



*Holding your hands every step of
the way ...*

Chelmscare Borehamwood
Statement of Purpose

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1. About Us ●●●

One of the most important decision a person needing care has to make is whether to arrange for the care they require to be delivered in the comfort of their own home or to move into a care home. Their decision will be mainly based on whether the type of care they require can be given in their own home and how much it will cost.

Chelmscare Limited has been providing homecare service to the community since April 2016. Our unique and flexible homecare services enable those who need extra help or support to remain living in the comfort of their own homes. We understand that everyone is unique, with their own individual needs, choices and aspirations for the future.

Our care and support packages are therefore designed to offer a personalised care solution to those wishing to maintain and/or improve their independence to ensure every service user receives a tailored service that meets their specific requirements.

Chelmscare is committed to the principles of empowerment and enabling in all aspects of its work. We strongly believe that people who are frail, mentally or physically infirm or who have physical or learning disabilities should be actively encouraged and supported to make choices about their own lives wherever it is possible to do so. We also believe in the professional worth and value of care support workers as perhaps the single most important aspect of the future of social care. In line with this conviction, Chelmscare is continuously investing on staff training and has a strong head office support team in place.





2. Legal Entity

In line with the Health and Social Care Act 2008, Regulation 12, Schedule 3

Chelmscare Limited is a private limited company, registered in England. Company Registration number 10136950. We are registered with the Care Quality Commission to provide the following regulated activities.

Type of regulated activities:	Personal Care
Type of service:	Domiciliary Care Services (DCC)
Service Provider ID:	1-3601504084
Registered Location ID:	1-4067680962

Our Registered Address:

Chelmscare Limited
Suite 408,
5 Elstree Way,
Borehamwood.
WD6 1SF

Telephone: 0208 953 8369

Email: info@chelmscare.co.uk

The Current Registered Manager is:

Registered under: Health and Social Care Act 2008, Regulation 7

Jean Christopher TRANQUILLE

Registered Manager ID: CON1- 1329010020

Executive Director:

Mrs. Graziella KONTKOWSKI

3. Our Aims and Objectives ●●●

Our aim is to provide individualised quality and specialist care and support to the elderly and younger adult with mental and physical disability (such as dementia and learning difficulties) who has been assessed as needing assistance to meet their social and personal care needs. We provide these supports in our service users' own home or place of residency at times that are suitable and convenient to them.

Chelmscare commits to:

- Working with each service user and / or their social workers, relatives, representatives, carers and all others associated with their care, towards identifying, implementing and reviewing a Personal Support Plan which adequately reflects their needs at any one time;
- Promoting independent living, working within the service user's range of abilities and competencies;
- Delivering care in the service user's home in a manner, which is non-discriminatory, sensitive to the cultural needs of the service user and respectful of their environment and traditions;
- Providing a high-quality flexible, responsive and non-intrusive service that is tailored to the needs of the individual;
- Ensuring that confidential information is protected at all times and only shared with others strictly in accordance with its policy on confidentiality;
- Working in partnership with other agencies involved in care in order to ensure a seamless and cost-effective service.





4. Ethos and Philosophy ●●●

Chelmscare believes that the following statements best describe the values within which we seek to **operate on a daily basis**.

We believe that each service user in our care has the fundamental right to:

- Be regarded as an individual and be given our special attention;
- Be cared for by people who are capable of understanding their needs and are competent to meet those needs;
- Be treated equally, and no less favourably than others;
- Receive respect and understanding regarding their cultural, religious and spiritual beliefs;
- Receive prompt attention in relation to all of their healthcare needs;
- Be safe, feel loved and always know that “someone cares”;
- Be informed about all important decisions that affect them, and to have a say;
- Be afforded privacy for themselves and their belongings;
- Have the opportunity to think independently, and make their own choices;
- Complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to.



5. Your Rights ●●●

Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention.

Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. Our personal care assistant will maintain a service user's dignity at all times.

Control of Infection

In providing domiciliary care services to people with disabilities, there is a 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 and risks. This 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 totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary

Civil Rights

We aim to help our home care service users to continue to enjoy their civil rights.

risks without continual reference to others. Even though a person is receiving domiciliary care it does not mean that they will lose their independence, we will do everything we can to promote and maintain independence.

Choice

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

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

Fulfilment

It is 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 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.

6. Who we help

We are registered and regulated by the Care Quality Commission to provide a wide range of care support services to adults (18-65) and older adults (65 over), with a wide range of needs.

Chelsmcare provides a full spectrum of home care support services across North London and Hertfordshire, including practical care, personal care, and complex care to enable our service user to remain living comfortably, safely and independently in their own home.

