



Chelmscare

Service User Guide



Home is where the heart is,
where comfort resides and
where care is truly personalised ...

www.chelmscare.co.uk

Registered with the Care Quality Commission

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Caring, with a passion for high standards and attention to detail”

1. About Chelmscare ●●●

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 specialist 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 believe in the professional worth and value of Care and Support Workers as perhaps the single most important aspect of the future of Social Care. In line with this conviction, Chelmscare has carefully chosen its team of Personal Care Assistants for their naturally caring attitude and is continuously investing on staff development and training to ensure that they have the right skills and expertise to meet our Service Users' need in a compassionate manner.



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 11382101. 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)
Provider ID:	1-3601504084
Registered Location ID:	1-4067680962

Our Registered Address:

Chelmscare Limited
Ground Floor,
2 Penta Court,
Station Road.
Borehamwood. WD6 1SL

Telephone: 0208 953 8369
Email: info@chelmscare.co.uk

The Current Registered Manager is:

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

Mr. Darin CAMADOO

Registered Manager ID: (Registered Manager)

Executive Director

Mrs. Graziella KONTKOWSKI



Home is where independence meets compassion. Our Personal Care Assistants are dedicated to preserving your independence while offering a helping hand”.

3. Our Aims and Objectives ●●●

Our aim is to provide individualised high quality and specialist care services to individuals who requires care and support in their own homes.

Our flexible Person and Community Centred Care approach promotes independence, well-being, integration, recovery, and rehabilitation. We have always provided care and support services in a manner where the cared person is in control of the type and level of care/support that suits their lifestyle.

We:

- Provide flexible People and Community Centred care and tailored services that suit the lifestyle of the cared person.
- Provide Care and Support services in a way that enables the person in receipt of care to retain their independence for as long as possible to prevent the need to move into other formal care settings.
- Provide tailored services in a manner that would encourage / enable the person in receipt of care to regain or re-develop self-caring ability.
- Deliver Care Services in a manner which is non-discriminatory, sensitive to the cultural needs of the service user and respectful of their environment and traditions.
- Encourage individuals to make use of community-based service and help them to navigate through service that are relevant to their needs.
- Promote individual health and well-being.
- Promote Diversity and Equality in the provision of services.
- Promote the social, spiritual, and healthcare needs of the individuals in receipt of care.
- Work in partnership with other agencies involved in the provision of care in order to ensure a seamless and cost-effective service.



4. Our Ethos and Philosophy ●●●

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 compassionate, 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 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.



Home is where love resides, memories are created, and happiness never ends. Our Personal Care Assistants bring love and happiness right to your doorstep."



5. Your Charter of Rights ●●●

We will always promote your right to:

Dignity & Respect	You have the right to be treated with respect, dignity, and kindness by all our staff members.
Informed Consent	Before any care or treatment is provided, you have the right to receive clear and understandable information about the proposed care and the option to give or withhold consent.
Privacy & Confidentiality	You have the right to privacy in your own homes, and any personal or medical information shared with our staff members will be kept confidential.
Independence & Autonomy	You have the right to be involved in decisions about your care and to maintain as much independence as possible.
Safe & Quality Care	You have the right to receive safe and high-quality care that meets and is tailored to your needs and preferences.
Adequate Information	You have the right to receive clear and comprehensive information about our services including any costs and potential risks involved.
Change Care Providers	You have the right to change your Homecare provider if you are not satisfied with our services or wish to seek care from a different agency.
Complaints & Advocacy	You have the right to voice your complaints or concerns about your care without fear of retaliation. You also have the right to access advocacy services if needed.
Cultural Sensitivity	You have the right to receive care that respects your cultural, religious, and personal beliefs.
Safety, Security & Protection	You have the right to be protected from neglect, abuse, or any form of mistreatment.
Personal Belonging	You have the right to keep your personal belongings in a secure and safe manner.



Caring for you in the place you love is our privilege. With warmth and expertise, we make your home the heart of our care."

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.

Chelmscare 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
- Physical Disabilities (including Multiple Sclerosis)
- Mental Health Needs (Cognitive Impairment, Anxiety and Depression) – (MH)
- Dementia and Memory Loss
- Parkinson
- Epilepsy
- Mild Challenging Behaviour

Our care services have 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.







In the comfort of your own home, we provide care that goes beyond the physical; it's the emotional support that makes all the difference."

7. The Services we provide ●●●

Chelmscare is engaged in the provision of a wide spectrum of personalised Specialist Care and Support services to individuals in the comfort of their own homes.

All our Personal Care Assistants has been carefully chosen for their naturally caring attitude and have received all the required trainings to ensure that are able to meet all the assessed needs of those who uses our service.

Our flexible Person and Community Centred Care and positive risk approach promote independence, well-being, integration, recovery, and rehabilitation. All our Care Services are provided in a manner where the cared person is in full control of the type and level of care / support that suits their lifestyle.



General
Home Care Services

GENERAL – HOME CARE SERVICES (HSC01 TO HSC09)

(In line Health and Social Care Act 2008 Regulation 14)

Personal Care

POC Code: HSC01

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Assistance with maintaining all aspects of personal hygiene including:

- Bathing / showering / Bed wash
- Hair Washing
- Dressing and Undressing
- Toileting
- Incontinence Care
- Securing Jewellery
- Applying Makeup



Meal Preparation

POC Code: HSC02

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Assistance with the preparation of all meals such as:

- Breakfast (Cereals, Toasts, Porridge and Full English Breakfast)
- Lunch (Sandwiches, Soup, or Ready Meals)
- Dinner (Soup, sandwiches, Ready Meals)
- Hot and Cold Beverages such as Tea, coffee or juice
- Light Snacks



