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# Clients' Guide to Care and Support Services

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# Our Commitment to you

## We commit to:

a) Working with you, and with your agreement, your social worker(s), relatives, personal carers and all others associated with your care and support towards identifying, implementing and reviewing a high quality Personal Care and Support Plan which provides a flexible, responsive and non - intrusive service that is tailored to your needs;	✓
b) Promoting independent living, maximising opportunities for you to take part in community and social activities; working within and expanding where possible your ability to take control of your life, and to achieve and maintain your potential in every sense;	✓
c) Providing care and support in a manner which is non-discriminatory, sensitive to your cultural needs and respectful of your environment, your traditions and your human rights;	✓
d) Involving you in any decisions about your care and support, and reviewing your Personal Care and Support Plan on a regular and “as-needed” basis, responding to changing needs and circumstances;	✓
e) Working in partnership with other agencies in order to ensure a seamless and cost-effective service;	✓
f) Ensuring that confidential information is protected at all times and only shared with others strictly in accordance with legal requirements and the Company’s policy on confidentiality;	✓
g) Encourage you to comment upon the care and support you are receiving, listen to any concerns that you may have, and take speedy steps to rectify any problems or omissions;	✓
h) Always respond to your requests for information and assistance, often through our telephone service which operates on every day of the year, and 24 hours each day, through our network of on-call staff;	✓
i) Ensure that all of our Care and Support Staff receive regular supervision, appraisal and training in order to provide, maintain and enhance a standard of service which meets or exceeds your expectations at all times.	✓

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## Introduction

We are (Name of Company).

**(You might want to add some information here which is unique to you, and tells people a little bit more about the Company).**

This guide has been written so that we can give you a brief overview of our services, and explain how we hope to help you with your care and support needs.

**You are the most important person in the caring relationship we hope to have with you.**

Please share this guide if you want, with others who may also be involved in your care and support, or those actively helping you select a suitable care and support provider.

## Our Mission

*To deliver safe, compassionate and personalised care and support to people in need so that they may continue to live at home, enjoy the benefits of independent living, and community life and family.*

*To provide employment opportunities for dedicated professionals in a working environment which promotes dignity and respect, equal opportunities and fair rewards.*

*To be recognised within the local community as the provider of choice.*

## Our Commitment to you

**(Tip: Please review the following paragraphs and either amend/add/delete as you wish. Take a look at your Statement of Purpose – are there any key messages there which you want to include here?)**

Our commitment to you includes the delivery of Care and Support Services tailored to your needs which starts with a discussion with you, usually in your home on the support you need. This process is called Initial Assessment, and is usually undertaken by one of our senior staff members. Where an Assessment has already been undertaken (for example by a representative from the Local Authority) then this will form the basis of our discussion.

We commit to:

- a) Working with you, and with your agreement, your social worker(s), relatives, personal carers and all others associated with your care and support, towards identifying, implementing and reviewing a high quality Personal Care and Support Plan which provides a flexible, responsive and non - intrusive service that is tailored to your needs;
- b) Promoting independent living, maximising opportunities for you to take part in community and social activities; working within and expanding where possible your ability to take control of your life, and to achieve and maintain your potential in every sense;
- c) Providing care and support in a manner which is non-discriminatory, sensitive to your cultural needs and respectful of your environment, your traditions and your human rights;
- d) Involving you in any decisions about your care and support, and reviewing your Personal Care and Support Plan on a regular and “as-needed” basis, responding to changing needs and circumstances;
- e) Working in partnership with other agencies in order to ensure a seamless and cost-effective service.
- f) Ensuring that confidential information is protected at all times and only shared with others strictly in accordance with legal requirements and the Company’s policy on confidentiality;
- g) Encourage you to comment upon the care and support you are receiving, listen to any concerns that you may have, and take speedy steps to rectify any problems or omissions;

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- h) Always respond to your requests for information and assistance, often through our telephone service which operates on every day of the year, and 24 hours each day, through our network of on-call staff;
- i) Ensure that all of our Care and Support Staff receive regular supervision, appraisal and training in order to provide, maintain and enhance a standard of service which meets or exceeds your expectations at all times.

**Our initial home visit and discussion will help us understand your needs, the outcomes you want to achieve and how we can help you achieve them.**

A carer, friend or relative could accompany you at the meeting if you wish. The next step would be to provide you with a Personal Care and Support Plan, detailing the care and support we can provide together with associated costs, and a form of Agreement which determines the basis upon which we will provide services and the costs of doing so. We will also assess the health and safety considerations relating to your care and support, including undertaking risk assessments in relation to the home environment, manual handling tasks etc.

If we find, during the risk assessment process, that there is a significant hazard present, then we will advise on how the associated risk can be eliminated or reduced to an acceptable level. Following your acceptance, the service will begin at a time of your choosing. Visits by our Care and Support Staff will be arranged to suit your requirements. The duration of these visits will reflect the services we will be providing.