We provide care and support to adults and older adults with:

- Learning Disabilities or Autistic Disorder - (LD & AD)
- Physical Disabilities (including Multiple Sclerosis) - (PD)
- Mental Health Support Needs (Cognitive Impairment, Anxiety and Depression) –(MH)
- Dementia and Memory Loss – (DML)
- Parkinson – (P)
- Epilepsy – (EP)
- Mild Challenging Behaviour (as a result of Dementia and Memory Loss) – (MCB)

Our service has been designed to offer personalised solutions for people who need support to stay in their own home. We recognise that everyone is different and that over time, needs change. Our flexible home care support services are regularly reviewed and adapted so that the care and support we provide is always meeting the needs and aspirations of our service users.





7. Our Services ●●●

General Scope of services

Chelmscare is engaged in the provision of **care support services** to service users in their own homes. These services are based upon an assessment of need, at the time the contract commences, and reflect the requirements of a Personal Support Plan.

All staff have received mandatory training in any equipment that may be provided to support you with receiving personal care. Staff are all provided with Personal Protective Equipment, which all staff must wear not only for the protection of the staff but also of you, the service user. At initial assessment it will be identified if there are any preferences around the gender of the support worker and this will be recorded in the PCP.

Care support services are provided in the following areas:

Personal Care



Help with dressing and undressing and getting into and out of bed...

- Hoist and other manual handling equipment may be required.



Help with personal hygiene...

- Assistance and support with showers, baths, strip wash and bed bath.



Help with using the toilet and catheter care...

- Hoist and other manual handling equipment may be required when transferring in and out of toilet
- Empty Catheter bags
- Changing Catheter bags
- Changing incontinent pad



Help with medication ...

Chelmscare work in partnership with Medmart Pharmacy to offer a full medication management system which including

- Ordering medication
- Collecting medication from our pharmacy
- Administering oral and topical medication using mediation system
- Free pharmacy review and advise
- Flu Jabs

Practical Help

Help with food preparation ...

All our care staff have received Food Safety and Nutrition & Hydration training and all food are prepared in accordance with the wishes of the service user to include dietary needs, cultural needs and any special needs that may need to be considered.



- Food purchase
- Food preparation (Fresh or from frozen)
- Serving
- Assistance with feeding



Help with housekeeping ...

We offer a variety of domestic services such as:

- Shopping for food and other household essentials
- Collecting pension and benefits
- Paying bills
- Washing and ironing
- Laundry
- Emptying and cleaning commodes
- Bed making and changing
- Light housework
- Maintenance and Adaptation
- Gardening
- Shopping
- Finance and banking
- Walking the dog

All needs will be discussed, risk assessed and recorded in the Personal Care Plan.



Escort Service & Social, Leisure ...

Escort services to hospital appointment, for shopping or to day centres using Chelmscare's fully insured vehicles.



Helping with their personal affairs ...

Please contact a member of our team for more information about this service.

Support



Support in the community

We offer community support. This may be transport and support to appointments, to attending clubs, church services to embarking on activities out in the community. All staff are expected to have business insurance on their vehicles so that service users can be transported in their cars where needed.



Return from hospital (hospital discharge) ...

A service that prepares your home for your return from hospital, liaising with the health professionals to make sure that everything is in place for a safe discharge.



Respite Care...

Providing company (including Sleepovers) when the regular carer needs a break.



Rehabilitation Services ...

- Motivating service users to maintain plans agreed with social workers, occupational therapists and other professionals
- Help with the development of household management skills, including advising on nutrition, cooking, budgeting
- Help with re-developing self-care skills (e.g. following stroke or operation)



Companionship / Sit In Services...

If it is company you are lacking and you find yourself socially isolated or excluded, then perhaps our companionship service would suite you. We are able to supply care staff that would spend as much time with you as you require and who may assist / enable you to maintain that lifelong hobby or interest that you have had to stop or miss. We will endeavour to match the companion to the individual and you may find over time that they offer valuable practical and emotional support.



Telephone Monitory Checks

Some individuals have loved ones and relatives that live far away and there may be a need for somebody to regularly telephone the individual at the beginning and the end of the day to ensure that they are safe and comfortable and have all that need or somebody to call if they need anything. If this is a service appropriate to your needs, then please contact us.



Night Care & Live In Care

Chelmscare provides a sleep-in service and a waking night service. It would be identified at assessment which service would be required. We will always provide an opportunity for the service user to meet the Care / Support Worker before undertaking of any night support to ensure they are happy with the staff member.

Awake night service....

This service is suitable for those who need assistance and support during the night only and it is required that the attending carer stays awake all night in support.

Sleep-in service...

This service is suitable for individuals who experience disturbed nights and may require assistance or support during the night.

24 hours Live-in care ...

This service provides a carer to an individual's own home to live-in and provide constant support and companionship as needed.

Specialist Care



End of Life / Palliative Care ...

Although Chelmscare do not offer a nursing service, our care staff are trained in End of Life Care and can provide support and assistance to individuals who have chosen to tend their days in their own home.

Dementia Support / Care Package ...