Mobility Support

POC Code: HSC05

CQC Regulated Activity

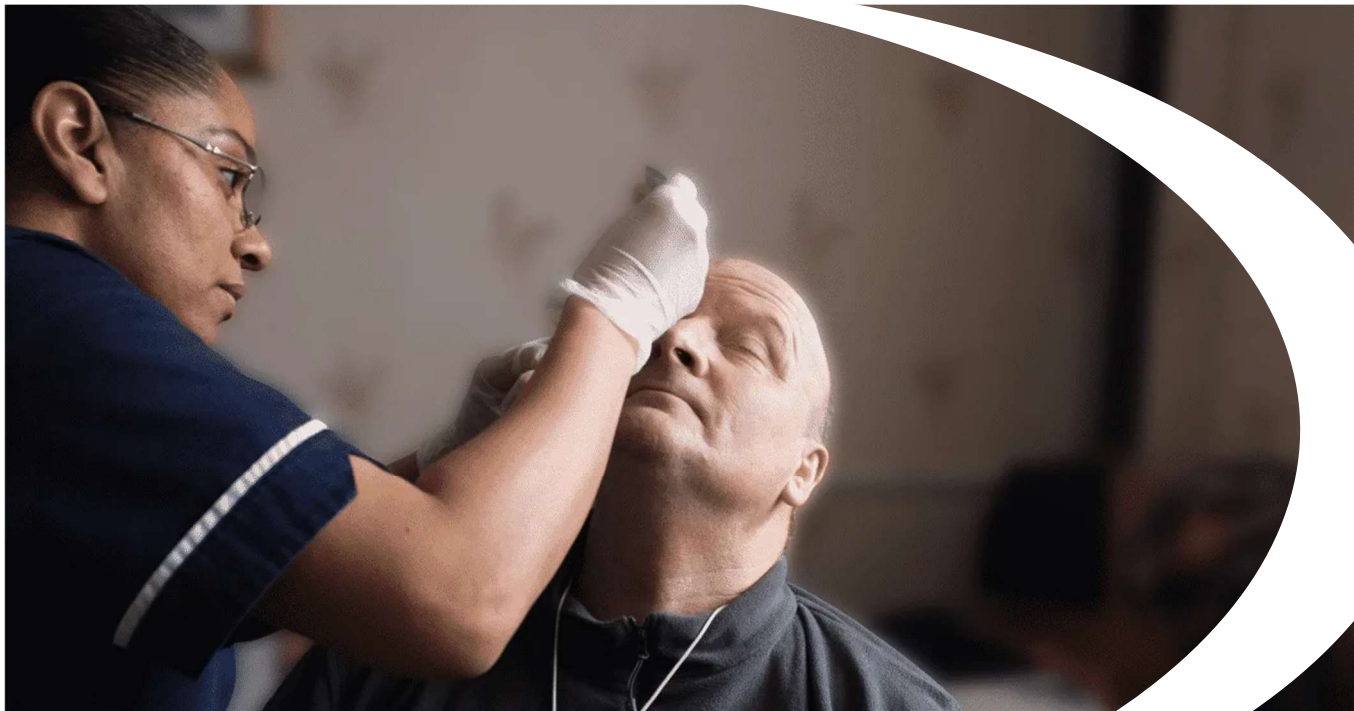
RAG Rating: 

Description of bespoke package of Care:

Assistance with mobilising and transferring to reduce risk of accidents. Our service include:

- Assistance with standing and walking (with or without aid)
- Assistance with transferring (with or without hoisting equipment)





Medication Assistance

POC Code: HSC03

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Ensuring that all medication(s) are taken on time and as per the prescriber's instruction.

Our services include:

- Prompting of medication(s)
- Assistance with the administration of Topical, Intra-Ocular, and Intra-Aural medication(s) only



Medication Management

POC Code: HSC04

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Assistance with:

- Ordering of medication(s)
- Collecting of medication(s) from the pharmacy
- Auditing and disposal of any unused medication(s)
- Organising medication review with the appropriate prescriber



Quick Clean Up

POC Code: HSC06

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Assistance with:

- Changing of beddings and washable bed pad (kylie)
- Assistance with emptying, cleaning and disinfecting of Commodes, Bed Pans and Urinals
- Washing dishes or loading dishwasher
- Wiping countertops and cleaning sink
- Take out rubbish and recycling
- General tidying in areas where care has been administered to ensure safe living environment



Companionship

POC Code: HSC07

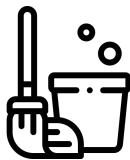
CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Providing emotional support and companionship to combat loneliness and foster mental well-being. Our Services include:

- Social Interaction
- Emotional Support
- Mealtime Assistance
- Assisted Travel
- Engaging in Hobbies and Interests
- Monitoring Safety



Runing Errands Service

POC Code: HSC09

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Collection of:

- Grocery Shopping (Click and Collect Services)
- Mail or other parcels
- Package drop off
- GP Surgery drop off
- Medication(s) from pharmacy



Pet Care

POC Code: HSC08

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:
Providing Pet Sitting Service which including:

- Pet feeding services
- Pet walking services
- Taking pet to veterinary appointments



CONDITION LED

SPECIALIST HOME CARE SERVICES (CL01 to CL08)

Please note that a formal diagnosis is required to access the following Specialist Care Packages.

(In line Health and Social Care Act 2008 Regulation 14)



Condition Led
Home Care Services

Palliative Care

CQC Regulated Activity

POC Code: CLC01

RAG Rating:

Description of bespoke package of Care:

Providing specialist supportive care to individuals with serious illnesses or life-limiting conditions in the comfort of their own home. Key aspects of our Palliative Care Package are:

- Dedicated Palliative Specialist Personal Care Assistant(s)
- Personalised Palliative Care Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Mobility Support (**HSC05**)
- Quick Clean Up (**HSC06**)
- Companionship (**HSC07**)
- Advance Care Planning (End of Life Care)
- Coordination of Care with other CBHP*
- Symptom Management (via referral with the appropriate CBHP)
- Emotional and Psychological Support
- Support of Family Caregivers
- Bereavement Support (via referral with the appropriate CBHP)



Dementia Specialist Care

CQC Regulated Activity

POC Code: CL02

RAG Rating: 

(Including: Alzheimer's Disease, Vascular Dementia, Dementia with Lewy Bodies, Frontotemporal Dementia, Mixed Dementia, Young-onset Dementia, Huntington's Disease)

Description of bespoke package of Care:

Providing specialist care and support to Dementia sufferers to ensure their safety, well-being, and quality of life at home. Key aspects of our Dementia Care Package are:

- Dedicated Dementia Specialist Personal Care Assistant(s)
- Personalised Dementia Care Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Mobility Support (**HSC05**)
- Quick Clean Up (**HSC06**)
- Care Coordination with other CBHP*
- Behavioural Support (Via referral with the appropriate CBHP*)
- Safety and Security
- Cognitive Stimulation
- Nutrition and meal assistance
- Companionship (**HSC07**)
- Respite care / Carers Break (**RC01**)



Physical Disability Care

CQC Regulated Activity

POC Code: CLC03

RAG Rating: 

Description of bespoke package of Care:

Providing specialist care and support to individuals with physical disability within the comfort of their own homes. Key aspects of our Physical Disability Care Package are:

- Dedicated Personal Care Assistant(s)
- Personalised Physical Disability Care Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Quick Clean Up (**HSC06**)
- Housekeeping Services (**DS01**)
- Coordination of Care with other CBHP*
- Physical Therapy (via referral to the appropriate CBHP*)
- Companionship (**HSC07**)
- Companionship: Assisted Travel (**HSC07**)
- Communication Support
- Social and Emotional Support
- Adaptive Equipment
- Respite Care / Carers Break (**RC01**)



