of issues to be resolved, for service users, staff and managers. To be sure that we behave consistently, to capture good practice and to keep everybody informed of how the agency works, we have written down where we stand on certain key matters and how we handle certain frequently recurring situations. These are our policies and procedures. Together they form quite a long list. Service users are welcome to examine any of these documents and to have a copy of their own if they wish.

### ***Areas covered***

Our policies and procedures cover the areas:

- (a) Statement of purpose, with the aims and objectives of the organisation
- (b) Conditions of engagement for staff
- (c) Staff contracts and job descriptions
- (d) Range of activities undertaken and the limits of responsibility
- (e) Personal safety for staff at work
- (f) Quality assurance system
- (g) Confidentiality of information

- (h) Non-discriminatory practice
- (i) Equal opportunities, including our response to sexual or racial harassment
- (j) Health and safety
- (k) Moving and handling
- (l) Dealing with accidents and emergencies
- (m) Dealing with abuse and bad practice
- (n) Data protection and access to records by service users
- (o) Assisting with medication
- (p) Handling money and financial matters on behalf of a service user
- (q) Maintaining the records in the home
- (r) Gifts and legacies made by service users
- (s) Dealing with violence and aggression
- (t) Entering and leaving the service user's home
- (u) Safe keeping of keys
- (v) Complaints and compliments
- (w) Staff discipline and grievances
- (x) Training and staff development.

## **Useful Addresses**

### ***Commission for Social Care Inspection***

Commission for Social Care Inspection, Hampshire Area Office, 4<sup>th</sup> Floor, Overline House, Blechynden Terrace, Southampton SO15 1GW

### ***Social services department***

Adult Services, 37-41 Wote Street, Basingstoke. Tel no 01256 362000

### ***Health service***

North Hampshire Hospital NHS Trust, Aldermaston Road, Basingstoke. Tel No 01256 473202

### ***General Social Care Council***

The General Social Care Council can be contacted at 2 Hays Lane, Hays Galleria, London SE1 2HB (tel: 020 7397 5100).

## **How to Contact Us**

Basing Care Ltd, Brackenwood House, Kimbell Road, Basingstoke RG22 4AT.

Tel no 01256 4747008

## **Details of Insurance Cover**

Sib Group Zurich Insurance, Zurich House, Stanthorpe Road, Portsmouth, Hants PO1 1DU

Tel No : 020 3929 5830

## **Review of this Procedure**

Sign: .....

Date: 13/05/2010

Policy Review Date: 13/05/2011