A separate support and care package designed using the expertise of our Dementia Specialist to assist individual and their family through the challenges of “living well with dementia” in their own home

Other Care Services



Maintenance services

The service is for those that need their homes adapted to their current needs for e.g. grab rails fitted, bath hoist fitted, ramp fitted etc. and also minor maintenance such as light bulb change or painting.

Please note:

- **Combined, individually designed packages of care**

We can design packages that are suitable for the individual, from 30 min calls to 4-hour block care packages. All care is provided in a person-centred way suited to the individual.

- **Equipment**

We do not provide any supplies or equipment in connection with the care services, which are to be undertaken.

All supplies and equipment (including cleaning aids, detergents, electrical equipment etc.) necessary for the satisfactory completion of tasks must be supplied by the service user. The service user will be advised by the care worker when equipment is needed, or supplies need to be replenished

- **Record Keeping**

In accordance with the good practice and Regulations, we will introduce into each home where care is provided, a procedure for recording key events and activities associated with that care.

Called "Daily Notes Record", the record contains information on:

- Name of the service user;
- Time and date of every visit, with a description of the services provided;
- Assistance with medication and other requests for assistance with medication and action taken;
- Financial transactions undertaken on behalf of the service user;
- Details of any changes in the service user's (or carer's) circumstances, health, physical condition and care needs;
- Any accident, however minor, to the service user and/or care or support worker;
- Any other untoward incidents;
- Food and fluid charts where identified as needed;
- Any other information, which would assist the next health or social care worker to ensure consistency in the provision of care.

Service users and/or their relatives or representatives will have access to the records at the service user's home. These records will be kept at the home for one month (or until care ceases, if earlier) after which they will be transferred to Chelmscare's office for safe-keeping.

• **Medical Treatment**

Our care staff are not medically qualified. Therefore, we do not:

- Administer of drugs by injection
- Apply / change dressings
- Fit and change catheters (other than emptying catheter bags)
- Provide specialist medical treatment
- Cut toe nails or provide podiatry service



Policies

8. Key Policies ●●●

Control of Infection

Service users receiving care at home are more likely to be living alone, and may well have some form of disability or impairment, which makes them feel vulnerable and unsafe. This is particularly true where service users lack mobility, and dealing with an actual, or a suspected security issue (e.g. an unlocked door, or open window) can present major problems and anguish.

In recognition of this, Chelmscare is committed to ensuring the security and safety of the home and the service user at all times when providing care. In support to this general statement of policy, employees of Chelmscare are provided with guidance on the proper procedures for entry into a person's home, and security measures, which must be followed at all times.

Topics covered include:

- Entering premises;
- Written and signed agreements of key holding;
- Safe handling and storage of keys outside the home;
- Action to be taken in case of loss or theft of keys;
- Confidentiality of entry codes;
- Alternative arrangements for entering the home;
- Action to be taken when unable to gain entry;
- Securing doors and windows;
- Discovery of an accident to a service user / other emergency situation;
- Identity cards.

*All employees of Chelmscare are required to have identity cards with them when at work. These cards include:

- A photograph of the employee;
- The name of the employee and Chelmscare in large print;
- The contact telephone number of Chelmscare;
- Date of issue and date of expiry of the card.

Administration of medicines

Many of Chelmscare's service users are advised (for example by their GP, local Pharmacist, Community Nurse etc.) to take medicine(s) either regularly, or on occasional basis, in order to maintain or improve their health. The taking of medicines will form part of the initial needs assessment, and a decision taking as to whether the service user wishes Chelmscare, and its care / support workers, to participate in any way in the process of administering medicines to the service user.

Typically, Chelmscare will always try to encourage and maintain the service user's independence, through the service user's own self-administration of medicines, in service user's Personal Care Plan ("PCP"). Where assistance is given by any care worker employed by Chelmscare, then it will be **undertaken within a strict procedure**, as outlined in Chelmscare's policy and procedure on the administration of medicines. **Care / Support workers employed by Chelmscare are not permitted to deviate from the procedures laid down** (or they may face disciplinary action) and are advised to seek advice on any matter of concern either to them or to the service user. Chelmscare and its staff will co-operate with other members of the community team, in relation to individual's medication, and may share relevant information with them, unless the individual has specifically asked Chelmscare not to.

Autonomy and independence

Chelmscare will assess, plan, deliver and review the care services it provides to service users with a view at all time to promoting autonomy and maintaining / increasing independence.

Care assessment and Personal Support Plans

Chelmscare will involve the service user in the assessment and planning of the care services they need, and seek their opinion as to the most beneficial service, which satisfies their own individual needs. Where possible, service users will be offered choice in the care to be provided, and the manner and frequency of its delivery. Chelmscare's aim will be to tailor a package of care, which reflects needs, offers choice, and respects the service user's opinion and judgement.

Review

Chelmscare will agree a review schedule with the service user upon creation of the Inaugural PCP. The service user is entitled to request review at any time. The review will take into account the manner in which care has been delivered, whether it is meeting the objectives, which were set at the beginning, and any changes, which have taken place in the service user's overall needs assessment.