**Your Personal Care and Support Plan will be reviewed on a regular basis, always reflecting your needs, and always promoting your independence.**

## **The people we care and support**

We tailor our services towards the development of supported living services for adults with complex needs as well as more general domiciliary care services, these include people with:

- Learning Disabilities;
- Mental Health Problems including:
  - Schizophrenia;
  - Bi-Polar Disorders;
  - Affective Disorders;
  - Personality Disorders.
- Acquired Brain Injury;
- Substance Misuse;
- Autistic Spectrum Disorders including Asperger;
- General community based domiciliary care support.

## **How we monitor our services – Our Quality Audit**

We strive to monitor every aspect of our service on a regular basis, to ensure that what we are aiming to achieve, is being achieved, and in a uniform, consistent and satisfactory manner. We call this monitoring process Quality Audit, and involves:

- a) Talking to you, and getting your views on all aspects of your care and support;
- b) Designing questionnaires which aim to gather information on how we are doing, and inviting you, and others associated with your care and support to give feedback;
- c) Assessing the feedback and comments, and drawing up action plans, with SMART (Specific, Measurable, Attainable, Relevant and Timely) objectives aimed at any necessary improvements to our service.

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Our policy on **Quality Assurance** states:

*The Company is judged by its Clients, Clients' families, other important stakeholders and the Care Quality Commission (CQC) on its merits. The Company's expectations, in respect of the quality of the service it delivers are high. It is essential, therefore, that the views of those at the receiving end of care, and those closely associated with them, are known. This translates into the very purpose of the Quality Assurance programme – to establish:*

- a) *How well we are doing;*
- b) *How we can improve.*

If you would like to learn more about the outcomes of the Company's Quality Audits, please contact the Registered Manager.

## Registrations and Legal Compliance

We are registered with the Care Quality Commission (CQC), and they undertake regular inspections to ensure that we are meeting regulations and standards appropriate to our work. They will also, as part of their inspection routines, discuss our services directly with a sample of our clients, forming an opinion on the quality and appropriateness of the care and support being delivered. These inspections result in a rating for the Company. Current ratings are displayed at the Company's office.

## Care Quality Commission – Reports on our service

The Care Quality Commission will inspect our service and produce a report. This report is available:

- **Via the Internet** by visiting the CQC website <http://www.cqc.org.uk/search/services/services-in-your-home>
- Or by contacting the Registered Manager.

## Recruitment of Care and Support Workers and the service provision

Our stringent recruitment processes are targeted at selecting and employing Care and Support Workers who are trained and experienced in their roles, and who are dedicated to providing you with an excellent standard of care and support. The recruitment processes include personal interview, background checks (taking of references), confirming qualifications and making use of the UK Government's Disclosure and Barring Service (DBS) so as to be sure that anyone we employ is not on the Register of persons barred from working with adults and/or children. We will aim to provide you with the same Care and Support Worker for most visits, although as you will appreciate there will be times, through holidays and sickness, when an alternative must be provided. We apologise in advance for any inconvenience this might cause.

## The Company's Key Policies and Procedures

As mentioned above the Company is required to undertake its work according to standards and regulations under the supervision of the CQC. These regulations and standards require us have in place a set of policies, procedures, and processes which help everyone involved in your care and support understand what is expected of them. Policies and Procedures are provided to staff and to individuals who use the service by request to the Registered Manager. The key Policies and Procedures relating to the services we provide, and which govern the ways in which we operate, include, but are not limited to:

- Anti-bribery, Gifts and Wills;
- Business Ethics;
- Complaints;

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- Consent to Support and Treatment;
- Dealing with Violence and Aggression;
- Dignity and Respect;
- Disclosure and Barring;
- Duty of Candour;
- Equality and Diversity.
- Good Governance:
- Infectious diseases;
- Manual Handling;
- Medicines Assistance and Administration;
- Person Centred Care and support;
- Quality Assurance;
- Risk Assessment;
- Safe Support and treatment;
- Safeguarding.

If you or your representative would like to examine any of our Policies, please ask, and we will provide you with a copy.

## **Complaints, Compliments and Suggestions**

Our commitment to you is to deliver the agreed Plan of Care and Support in a timely and consistent fashion. We hope that we will achieve these objectives 100% of the time. However, there may be times when, in your opinion, we fall short of this commitment and if this does happen, we hope you will tell us. We are happy to receive comments or complaints either orally, or in writing, and our policy on handling complaints, which includes information about how to make a complaint will be provided upon request, just ask your Care and Support Worker, or contact the Registered Manager. Equally, if you feel that our service deserves praise, we hope you will tell us this also. We hope that any complaint that you might have is discussed with us first.