Learning Disability Care

CQC Regulated Activity

POC Code: CLC04

RAG Rating:

Description of bespoke package of Care:

Providing a wide range of specialist care and support to individuals with learning disabilities / difficulties in the comfort of their own homes. Key aspects of our Learning Disability Care Package are:

- Dedicated Personal Care Assistant(s)
- Personalised Learning Disability Care Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Daily Living Support
- Skills Development
- Educational Support
- Coordination of Care with other CBHP*
- Behavioural Management (via referral to the appropriate CBHP*)
- Social and Emotional Support
- Therapy Support (via referral to the appropriate CBHP*)
- Family Support and Education
- Respite Care / Carers Break (**RC01**)

*Community Based Health Professional(s)



Mental Health Care

CQC Regulated Activity

POC Code: CLC05

RAG Rating:

(Including: Bipolar Disorder, Schizophrenia, Eating Disorder, Substance Use Disorder, Panic Disorder, Social Anxiety, Depression, Personality Disorder)

Description of bespoke package of Care:

Providing specialist care and support to individual dealing with various mental conditions in the comfort of their homes. Key aspects of our Mental Health Care Package are:

- Dedicated Personal Care Assistant(s)
- Personalised Mental Health Care Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HS03**)
- Medication Management (**HS04**)
- Emotional Support
- Coordination of care with other CBHP*
- Cognitive Support (via referral to the appropriate CBHP*)
- Crisis Management
- Social and Community Integration
- Behavioural Intervention (via referral to the appropriate CBHP*)
- Family Involvement
- Respite Care / Cares Break (**RC01**)

*Community Based Health Professional(s)



Epilepsy Care

POC Code: CLC06

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Providing specialist care and support to individuals with Epilepsy within their home environment. Key aspects of our Epilepsy Care Package are:

- Dedicated Personal Care Assistant(s)
- Personalised Epilepsy Care Plan
- Coordination of Care with other CBHP*
- Seizure Management & Documentation
- Seizure Response Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Quick Clean Up (**HSC06**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Safety Precautions and security
- Emotional Support
- Social and Community Engagement
- Companionship: Assisted Travel (**HSC07**)
- Companionship (**HSC07**)

*Community Based Health Professional(s)



Stroke Care

POC Code: CLC07

CQC Regulated Activity

RAG Rating: 

(Including Ischemic Stroke, Hemorrhagic Stroke, Transient Ischemic Attack)

Description of bespoke package of Care:

Providing specialist care and support to individuals who had experienced a stroke within their home environment. Key aspects of our Stroke Care Package are:

- Dedicated Personal Care Assistant(s)
- Personalised Stroke Care Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Mobility Support (**HSC05**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Coordination of Care with other CBHP*
- Speech Therapy (via referral to the appropriate CBHP*)
- Physical Therapy (via referral to the appropriate CBHP*)
- Occupational Therapy (via referral to the appropriate CBHP*)
- Nutritional Management (via referral to the appropriate CBHP*)
- Cognitive Support (via referral to the appropriate CBHP*)
- Fall Prevention
- Emotional Support
- Family Education
- Respite Care / Carer's Break (**RC01**)

*Community Based Health Professional(s)



Parkinson Care

CQC Regulated Activity

POC Code: CLC08

RAG Rating: 

Description of bespoke package of Care:

Providing specialist care and support for individuals suffering from Parkinson's disease to help manage the challenges associated with their progressive neurological disorder:

- Dedicated Personal Care Assistant(s)
- Personalised Parkinson's Care Plan
- Personal Care (**HSC01**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Mobility Support (**HSC05**)
- Coordination of Care with other CBHP*
- Physical Therapy (via Referral to the appropriate CBHP*)
- Speech Therapy (via Referral to the appropriate CBHP*)
- Nutritional Management (via Referral to the appropriate CBHP*)
- Cognitive Support
- Emotional Support
- Respite Care / Carers Break (**RC01**)

*Community Based Health Professional(s)



LIVE IN CARE SERVICES (LIC01 & LIC02)

(In line Health and Social Care Act 2008 Regulation 14)

Live in Care Services

CQC Regulated Activity

POC Code: LIC01 (Short Term)

POC Code: LIC02 (Long Term)

RAG Rating: 

Description of bespoke package of Care:

Provide round the clock care and support in the form of a full time Live in Personal Assistant. The live-in Personal Care Assistant will assist with:

- Dedicated Live-In Personal Care Assistant(s)
- Personal Care (**HSC01**)
- Mobility Support (**HSC05**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Monitoring Health Conditions
- Safety and Security
- Housekeeping Services (**DS01**)
- Companionship (**HSC07**)
- Running Errands (**HSC09**)
- Companionship Services: Assisted Travel (**HSC07**)



CARE AT NIGHT (SCS01)

(In line Health and Social Care Act 2008 Regulation 14)

Sleeping Overnight Care Services

POC Code: SCS01

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Providing overnight care where a Personal Care Assistant will be on standby in an event of emergency at night. Services provided by our Sleeping Night Personal Care Assistant are:

- Dedicated Sleeping Personal Care Assistant(s)
- Overnight Assistant
- Night Monitoring
- Quick response to emergency
- Safety and Security



RESPIRE CARE / CARERS BREAK (RC01)

(In line Health and Social Care Act 2008 Regulation 14)

Temporary Care (Short Term)

POC Code: RC01

CQC Regulated Activity

RAG Rating: 

Description of bespoke package of Care:

Provide relief to the primary caregivers who are typically responsible for providing ongoing care. Our Service include:

- Dedicated Personal Care Assistant(s)
- Personal Care (**HSC01**)
- Mobility Support (**HSC05**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Monitoring Health Conditions
- Safety and Security
- Light housekeeping
- Companionship (**HSC07**)
- Running Errands (**HSC09**)
- Companionship Services: Assisted Travel (**HSC07**)

Please note that Respite Service can be provided in different setting such as the individual's own home, residential facility or at any other specialised respite care centre.



DOMESTIC AND HOME HELP SERVICES (DS01 to CL02)



Home Help
Services

Regular Weekly Cleaning Services

POC Code: DS01

RAG Rating: 

Description of bespoke package of Care:

Providing domestic cleaning services which include:

- Washing dishes or loading dishwasher
- Cleaning of cooking hobs, countertops, and sink
- Microwave interior and exterior cleaning
- Wiping Surfaces and dusting all accessible surfaces
- Polishing wooden furniture
- Hard flooring mopping
- Vacuuming
- Toilets and bathroom cleaning
- Ironing
- Emptying rubbish bins
- Disinfecting equipment such as profiling beds, walking aids and hoists.