Personal Finances

Control of personal finances is a key component of being able to demonstrate independence in living, and Chelmscare will encourage, enable and empower service users, where possible, to make decisions in relation to their own lives, providing information, assistance and support where needed.

Administration of personal care needs

Where appropriate, care / support workers employed by Chelmscare will seek to carry out tasks assigned to them with the service user, as opposed, for example, simply to carry out tasks *for* them. In this way, the service user becomes involved in the care process, and may, over the time, reduce dependence as both confidence and competence increase

Confidentiality

Chelmscare and its staff will respect and protect all confidential information concerning its service users, at all times. **All service users will be provided with Chelmscare's statement on confidentiality**, which outlines the obligations placed upon Chelmscare to safeguard confidential information, the circumstances whereby Chelmscare may disclose confidential information, the circumstances where express consent is required and the Service User's right to object to any disclosure.

Disclosure of confidential information by Chelmscare Ltd.

Chelmscare is expected, on occasion, to share confidential service users' information between members of care teams and between different organisations, in order that the service user is able to receive, overall, the highest quality of care.

The information may be needed for care purposes involving the service user, (such as delivering the corrected care, arranging for care or co-ordinating care) or for such matters as clinical governance or clinical audit.

Service Users may object to the routine disclosure of information described above, if they wish, although they will be advised that this may not be in their best interests.

Control of Infection

Chelmscare recognises its duty to promote a safe working environment for domiciliary support workers and service users. The control of infectious diseases is an important aspect of this overriding duty. Care, especially intimate care, involves risks of infection, which need to be managed in a safe and organised manner, including the use of standard / universal precautions.

Standard/ Universal precautions include:

- Handwashing and skin care;
- Use of protective clothing;
- Safe handling of sharps (including sharps injury management);
- Spillage management.

Advice will be sought from time to time from appropriately trained professionals working in infection control.

Diversity in care

The United Kingdom is a true multi-cultural society and it is inevitable that service users within Chelmscare will come from a variety of different backgrounds.

Chelmscare's "Equality policy" states that:

"All employees, or potential employees embrace the principle that all people shall be treated equally, regardless of their age, gender, race, ethnic origin, nationality, colour, religious persuasion or belief, cultural or linguistic background, marital status, sexual orientation, disability, or offending background unless unequal, or different treatment can be shown to be justified and is appropriate".

This clear unambiguous statement of intent will apply to all aspects of Chelmscare's operations and to the treatment of all service users of Chelmscare, at all times, whilst, at the same time, taking account of the individual's special needs with regard to their religion, culture, language etc

Gift, Wills and Bequest

Employees of Chelmscare have a personal duty to ensure that neither they, nor Chelmscare, may legitimately face charges or allegations of malpractice or corruption in their conduct at work. As such, a code of conduct has been developed by Chelmscare, which follows the good practise and the national standards. This code, embraced within Chelmscare's policy / procedure on gifts, wills and bequests.

Solicitations – seeking gifts or favours

Any employee who seeks gifts or favours from service users in return for the services they are required to provide, will be subject to disciplinary action which will, almost certainly, lead to dismissal, referral to the Hertfordshire County Council Safeguarding Team and possible referral to the Independent Safeguarding Authority.

Voluntary gifts

It is not uncommon for a service user, or someone closely connected to the service user, to offer some gift as a mark of appreciation for the high quality of care they have routinely received from Chelmscare. At the same time, the taking of gifts or acceptance of substantial favours by employees from, for example service users, or relatives, can give rise to embarrassing situations and may be seen as an improper inducement to give some concession in return to the donor. As such, it is Chelmscare's policy to discourage the practise of service users or relatives in offering gifts to support workers, or others employed in Chelmscare.

Service Users' wills

The Health and Social Care Act 2008 preclude staff involvement in assisting in **the making of or benefiting from service users' wills**. As such, support workers and other employees of Chelmscare are instructed to refuse to offer any advice whatsoever, either to the service user, or anyone connected with the service user, on making of wills, or their contents.

Handling Service User's Money

Chelmscare aims to promote and maintain the independence of service users in all aspects relating to the care and services they receive and believes that control of money matters is a key element of independence. Service users are therefore actively encouraged to take control of all aspects of their financial affairs, thus avoiding over-dependence on others, even in minor ways. There will be **instances, however, when support is needed, and given**, and it is in these situations in particular where Chelmscare ensures that simple good practices are implemented and observed, so as to promote trust and avoid disputes, misunderstanding or suspicion.

People moving and handling

Manual handling of people (lifting, supporting, carrying, pushing and pulling by bodily force), is one of the most common activities within domiciliary care, and one which the Health and Safety Executive (HSE) believes, results in substantial injuries each year.

The Manual Handling Operations Regulations 1992 have established certain principles within which care providers should operate, such as:

- To avoid the manual handling activities where it is reasonably practicable to do so; and where it is not,
- To assess the risk and take appropriate steps to reduce it so far as it is reasonably practicable.