## **Fees, Contracts etc.**

Before starting to provide services (unless circumstances dictate otherwise), we will provide you, in writing, with an Agreement representing the level of care and support to be provided, a clear indication of the fees involved, including when and how often they must be paid. The Agreement includes information relating to the following Key Terms and Conditions:

1. Right to cancel
2. Consent to provide services within the cancellation period
3. General scope of services
4. Choice of Care and Support Worker
5. Permanent engagement of our Care and Support Worker
6. Keyholding
7. Supplies and/or equipment
8. Quality of service
9. The services we will provide to you
10. Our charges
11. Review of Fees
12. The people who will care for you, and the quality of care you can expect to receive
13. Gifts and payments
14. Health and Safety
15. Confidentiality
16. Records
17. Insurance and Liability
18. Withdrawal of Service
19. Complaints and feedback
20. Cancellation and Termination
21. Third Party Rights

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- 22. Events beyond our control
- 23. Assignment
- 24. General
- 25. Breach of Contract
- 26. Enforcement

## **Inspections**

The Company 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 to the Registered Manager.

## **Contact Information**

### **The Care Quality Commission**

#### **How to raise a concern**

You can raise a concern in a number of ways:

- By visiting one of their regional offices, or speaking to their inspectors during an inspection;
- By using the online service at the CQC website: <http://www.cqc.org.uk/share-your-experience-finder?referer=promoblock>;
- Phone them on: 03000 616161;
- Write to them.

**CQC National Customer Service Centre**  
**Citygate**  
**Gallowgate**  
**Newcastle upon Tyne**  
**NE1 4PA**

#### **Social Services**

<b>Contact name</b>	<b>Address</b>	<b>Telephone Number</b>

#### **Local Regional Health Care Authority**

<b>Contact name</b>	<b>Address</b>	<b>Telephone Number</b>

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## General Care Standards Council

Contact name	Address	Telephone Number

### The Company's Offices

The Company's principal office is located at:

**Address:**

**The contact number** for the principal office is:

The normal hours of operation for the principal office are:

**Monday to Friday:**

**Saturday:**

**Sunday:**

### The area we cover

Our service covers the following geographical area:

### Access to records

All Clients receive a detailed Plan of Care and Support which is kept in the Client's home, along with records which are maintained by Care and Support Workers with the tasks undertaken upon each visit. Clients have unrestricted access to these records.

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## Key People

### Service Provider

The Registered Service Provider is:

Name:

Business Address:

Email address:

Telephone Number:

Qualifications and Experience:

### Responsible Person

The person designated by the Service Provider as someone who is responsible for the service (if applicable) is:

Name:

Business Address:

Email address:

Telephone Number:

Qualifications and Experience:

### Staff

We recruit staff to work directly with Clients who possess the following qualifications and experience:

**(Indicate)**

### Finally,

If you have any questions regarding the contents of this Clients' Guide, please contact the Registered Manager who will be delighted to help.

### The Guide is dated:

### The next review of the Guide is:

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# Summary of the Complaints Procedure

The Company strives to achieve the very best outcomes for its Clients all of the time. However, on occasion, things can go wrong, and as such, may be the subject of a complaint. If they do, we need to know about it so we can put it right, learn from our mistakes, and implement changes so as to reduce the potential for complaints in the future. It is the Company's commitment to always take complaints seriously and investigate them fairly. Complaints may be made directly by Clients, or they may be made on behalf of a Client if the Client is unable or unwilling to undertake the process alone.

## Informal Complaints

All staff are instructed to take complaints seriously. Where complaints are made orally, then staff are asked to try to resolve the problem immediately, and informally. On occasion a Client may make a complaint orally and directly to a Care and Support Worker, for example, or by phone to the office, on a more serious issue which cannot be dealt with informally. In such cases the individual receiving the Complaint will record the details of the complaint, and advise the Company without delay. The essence of the complaint will be summarised in the subsequent letter of acknowledgement.

## Formal Complaints

All written complaints, or complaints made orally which have not been satisfied or are of a more serious nature, will be regarded as formal complaints and recorded in the Company's register of complaints.

## Acknowledgement

The complaint will be acknowledged, in writing, within (?) days of receipt. The Company will always aim to respond to formal complaints within (?) days of the letter of acknowledgement.

## Written response

Written responses will outline the nature of the complaint, the matters given consideration by the Company, and its response. Once this has been sent, the Company will follow up directly with the Client, within (?) days, as to whether they feel that the matter has been dealt with appropriately, and to their satisfaction. However should the Company's ability to resolve the matter prove insufficient, then the Client may seek external advice, such as an approach to the Care Quality Commission for example.

## Records

The Company will maintain records of all formal complaints, and details in relation to their outcome.

## Learning from our mistakes

Every formal complaint is an opportunity to improve. The Company will ensure that errors, mistakes or other omissions or failures are examined carefully so as to understand what needs to be done to prevent the same or similar incidents in the future.

## Complaints about staff

Where a complaint is about the behaviour of a member of staff, and behaviour is found to be inappropriate, unprofessional or abusive (for example), then the Company's formal disciplinary procedure will be introduced. Where appropriate, matters may also be referred to external bodies, such as the Disclosure and Barring Service, in cases of serious misconduct.

## Taking your complaint further

If your complaint is about the Registered Manager, and there is no one higher in the Company's management structure to consider your complaint then you may take your complaint directly to an outside body, such as the Care Quality Commission.

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