One-Off Cleaning Services

POC Code: DS02

RAG Rating: 

Description of bespoke package of Care:

Providing a one-off domestic cleaning services which include:

- Cleaning of all accessible surfaces
- Disinfection of high traffic and high touch surfaces
- Oven cleaning
- Cleaning inside and outside of appliances such as fridge, freezer and dishwasher)
- Bathroom descaling
- Toilet Descaling
- All flooring vacuumed
- Hard flooring mopping
- Inside window cleaning
- Carpet cleaning



REABLEMENT CARE (RAC01)

(In line Health and Social Care Act 2008 Regulation 14)



Reablement
Service

Reablement Care (RAC01)

POC Code: RAC01

CQC Regulated Activity

RAG Rating:

Description of bespoke package of Care:

Provide care and support to enable an individual to regain their skills and confidence so they can learn to manage again after a period of illness. The key features of our reablement approached include:

- Short-term intervention.
- Goal oriented aim at improving the individual functional abilities and well-being.
- Focusing on the individual strengths to promote and maximise independence and well-being.
- Rebuilding of self-confidence by practising daily living skills in the individual familiar environment.
- Promotion of self-care skills and holistic approach addressing physical emotional, and social aspect of an individual's life to support overall well-being.
- Prevention of long-term dependency.



OUT OF HOURS / RADID RESPONSE SERVICES (RRS01)

(In line Health and Social Care Act 2008 Regulation 14)



Out of Hours /
Emergency Response

24/7 On-Call with Rapid Response Care

POC Code: RRS01

CQC Regulated Activity

RAG Rating: ██████████

Description of bespoke package of Care:

Provide short time care package available at short notice and emergency care 24/7 often in response to care emergencies or crises. The key feature of this service is:

- Timely & Rapid Intervention
- Operate 24/7, 365 days a year
- Rapid assessment of needs (within 2 hours)
- Personalised Care Plan (within 4 hours)
- Skilled Personal Care Assistant (within 6 hours)
- Assisted discharge from hospital with transportation
- Coordination of care with other CBHP*
- Personal Care (**HSC01**)
- Incontinence Care
- Mobility Support (**HSC05**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Emotional Support
- Quick Clean Up (**HSC06**)
- Companionship (**HSC07**)
- Reablement Services (**RC01**)
- Sleeping Night Care (**SCS01**)

*Community based Health Professionals



RAPID DISCHARGE SERVICE WITH TRANSPORT

(In line Health and Social Care Act 2008 Regulation 14)

Our Rapid Discharge Service (with transport) from any hospital us a specialised service care package that offers additional comfort and convenience to individuals who are being discharged from the hospital after receiving medical treatment.



Rapid Discharge
Services

24/7 Rapid Discharge Service with transport

CQC Regulated Activity

POC Code: RRS02

RAG Rating:

Description of bespoke package of Care:

Provide a rapid private discharge service with transport and setting up the required care services in the comfort of the Service User's own home.

- Timely & Rapid Intervention
- Operate 24/7, 365 days a year
- Pre-Discharge Planning with the medical team (with 2 hours)
- Rapid assessment of needs (within 2 hours)
- Personalised Care Plan (within 4 hours)
- Transport arrangement (via private ambulance)
- Home Setup and Support
- Skilled Personal Care Assistant (within 6 hours)
- Coordination of care with other CBHP*
- Personal Care (**HSC01**)
- Incontinence Care
- Mobility Support (**HSC05**)
- Meal Preparation (**HSC02**)
- Medication Assistance (**HSC03**)
- Medication Management (**HSC04**)
- Emotional Support
- Quick Clean Up (**HSC06**)
- Companionship (**HSC07**)
- Reablement Services (**RC01**)





MANAGING SERVICE USERS FINANCE (SUF1) (In line Health and Social Care Act 2008 Regulation 14)



Financial
Services

Managing Service Users Finance

POC Code: SF01

CQC Regulated Activity

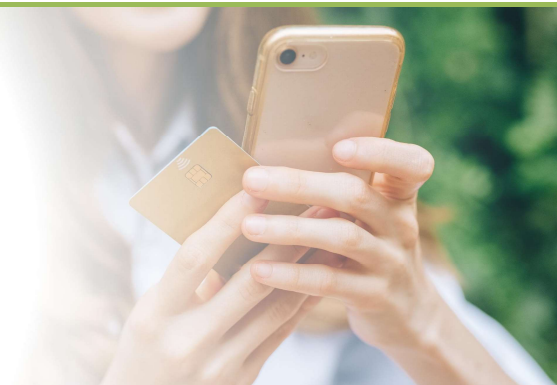
RAG Rating:

Description of bespoke package of Care:

Management of funds provided by Social Services or other relevant agencies directly to individuals, enabling them to arrange and pay for their own care and support services. Our services include:

- Assistance with the Direct Payment Eligibility Assessment
- Assistance with the Direct Payment Application Process
- Assistance with setting up Direct Debits or Standing Orders
- Service Users Affairs Management and Statements
- Periodically reviews and adjustments.

Hertfordshire Direct Payment Support Service





Your home is your sanctuary, and our Personal Care Assistants are the guardians of your well-being, ensuring your safety, comfort, and happiness."

Important information about our Care Packages

A. Combined, individually designed packages of care:

Chelmscare can design and personalise any care packages so as it meets your needs and suit your lifestyle, from 30 min calls to 24-hour care packages. All our care services are person-centred and delivered by our carefully chosen team of Personal Care Assistants.

B. Equipment:

We do not provide any 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 their Personal Care Assistant when equipment is needed, or supplies need to be replenished.

C. Record Keeping:

In accordance with the Regulations of the Health and Social Care Act 2008, we will maintain an accurate record of the care provided to track progress and maintain transparency in the care giving process.

All our record keeping is done digitally using the "Log My Care" mobile application and the following information will be recorded after care delivery:

- Name of the Service User.
- Time and date of every visit as well as a description of the services provided.
- Record of medication administration or refusals.
- Financial transactions undertaken on behalf of the Service User.
- Details of any changes in the Service User's circumstances, health, physical condition and care needs.
- Any accident, however minor, to the Service User and/or their Personal Care Assistant.
- Any other information, which would assist the next Personal Care Assistant to ensure consistency in the provision of care.

Service Users and/or their relatives or representatives will have access to the records upon request.