Chelmscare does not believe that a blanket “no lifting policy” is a viable option when one of the primary objectives of Chelmscare is to assist individuals to live their lives as independently as possible. Rather Chelmscare will try to balance the needs of everyone involved in the care process (particularly the needs of the service user on the one hand, and the needs of the care worker on the other) in order to ensure that:

- Carer / support workers are not required to perform tasks that put them and their service users at unreasonable risk;
- Service users' personal wishes on the type of assistance given to them by Chelmscare's support workers are listened to and respected wherever possible; and
- Service users' independence and autonomy is supported as fully as possible.

In order to satisfy these essential goals, Chelmscare will undertake general risk assessment as part of the needs assessment process and ensure that all relevant issues relating to health and safety are embraced within the wider context of providing a “home care service”.

This risk assessment will focus on the needs of the service user and the needs of the care worker, so that care is delivered in a balanced and sustainable way, and one that has taken into account their lifestyle, personal preferences and functional needs.



9. Privacy and Dignity ●●●

Chelmscare recognises that most interactions between the support worker and their Service users demonstrate some form of dependence upon the care worker, and obligations exist therefore to ensure that a **code of conduct** is observed, which ensures that all actions undertaken:

- are with the express wish of the service user;
- are conducted in such a way that the service user does not feel undervalued or inadequate;
- protect privacy and dignity;
- promote respect between the care worker and the service user.

Without limiting the extent of the code of conduct in any way, such protection must be observed in relation to some of the more common activities associated with domiciliary care, such as:

- Dressing and undressing;
- Bathing, washing, shaving and oral hygiene;
- Toilets and continence requirements;
- Medication requirements and other health related activities;
- Manual handling;
- Eating and meals;
- Handling personal possessions and documents;
- Entering the home, room, bathroom or toilet.

In each case:

- The care worker must be made aware of the nature of the care needs;
- The views of the service user on support and assistance will take precedence, unless otherwise explicitly stated in the PCP or concerns arise in relation to health and safety;
- The service user will have a PCP drawn up with details of the personal care needs and how these are to be addressed;
- If appropriate, written instructions from a professional person as to the nature of the care required may be obtained;
- When accompanying a service user to the toilet, assisting with bathing, dressing or other intimate tasks care staff must endeavour to maintain the service user's dignity and privacy, only undertaking those tasks that the service user is clearly unable to do.

Wherever possible the service user's wishes will be respected concerning the gender of the care worker assigned, (in particular where a *Genuine Occupational Requirement* is evident) when intimate care is to be provided, although there is no automatic reason why a service user should raise concerns about a care worker of the opposite gender.



10. Protections from Abuse ●●●

Abuse is defined as:

“A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress.”

Chelmscare is committed to preventing the abuse of service users. It will strive to achieve this by:

- Promoting a strong and identifiable culture of respect and valuing people;
- Ensuring that thorough and systematic recruitment practices are followed, which ensure that references are taken up for all support workers, and use is made of all checking procedures, particularly the DBS (Disclosure and Barring Service).
- Encouraging the role of the advocate for service users. Service users who have no relatives or friends to act as advocates should be encouraged to have an independent advocate who will act as a spokesperson for the service user and participate in care reviews as necessary, service users who wish to make use of an Advocate, or wish to learn more about such services, should consult the Chelmscare Manager for more information;
- Recognising the fundamental rights of service users to privacy, dignity, maintenance of self-esteem and fulfilment, choice, recognition of diversity, individuality and independence, together with the maintenance of their rights as citizens;

- Making relatives and advocates aware of Chelmscare's complaints procedure and encouraging them to comment upon the care received by service users and to participate in reviews of care;
- Committing to quality assurance and regular quality reviews;
- Ensuring that training is provided on the forms and prevention of abuse and that such training is available to all employees;
- Taking immediate action whenever there is suspicion that abuse has occurred.
- Utilising management systems, which support and supervise employees in their work and facilitate good communications;
- Encouraging an atmosphere where employees feel able to discuss and therefore prevent the development of potentially abusive situations;
- Ensuring that induction procedures for employees include the prevention of abuse of service users;
- Giving service users a copy of Chelmscare's complaints procedure upon commencement of care and ensuring that they understand how to use the procedure;
- Encouraging service users, their relatives or advocates to participate in reviews of care and to comment on care received.

11. Quality Management ●●●

Chelmscare aims at all times to deliver a quality service to the highest standards. Information from service users is a vital part of Chelmscare's Quality Assurance Programme and service users will be asked for feedback on the quality of service they have received on a regular basis and will be sent out an annual questionnaire.

From this will be compiled the Annual Quality Assurance report whereby issues will be identified and addressed with positive outcomes where possible. For those who use Chelmscare for a one off and non-regular support service, a questionnaire will still be sent out once the package of care has been completed. Complaints will also be recorded whether written or verbal and further action will be taken in line with Chelmscare's Complaints policy.



12. **Inspections** ●●●

Chelmscare Limited is subject to periodic inspection by representatives of the Care Quality Commission (CQC).

A copy of the most recent inspection report may be made available upon request and a digital copy is available to view on our website:

www.chelmscare.co.uk



13. Our Staff ●●●

Chelmscare recruit a diverse range of staff from many different backgrounds. Along with our core staff team, we currently have a Registered Manager, Head of Care, Care Co-ordinator, Team Leaders and on call operatives who are available outside of office hours.

The Registered Manager has more than 12 years' experience in managing services that include Learning Disabilities, Mental Health and Profound Multiple Learning Disabilities; is a Dementia Lead and Safeguarding Adults trainer as well as being the Registered Manager for Chelmscare for the last 2 years.

The Co-ordinator at Chelmscare has recently joined the team but brings with her a knowledge of training and recruitment.

Security checks

It is Chelmscare's policy to recruit employees who can demonstrate the highest standards of honesty, integrity and competence, relevant to the position they hold. Validation of information is an important feature of Chelmscare's recruitment policy (covering, as appropriate, education, qualifications, training and criminal records) and all prospective employees (in any occupation) will be invited to provide confirmation, at the outset, on whether or not they have a criminal record or have been banned from working with children or adults through inclusion on a statutory list of persons unsuitable for such work. **Criminal records and the lists of individuals barred from undertaking work with vulnerable adults and/or children (via the Independent Safeguarding Authority registration process) will be checked in every instance.**



14. Planning our service with you ●●●

Health and Safety Assessment

Prior to commencement of service Chelmscare will undertake a health and safety environmental assessment of the service user's home in order to identify any specific hazards, which may be present, and which may present a risk to the health, safety and welfare of Chelmscare's staff. Where hazards are identified then a risk assessment will be completed and where necessary, advise given as to correction and maintenance. Chelmscare will not permit staff to engage in any activity where a significant hazard is present, and the risk has not been eliminated or reduced to an acceptable level. In some instances, this may require service to be withheld or suspended.

Assessment of care needs and requirements

Chelmscare will visit the service user, prior to commencement of service to discuss and agree the service user's precise care needs. Following this visit Chelmscare will draw up a PCP and present this to the service user, together with an accurate assessment of the costs involved, the methods of payment etc. This information, together with the standard terms of business will constitute the contract between Chelmscare and the service user

Review of health and safety assessment and the PCP

Chelmscare will review the health and safety assessment annually or whenever an accident, or an untoward incident takes place. The *Personal Care Plan* will be reviewed on a monthly basis agreed between Chelmscare and the Service User.



CONTRACT

15. Contract Terms and Conditions ●●●

Assignment of Care / Support Worker

a) Recruitment and protection of service users

Chelmscare undertakes rigorous recruitment processes for support workers, which includes personal interview, reference checking and criminal records checks with the Disclosure and Barring Service. The DBS check provides additional confirmation that the care worker is not on the register of workers who are not permitted to work with vulnerable adults and/or children and are properly registered with the Independent Safeguarding Authority.

b) Training and competence of support workers

Chelmscare's care / support workers have received adequate training in relation to the responsibilities, which are assigned to them and are assessed by Chelmscare as competent workers. All care / support workers employed by Chelmscare are required to follow the policies and procedures, which are designed to ensure the highest quality of service to the service users, and to protect confidential information.

c) Continuity of care

Chelmscare recognises that care is best given at a time when the care worker and the service user have worked together for some time, and will try to ensure continuity in this regards. There will be occasions, however, (such as holidays, sickness, etc.) when the care worker who is normally assigned to the service user may not be available. In such cases an alternative care worker will be supplied.

Key holding

Chelmscare will make suitable and permanent arrangements with the service user for entering the service user's premises. Where keys are held by Chelmscare then the service user will be asked to complete a key transfer form and a receipt will be given.

Safe working practices

Chelmscare has an overriding responsibility for safeguarding the health and safety of all of its workers whilst at work. However, in the field of domiciliary care, the service user's home is the support worker's "workplace", for much of the time. While the worker is at the service user's home, Chelmscare shares with the service user or their representatives the responsibility for health and safety.

In general, Chelmscare is responsible for giving adequate training and information to its workers and for developing safe working procedures in relation to the work to be performed. Much of the training and many of the procedures will be applicable across all the home care work of the organisation but the variability of the Service user's homes means that very individual risks and procedures may also have to apply in each one.

The service user will generally be responsible for the condition of the "workplace" itself and for co-operating with agreed safe working procedures. In practice, Chelmscare is likely to be far better informed about the requirements of health and safety and expected to assist and advise the service users accordingly. It must also be recognised that domestic premises are not primarily designed as workplaces and that alternations or improvements which would be considered routine in a factory or office environment may either be impractical or unaffordable in the service user's home.