D. Medical Treatment:

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

- Administer intravenous, subcutaneous, and intramuscular medications.
- Apply / change dressings.
- Fit and change catheters (other than emptying catheter bags)
- Provide specialist medical treatment.
- Cut toenails or provide podiatry service.

E. Home visits:

When our Personal Care Assistant attend a Service User home, they will always be wearing a Uniform, which will be Navy Blue together with an appropriate Identification Badge with photograph so that they are easily identifiable to the Service User. They will knock and not try to gain entry without your permission. Wherever we are entrusted we will use the key safe, Our Personal Care Assistants will always knock when using the key so that you know who is calling.

Personal Care Assistant attending a Service User home will not at any time be accompanied their partners, children, friends or pets.

If at any time your Personal Care Assistant is unable to attend, we will always endeavour to telephone the Service User with the name of the replacement carer. We also encourage our Service Users to contact our office if their Personal Care Assistant is more that 15 minutes later or if they wish to cancel their care visit.



Policies



Homecare is not just a service; it's an extension of family, where genuine care and understanding make every day brighter."

8. Summary of our Key Policies ●●●

- **Safety & Security**

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.

In recognition of this, Chelmscare is committed to ensuring the security and safety of the home and the Service User when providing care services. In support to this general statement of policy, employees of Chelmscare are provided with the following guidance on the correct procedures for entry into a Service User's home, and security measures, which must be always followed.

Guidance on:

- Entering Service User's 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
- Identity badge

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.

• **Medications**

Many of our Service Users are advised by a Health Care Professional to take medicine(s) either regularly, or on occasional basis, to maintain or improve their health. The taking of medicines will form part of the initial needs assessment, and the Service User will be asked to confirm whether they wish Chelmscare, and its Personal Care Assistants, to participate in any way in the process of administering medicines.

Chelmscare will always try to encourage and maintain the Service User's independence, through the Service User's own self-administration of medicines. Where assistance is given by any of our Personal Care Assistants then it will be undertaken within a strict procedure, as outlined in Chelmscare's Medication Administration Policy and Hertfordshire ACS Medication Policy and procedure on the administration of medicines. Our Personal Care Assistants are not permitted to deviate from the procedures laid down and are advised to seek advice on any matter of concern either to them or to the Service User. Chelmscare and its Personal Care Assistant 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 not to.

• **Autonomy and Independence**

Promoting independence and autonomy in home care is essential for enhancing the quality and well-being of individuals receiving care at home.

Chelmscare will always assess, plan, deliver and review the care services it provides to its Service Users with a view to create an environment that fosters independence and autonomy to enable them to maintain a sense of control over their lives while receiving the necessary support.

- **Care assessment and Person-Centred Care Plan**

A care assessment and person-centred care plan are integral components of providing effective and tailored care to individuals.

Chelmscare will always involve the Service User and/or their representative in the care assessment process to ensure that comprehensive information is gathered about the prospective Service User's physical, emotional, social and psychological needs. This assessment helps us to understand the person's current situation and create a foundation for the development of their Person-Centred Care Plan.

Where possible, we will always ensure that the Service User has full control over their care and care services is always delivered in a un-intrusive manner. The Service User Person-Centred Care Plan will be regularly reviewed and updated based on the person's progress, changing needs and preferences.

- **Confidentiality**

Maintaining confidentiality in home care is crucial to respecting the privacy and dignity of the individuals receiving care.

To that effect, Chelmscare and its staff will always respect and protect all confidential information concerning its Service users. All Service Users will be provided with Chelmscare's Statement on Confidentiality, which outlines the obligations placed upon us to safeguard all 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.

We are expected, on occasion, to share confidential information between members of care teams and between different organisations such as the Local Authority and the NHS, in order that the Service User's holistic needs are met and to enable them to receive the highest quality of care.

- **Infection Control & Prevention**

Infection control and prevention are crucial in home care settings to ensure the health and safety of both the individuals receiving care and the Personal Care Assistants. In a home environment, there are unique challenges to managing infections, but with proper practices and precautions, the risk can be significantly reduced.

Our standard precautions include:

- Regular and thorough handwashing
- The use of Personal Protective Equipment
- Regular training on Infection Control and Prevention
- Regular health screening for all our Personal Care Assistants
- Following safe food safety guidelines when handling food

• Diversity in Care

Chelmscare embrace diversity and provides care services to individuals from various backgrounds, cultures, ethnicities, gender, and abilities.

We:

Cultural Competence: Understand and respect the cultural beliefs, practices, and values of those who use of services. This enable us to provide care that is sensitive to and responsive to the individual needs of diverse our Service Users.

Effective Communication Know that different cultures may have different style of communication and preferences. Our Personal Care Assistants are culturally aware and can adapt their communication approach to effectively interact with the Service Users and their relatives.

Person Centred Care: Recognise Diversity and therefore our Personal Care Assistants are able to provide personalised care that take into account the Service User's cultural preferences, dietary requirements and any other specific requirements.

Inclusive Care Environments: Embrace diversity as it creates an inclusive environment that fosters understanding, collaboration, and mutual respect among our Personal Care Assistants, Service Users and their relatives.

Cultural Sensitivity: Encourage open discussions about cultural differences and promote an environment of mutual respect and learning among our Personal Care Assistants.

- **Gift, Will and Bequest**

The acceptance of gifts, wills, and bequests in healthcare is a complex and sensitive issue that requires careful consideration and a well-defined policy.

All our employees 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.

Therefore, to ensure adherence to ethical conducts, transparency, and for the preservation of trust, Chelmscare has established a committee to review and evaluate the ethical implications of accepting gifts, wills, or bequest. This committee include legal, ethical, and financial expert as well as the representative from the Service User advocacy groups.

- **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 all its 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. We will rather 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 Personal Care Assistant on the other) in order to ensure that:

- They 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 our Personal Care Assistants 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 Personal Care Assistant, 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.

- **Privacy and Dignity**

Privacy and dignity are essential aspects of providing high quality home. Respecting the privacy and maintaining the dignity of our Service Users are central to every interaction and decision made by our Personal Care Assistants.

Below are some important steps we take to uphold privacy and dignity within our agency.

- | | |
|--|--|
| Informed Consent | We always obtain informed consent from our Service Users before providing care, including explaining the nature of the care provided, the procedures involved, the potential outcomes. |
| Respect for Personal Space | We honour our Service User's personal space and boundaries. |
| Confidentiality | We will always protect our Service User's medical, personal, and financial information by maintaining strict confidentiality. |
| Modesty and Privacy during Care | Our Personal Care Assistants will always maintain our Service Users' modesty during personal care by using drapes, sheets, or clothing to cover exposed areas. |
| Communication and Choice: | We communicate clearly and respectfully with all our Service Users and always involve them in care decisions and ask for their preferences and choices whenever possible. |
| Personal Belongings: | We respect our Service User's personal belonging and private spaces. We always avoid moving or handling items without permission and we are cautious about entering areas with personal items. |
| Cultural Sensitivity: | We understand and respect the cultural norms and beliefs of our Service Users. We are sensitive to practices related modesty and personal space which vary among different cultures. |

- **Protection from abuse**

Protecting our Service Users from any type of abuse is of utmost importance to ensure their safety, well-being, and dignity.

Chelmscare is committed to preventing any type of abuse and will strive to achieve this by:

Screening and Training all Personal Care Assistants:

Our HR Department thoroughly screen each Personal Care Assistant before recruiting them. As part of our vetting procedures, we perform a criminal check background and obtain references from their previous employer.

Constant Monitoring and Supervision:

Our Area Community Managers conduct regular supervisions and spot checks to monitor our Personal Care Assistants to ensure that they are providing appropriate care and adhering to ethical standards.

We also use technology such as home visits monitoring systems to track our Personal Care Assistants' activities and their whereabouts to ensure the safety of our Service Users.

Safeguarding of Vulnerable Adults training:

All our Personal Care Assistants have received training in Abuse (Safeguarding of Vulnerable Adults) so as to recognise sign of abuse, neglect, or exploitation including physical, emotional, financial, and sexual abuse, as well as neglect and self-neglect.

They are aware of the protocol for reporting abuse and understand their legal and ethical obligations when it comes to protecting vulnerable adults.

Regular Check-Ins:

Our Area Community Managers also conduct regular welfare checks on our most vulnerable to assess their well-being, listen to their concerns and detect any signs of abuse.

Collaboration with Authorities:

We collaborate with law enforcement, adult protective services, and other relevant agencies to investigate and address any potential cases of abuse.

- **Quality Assurance**

Our aim is to provide high-quality person-centred care to our Service Users within the comfort of their homes and meet the established standards. To ensure we achieve our goals, we constantly monitor and evaluate the care delivery and Service Users' satisfaction.

Chelmscare has a robust quality assurance framework in place to ensure that the care provided is safe, effective, person centred and continuously improving.



Home is where the heart heals, and our dedicated care brings healing to your doorstep”.





9. Planning our service with you ●●●

Personal Needs Assessment

A Personal Needs Assessment is a comprehensive evaluation of a prospective Service User's health, well-being, and support requirement in their own home.

Our Personal Needs Assessment is conducted by a Care Manager and below is an overview of the process:

- | | |
|--------------------------------------|---|
| Initial Contact and Referral: | The assessment process often begins with an initial contact or referral. This could come from the individual seeking care, family members, medical professionals, or social services. |
| Information Gathering: | We will then collect relevant information about the individual's medical history, current health condition, mobility, cognitive abilities, personal preferences, and any specific needs or challenges they face. |
| Home Visit: | Once all the relevant information has been gathered, one of our Care Manager will arrange to visit the individual's home to conduct a thorough assessment. This in-person visit helps the us to better understand the individual's living environment, daily routine, and any safety concerns |
| Discussion and Goal Setting: | During the meeting, we will engage in a conversation with the individual and their family (if applicable) to discuss their goals, preferences, and priorities. This helps tailor the care plan to the individual's unique needs and desires. |

Care Plan Development:

Based on the information gathered, our Care Manager will develop a person-centred care plan. This plan outlines the specific services and support that will be provided to address the individual's needs, promote their independence, and enhance their overall quality of life.

Coordination of Services:

Once the individual's Person Centred Care Plan has been developed and approved, we will coordinate with various professionals and agencies, as needed, to ensure that the individual receives the required services. This could involve arranging for medical visits, therapy sessions, home modifications, and more.

Regular Monitoring and Adjustment:

Our person-centred care plan is not static. It will be regularly reviewed and adjusted to accommodate changes in the individual's health, preferences, or circumstances. This ensures that the care provided remains relevant and effective.

Communication and Collaboration:

Effective communication between the individual, their family, and other involved parties is crucial. We will always collaborate and update all relevant parties to ensure that everyone is on the same page and that the individual's needs are being met appropriately.

We strongly believe that a well- conducted Personal Need Assessment is the foundation for delivering personalise and effective support that allows individual to maintain their independence and quality of life while remaining in their own homes.



Home is where the heart is, and it's also where compassionate care resides."





10. Summary of our Terms and Conditions



Our Personal Care Assistants

A. Recruitment and Protection of Service Users

Chelmscare undertakes rigorous processes for the recruitment of its Personal Care Assistants, which includes personal interview, reference checking and criminal records checks with the Disclosure and Barring Service. The DBS check provides additional confirmation that the Personal Care Assistant 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 our Personal Care Assistants

Chelmscare's Personal Care Assistants have received all mandatory trainings (including the Care Certificate) in relation to the responsibilities, which are assigned to them and have assessed as being competent workers by our HR Department. All our Personal Care Assistants are employed and are required to follow all our 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 Personal Care Assistant and their allocated Service User have worked together for some time and will try to ensure continuity in this regard. There will be occasions, however, (such as holidays, sickness, etc.) when the Personal Care Assistant who is normally assigned to the service user may not be available. In such cases an alternative care worker will be supplied.

Key Holding

We ask our Service Users to let our Personal Care Assistants into their homes if they are able to do so.

Although it is not our preferred option (we would rather encourage the use of a key safe – see below), Chelmscare can hold a can space key as a last resort to facilitate delivery of care services. In a situation where keys are handed to Chelmscare, we will make suitable arrangements with the Service User to ensure safety and security and they will be asked to complete a key transfer form.

Safe Working Practices

Chelmscare has an overriding responsibility for safeguarding the Health and Safety of all its employees whilst at work. However, in the field of domiciliary care, the Service User's home is also the "workplace" of our Personal Care Assistants for much of the time. So, while working at the Service User's home, Chelmscare shares with the Service user or their representatives the responsibility for Health and Safety.

All our Personal Care Assistants have received mandatory training in Health and Safety as well as a copy of our policy and procedures for safe working practices. Much of the training and many of the procedures will be applicable across all the home care work across our 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 alterations 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 will be expected to agree on "a safe system of work" – a procedure for that specific task, which will minimise the risk. Care Services 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.

Safe Working Conditions

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:

- A.** The Health and Safety of the Personal Care Assistant is seriously at risk.
- B.** The Personal Care Assistant has received threats of violence.
- C.** The Personal Care Assistant has received any form of abuse.