Where a risk cannot be eliminated by practical changes in the service user's home, Chelmscare and the service user must agree on "a safe system of work" – a procedure for that specific task, which will minimise the risk.

Care will not be provided in any circumstances where, at the same time, the care worker or their service user is exposed to any unreasonable risk.

Refusal / Withdrawal of service

Chelmscare may refuse to provide service where, in its opinion, the pattern and/or type of care requested is inappropriate to, or conflicts with, the needs of the service user or where Chelmscare believes that it is not competent to deliver the care to the standards required.

Once started, Chelmscare may withdraw the care provided (either on a permanent or a temporary basis) in situations, for example, where:

- The health and safety of the care worker is seriously at risk;
- The care worker has received threats of violence;
- The care worker has received any form of abuse.

Chelmscare will endeavour to provide at least one week's notice to the service user of withdrawal of service although in certain situations, for example, where the health and safety of the care worker are at risk, withdrawal may be immediate. If withdrawal of service is not permanent, the service user will be advised on the conditions, which must be met in order to permit the resumption of service.

The service user may cancel the Contract by providing at least one week's written notice to Chelmscare.

Fees payable

The fees payable by the service user reflect the type and frequency of care agreed in the service user's PCP. There is a minimum charge of one half hour each day.

Fees are payable 7 days in arrears and are due within 14 days of the presentation of the invoice. Chelmscare reserves the right to charge interest on outstanding fees as described on the Chelmscare's invoice.

The service user will be liable to additional charges in respect of:

- Travelling expenses, which will be outlined in the contract where necessary.
- Work undertaken on Public and Bank Holidays will be charged at double the normal rate.
- In the event that the service user employs the care worker supplied by Chelmscare, then the service user will be liable to pay a fee.

Insurance

Chelmscare has comprehensive insurance cover in respect of Employer's Liability and Public Liability.

Direct Employment of Staff

Chelmscare directly employs all care staff representing the company and therefore is responsible for PAYE records, statutory returns and Employers' Liability insurance.

Service users may only employ staff introduced by Chelmscare Ltd through the company. If a service user wishes to enter a private arrangement to employ one of Chelmscare care-workers directly, the service user must obtain permission from Chelmscare. There will normally be a commission charged under such circumstances. Breach of this condition may lead to legal action and the withdrawal of care.



16. Complaints Procedures & Suggestions



Chelmscare welcomes complaints and suggestions as a means of accurately judging the quality of its services and identifying ways of improving service user's satisfaction. Any complaint made by or on behalf of a service user will be investigated and dealt with under the procedure, a copy of which may be obtained from Chelmscare.

A summary of the complaints procedure is stated below:

Summarised Complaints Procedure

- Sometimes complaints are best dealt with as “suggestions”. Chelmscare welcomes suggestions on any matter connected with your care;
- Talk to a trusted carer or a friend, if you are not sure whether your complaint is valid, or realistic;
- All complaints will be taken seriously, will be fully investigated, handled quickly, sympathetically and confidentially, and, where necessary, improvements made and appropriate reparation offered.

You may talk to any employee of Chelmscare about your complaint and the employee will:

- Attempt to deal with the matter there and then*
- Prepare a written record of the complaint, and
- Submit a record of the complaint to Chelmscare's Registered Manager.

** If the employee cannot deal with the matter there and then, then he/she/ will tell you, and the matter will be referred to the Chelmscare Registered Manager. You will*

then receive a written acknowledgment of your complaint within three days. The Manager will check with you (if it is not obvious from the report) to see if your complaint has been dealt with. If it has, then that will be the end of the matter. If not, then the Manager will deal with your complaint as if it were a written complaint.

Written complaints

You can make a written complaint, if you wish, and this should be addressed to: Chelmscare Ltd, Suite 408, 5 Elstree Way, Borehamwood, WD6 1SF or by e-mail: info@chelmscare.co.uk

If your complaint is about the Chelmscare Manager, then it should be addressed to:

- **The Company Directors** (marked Private & Confidential)

Chelmscare Ltd
Suite 408, 5 Elstree Way,
Borehamwood.
WD6 1SF

- To the **Care Quality Commission** or

National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 0300 616161

- **Hertfordshire Council**

Complaints Team (Adult Care Services)
Customer Service Team
County Hall
Hertford
SG13 8DF
Email: acs.complaints@hertfordshire.gov.uk

Telephone: 01992 556685

Textphone: 0300 123 4041

This is how we will deal with your complaint:

- All complaints will be recorded in a register maintained for this purpose;
- All complaints will be acknowledged within 3 working days of receipt;

All complaints will be investigated, and a written response given within 14 working days. The written response will address the issues raised in the complaint, and if possible, will propose a resolution;

- All records relating to the complaint, including copies of all correspondence etc., will be filed in the complaints file maintained by the Chelmscare Manager;
- No person, who is the subject of a formal complaint, may take any responsibility for consideration of a response to that complaint;
- No person will suffer any form of harassment or reprisal for making a complaint.