Where possible, 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 Personal Care Assistant is 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 TWO week's written notice to Chelmscare by email or by post to:

By Post to:

Head of Care Services
Chelmscare Ltd
Ground Floor, 2 Penta Court,
zStation Road,
Borehamwood. WD6 1SL

By Email to:

Email: info@chelmscare.co.uk



Our Schedule of Fees

The fees payable by the Service User reflect the type and frequency of care agreed in the Service User Person-Centred Care Plan.

A. Hourly Rate:

- We charge an hourly rate for the provision of:
 - Home Care Services (**HCS01 to HSC09**)
 - Specialist Home Care Services (**CLC01 – CLS08**)
 - Housekeeping Services – (**DS01 & DS02**)
 - Respite / Carers Break Services – (**RC01**)
 - Reablement Services – (**RAC01**)
 - Out of Hours / Rapid Response Services (**RRS01**)
- Our hourly rate charges are made up of a fixed amount to cover our travel cost plus a variable amount for the duration of the care visit.
- There is a minimum charge of one-half hour (30 minutes) per call per day.
- We charge per care call and overtime are charged at 10 minutes increment.
- Our Emergency Care Call provided by our Rapid Response Team is charged at a flat rate of £35.00 per hour.
- Care Service provided on Public and Bank Holidays will be charged at a higher rate.
- Our invoicing frequency for hourly rate services are every 4 weeks for funded Service User and monthly for self-funders.

B. Weekly Rate:

- We charge a weekly rate for the provision of:
 - Live In Care Service – (**LIC01 & LIC02**)
 - Sleeping Night Care – (**SCS01**)
- Our weekly rate for the provision of the above-mentioned service includes a 2-hour daily carer's break.
- Our invoicing frequency for the provision of the above-mentioned services is every 4 weeks.

All care 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.

For more information about how you can fund your care, please visit our website:
www.chelmscare.co.uk

Insurance Issues

Chelmscare has comprehensive insurance cover in respect of:

Public and Products' Liability:	Treatment Liability:	Employers Liability:
Limit of Indemnity: £10,000,000.00	Limit of Indemnity: £10,000,000.00	Limit of Indemnity: £10,000,000.00

Direct Employment of Personal Care Assistants

Chelmscare directly employs all Personal Care Assistants 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's 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.

CCTV and Covert Surveillance

Chelmscare understands that sometimes people who use of services, or members of their families may wish to install surveillance cameras to monitor their loved ones and/or the care they receive.

Whilst there are good reasons for the use of surveillance cameras, there are also a number of factors to be considered before making a decision to use them such as consent, dignity and the privacy of our staff and other visiting health professionals.

Cancellations and Suspensions

If a Service User need to cancel a care visit for any reason, they give as much notice as possible and no less than twenty-four hours' notice (24hrs). Cancellations made with less than 24hrs notice will be chargeable.

Electronic Call Monitoring (ECM)

A. Telephone Monitoring:

Chelmscare uses multiple Electronic Call Monitoring (ECM) system to tract the delivery of care services. Most commonly, our Personal Care Assistants will request the use the Service User's telephone to register their arrival and departure from your property. If we such as system in the area where care is provided, please be assured that there will be no cost to the Service User. The cost of the phone calls is automatically met by Chelmscare or by the organisation that commissioned the service, and this will not appear on the Service User's telephone bill.

B. Mobile Phone Monitoring:

In areas where telephone service is not available, our Personal Care Assistants will register their arrival and departure using their mobile phones.

Identity Cards

Our Personal Care Assistants carry identification cards which is displayed before they enter the Service User's property. We encourage all Service Users to check our Person Care Assistants' Identification Card before granting access to their property.



Home is where the heart is, and it's also where compassionate care resides."



"Complaints are a valuable opportunity for us to learn, improve, and exceed expectations. We embrace them with open ears and a commitment to resolve issues promptly and fairly."

11. Complaints & Suggestions ●●●

Chelmscare welcomes complaints and suggestions as a means of accurately judging the quality of its services and identifying ways of improving Service Users' 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.

Summary of our Complaints Procedure

In line with Appendix 3 – Adult Care and Public Health Complaints Policy ACS 742

- Sometimes complaints are best dealt with as “suggestions”. Chelmscare welcomes suggestions on any matter connected its Care Services,
- If a Service User is unsure whether their complaint is valid or realistic, we strongly encourage them to contact us and discuss their concerns with us.

- All complaints will be taken seriously, will be fully investigated, handled quickly, sympathetically, and confidentially, and, where necessary, improvements made, and appropriate reparation offered.

Complaint Handling

In line with Appendix 3 – Adult Care and Public Health Complaints Policy ACS 742

A. Making a Complaint

A complaint can be made to any member of staff orally, in writing or electronically, by email or using our online complaints form. If the complaint is made orally, we will make a written record of the complaint and provide a copy to the complainant.

If the oral complaint can be resolved within 24 hours it does not fall under these procedures and need not be formally recorded as a complaint. The contact will be recorded on the Service User's record as a concern so that any pattern emerging can be spotted, trends identified, and preventative measures taken.

If a Service User need support to make a complaint, we will provide a member of staff to assist them, and they will then withdraw from the complaint process as soon as the complaint is logged.

B. Our contact details for complaints submission

All written complaints should be addressed to:

The Registered Manager Chelmscare Ltd
Ground Floor,
2 Penta Court,
Station Road,
Borehamwood. WD6 1SL

Tel: 0208 953 8369

Email: info@chelmscare.co.uk

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

The Company Directors Chelmscare Ltd
Ground Floor,
2 Penta Court,
Station Road,
Borehamwood. WD6 1SL

C. Other useful contact details:

If for any reason, the complainer does not want to want to raise their complaint with us, they can:

- Raise the complaint directly with the Local Authority or Clinical Commissioning Group (CCG) if they purchased or arranged for services on behalf of the complainer.

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

- Contact our official regulating body, the Care Quality Commission (CQC). The CQC will not deal with individual complaints but will log the complainer's concerns and use them to inform its judgements about our services.

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 0300 061 61 61

Web: www.cqc.org.uk/contactus.cfm

Complaint on someone else's behalf

If the person making the complaint is doing so on behalf of a Service User, we will not be able to respond unless:

- The Service User has consented for the complaint to be made on their behalf.
- The Service User is unable to consent to for the complaint to be made on their behalf due to lack of mental capacity.

Processing 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 21 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 Registered 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



PhotoRoom



the Chelmscare way ●●●



General Data Protection Regulation

12. Our Privacy Notice ●●●

Please read this privacy notice carefully as it explains how we comply with the General Data Protection Regulation (GDPR). The notice was published on 25th May 2018 and may be revised from time to time; we will let you know when this happens.

Introduction

In order that we can provide your care and support services, we need to collect and use information about you ("personal information"). Personal information is anything about you from which you can be identified, but it doesn't include information from which your identity has been removed (i.e. anonymous data).

As a 'controller' of your personal information, we are legally responsible for making sure that your personal information is:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have clearly explained to you and not used for any other purpose;
- Relevant to the purposes we have told you about and only used for those purposes;
- Accurate and up to date;
- Kept only as long as we need it for the purposes we have told you about;
- Kept securely.

In this notice, a "public body" is any organisation that delivers, commissions or reviews a public service, including local authorities, councils, unitary authorities, clinical commissioning groups, health and social care trusts, the Ombudsman and regulatory bodies.

In this notice, a "health or social care professional" is any person that provides direct services, acts as a consultant or is involved in the commissioning of your healthcare or social care services, including your GP, dentist, pharmacist, nurses and health

visitors, clinical psychologists, dieticians, physiotherapists, occupational therapists, hospital staff and social workers.

Lawful basis for processing your information

The GDPR says that we must have a 'lawful basis' for collecting and using your personal information. We rely on the following grounds within the GDPR for this lawful basis:

- Article 6(1)(b) - processing is necessary for the performance of our contracts to provide individuals with care and support services;
- Article 6(1)(c) - processing is necessary for us to demonstrate compliance with our regulatory framework and the law;
- Article 9(2)(h) - processing is necessary for the provision of social care or the management of social care systems and services.

The information we collect about you

In order to set up and provide your service, we need to collect personal information from you or from other sources, such as your family or health and social care professionals. Without this information, we may be unable to create a suitable care plan and provide safe and effective care:

- Your name, date of birth and contact details;
- Details of people we may need to contact in an emergency (including their names, relationship to you and contact details);
- Any medical or practical information that is relevant to the provision of your care (including physical or mental conditions, care needs and allergies);
- Assessments of your care needs;
- Your likes, dislikes and lifestyle preferences in so far as they are relevant to the delivery of your service. This may include information about your religion, racial or ethnic origin, health, sexual life or sexuality;
- Information about your Attorney or Deputy (if applicable);
- Financial assessments (where we need these);

- Payment card or direct debit details (if you pay us for some or all of your services using one of these methods);
- Photographs of you (if we need these to manage any risks to your safety, e.g. that you might go missing).

In the course of delivering your service, we will also produce records of the care delivered to you.

How we use your personal information

We use your personal information to:

- Prepare, review and update a suitable care plan, describing the care and support you have requested we supply to you;
- Deliver your care service in a safe and effective way;
- Communicate with you, your representatives and relevant health or social care professionals about your needs and the service we provide to you;
- Make reasonable adjustments, when required, to meet your individual needs and to ensure we have suitable facilities to ensure your safety;
- Invoice you for the care and support services in accordance with our terms and conditions (if you pay for your own service);
- Carry out quality assurance procedures, review our service and improve our customer experience.

Sharing your personal information

We will not share your information with others unless we have a lawful reason for doing so.

We may share your personal information with appropriate health or social care professionals (including your GP and pharmacist) and any other individuals you nominate when we prepare your care plan. This enables us to make sure the care support we provide to you is suitable and safe.

We will also share your information with certain data processors in order to properly deliver your service. For example, our care management software is hosted by a separate company. However, by law, the data processors we use can only use your information for the purpose we have asked them to and will not share your

information with anyone else or use it to do anything other than allow us to provide your service properly. They must also keep your data safe and secure.

Although we seek to avoid using agency staff to deliver our services, we may need to do so on occasion to ensure continuity of service, and this may require us to share your personal information with an agency or their staff in order that they can deliver your service safely and effectively.

We may also share information about you where not doing so could mean you come to serious harm, for example where the emergency services need information in order to save your life.

We may also share personal information with law enforcement or other authorities if required by law. This includes information required by public bodies to evidence our compliance with the applicable regulatory framework. We are also required to share personal information with external health or social care professionals, including public bodies and local safeguarding groups (in some circumstances) to ensure your safety.

We will not share your personal information with any other third party without first asking your permission and will never sell your personal information to anyone

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How long your personal information will be kept

We will hold the personal information we hold about you for as long as we continue to provide a service to you and for three years after your service ends, at which time we will destroy your records securely.

Your rights

Under the GDPR, you have a number of important rights. In summary, those include rights to:

- Fair processing of information and transparency over how we use your personal information;
- Access to your personal information and to certain other supplementary information (which is provided in this privacy notice);
- Require us to correct any mistakes in the information we hold about you;
- Require the erasure (i.e., deletion) of personal information concerning you, in certain situations (although you should be aware that if you ask us to delete any of your personal information that we need in order to comply with our legal or contractual obligations, we may no longer be able to provide you with a service);
- Receive any personal information that you have provided to us in a format that would allow you to pass it on to a third party in certain situations;
- Object at any time to processing of personal information concerning you for direct marketing (although as we have explained, we will not use your data for that purpose);
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- Object in certain other situations to our continued processing of your personal information;
- Otherwise restrict our processing of your personal information in certain circumstances;
- Claim compensation for damages caused by our breach of any data protection laws.

You will find further information on each of these rights on the Information Commissioner's website (www.ico.org.uk).

Your right to complain

If you have a complaint about the way we process your personal information, we will ask you to contact us using the details in the previous section.

We hope that we can resolve any concern you raise, but if you want to do so, you also have the right to complain to a supervisory authority in any European Union (or

EEA) state where you work or live. In the UK, the supervisory authority is the Information Commissioner, who may be contacted at www.ico.org.uk/concerns or by telephone on 0303 123 1113.



13. How to 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: Ground Floor, 2 Penta Court,
Station Road, Borehamwood.
WD6 1SL

Office Opening Hours:	Monday	07:00 – 17:00
	Tuesday	07:00 – 17:00
	Wednesday	07:00 – 17:00
	Thursday	07:00 – 17:00
	Friday	07:00 – 17:00
	Saturday	Out of hours service
	Sunday	Out of hours service

Our hours of business

Our Personal Care Assistants are available to care for you between the hours of 7:00am to 10:00, seven days of the week.

Our Offices are open between the hours of 7.00am and 5.00pm, Monday to Friday.

There is an out of hours service available between the hours of 5:00pm to 7:00 am Monday to Friday and all day during the weekends.

Our out of hours telephone number is 07912 855 025.





Thank you for choosing Chelmscare Limited. We hope that you will have a long and happy relationship with us where we aim to develop a partnership based upon care and mutual trust.

Please do not hesitate to get in touch if you need any further information.