When you have received a response to your complaint, **if you are still not happy** then you may write to the **Care Quality Commission**.

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 0300 616161

Advocacy Services

If you feel that you would like to have someone helping you with your complaint, then please see the Chelmscare Registered Care Manager who will help you find an independent person to assist you.

Records

Complaints / compliments, including details of any investigation / action taken will be recorded on the relevant employee's personnel file and the personal file of the Client.



17. Our Dementia Support ●●●

A diagnosis of dementia can be an earth shattering experience but with support and specialist care, people continue to live happy, fulfilled lives.

Chelmscare is the sister company of Chelmscare Training a nationwide training and research company who specialise in training care staff in all aspect of health and social care specially in dementia care. We understand the “Dementia Journey” and how it affects individuals and their families.

We also realise that really caring for someone with dementia requires time and patience, not just “popping in” for a brief visit.

Based on your current knowledge and research on dementia, our team of professionals have devised a specialised program that can be adapted to our service users’ needs and their condition.

The 4 hour package of care will encompass a combination of the following tasks:

Personal Care

Supporting the service user with the morning and evening care.

Food preparation

Supporting the service user with food preparing and feeding if needed

Outing

This could be an outing to an Alzheimer's coffee morning to meet other coping with dementia and their carers.

- Singing for the Brain Meeting (Singing has been proven to produce a feeling of well-being).
- Visit to a Memory Café (another social opportunity for those with dementia and their families where information and advice can be found).

Activities

- Based on past activities and hobbies, activities are designed by the carer following consultation, to enhance memory. These activities could include exercise such as walking and swimming, supported to play golf or gardening.
- The carer will use old photographs, memorabilia or memory books designed to enhance and support memory or just facilitate reminiscing.

Company and support with general household tasks

Some of those with dementia need consistent support and reminding to carry out everyday household tasks. The carers will take the service user through each step, reinforcing their memory, not doing it for them but empowering them to do it themselves. This could range from doing the washing up to mowing the lawn or baking a cake.

This approach has been shown to leave a lasting sense of well-being which in turn reduces challenging behaviours that can result from the understandable frustrations, created by the condition.

If you wish, with your input, we will help you prepare a life history book to support your memory and we will help you prepare the "This is me booklet" from the Alzheimer's society which can be kept with your personal care plan in case of unforeseen admission to hospital.

In addition, all those who purchase this package of care from us will be offered an FREE Dementia Awareness course from one of our specialists delivered at our regional training centres



18. Our Charges ●●●

Homecare Services

Scheduled of Rate 2017 – 2018
Commissioned by Hertfordshire Council

Monday to Friday

Daytime hourly rate £17.50	Low						High	£22.15
Daytime ½ hour rate from								£14.52
Daytime ¾ hourly rate from								£16.34
Night rate per hour (from 18:00 – 08:00) from								£21.00

Saturday and Sunday

Daytime hourly rate from								£22.75
Daytime ½ hourly rate from								£20.48
Daytime ¾ hourly rate from								£18.20
Night rate per hour (from 18:00 – 08:00) from								£27.30

Sleep - In

Weekends	Sleep-in (from 20:00 – 07:00) from							£110.00
Weekdays	Sleep-in (from 20:00 – 07:00) from							£132.00

Dementia Package

4hrs Dementia Care (One to One)								£60.00
2hrs Dementia Care (One to One)								£29.99

Telephone Monitoring Services

Telephone Monitoring services (per call)								£1.50
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Live-In Care Services

Live-in care	<i>from</i> £800.00 PW	Low					High	£1100.00
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Maintenance

Please contact the office for an estimate

Please note:

- All bank holidays are charged at a higher rate.
- Mileage charged at 0.55 per miles depending on geographical location.
- Our support workers are permitted to transport clients in their own vehicles.
- The costs of transport for outings will be incurred by the clients at £2.65 per miles.
- Our night rate starts at 18:00 and end at 08:00
- These services are exempted from VAT.



19. Contact us ●●●

Head Office Tel:	0208 953 8369	
Out of hours service:	0208 953 8369 (Option 5)	
Emergency Contact Details:	0791 285 5025	
Our postal address:	Suite 408, 5 Elstree Way, Borehamwood, WD6 1SF	
Opening Hours:	Monday	08:00 – 17:00
	Tuesday	08:00 – 17:00
	Wednesday	08:00 – 17:00
	Thursday	08:00 – 17:00
	Friday	08:00 – 17:00
	Saturday	Out of hours service
	Sunday	Out of hours service

Hours of Operation

Chelmscare operates 24 hours a day, seven days a week and 365 days per year.

Our Head Office is open between 08.00 and 17.00, Monday to Friday. Please call the office on any matter related to your care.

If you need to contact someone from Chelmscare out of office hours, please call the duty manager on the number given above for the out of office hours.



Chelmscare Borehamwood
www.chelmscare.co.uk