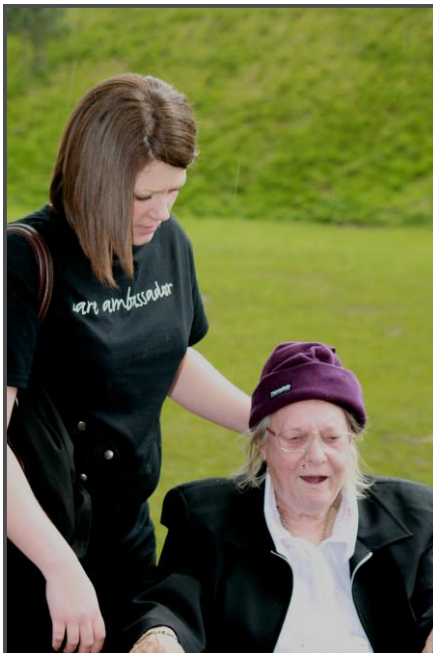


**Head Office 01227 265899**

## **Service User Guide 2009**

Your guide to the services we provide



“The rating for this service is **3 star**. This means the people who use this service experience **excellent quality** outcomes”. CSCI report 2008



**Over 25 years experience of personal assistance and domiciliary care provision to people in Kent**

- ✓ KCC approved provider
- ✓ Regulated by the Care Quality Commission



All Seasons is part of Enterprising Opportunities CIC, working in partnership with Kent Enterprise Trust, a registered charity. Registered Company no. 6136630

**Supporting dignity through quality services**

# How to contact us

Telephone: **01227 265899**

Choose option 1 for All Seasons

Fax: **01227 844 455**

[info@allseasons.org.uk](mailto:info@allseasons.org.uk)

If you need this guide in large print, Braille, on audio CD or electronically, please ask your carer.

# About us

- We are open from 7am until 10pm.
- 7 days a week, 365 days a year.
- We have full public liability and employees' insurance.
- We are regulated and inspected by the Care Quality Commission.

# Our Mission Statement

All Seasons' mission statement is "Supporting dignity and independence through quality services."

That means that we are passionate about supporting our service users to retain their independence living in their own homes and providing the high standard of care that they need to do so.

# About this guide

The Service Users' Guide has been produced to give you (the service user and/or your family or representative) information about All Seasons.

The aim of the guide is to help you make informed choices when selecting a service provider. It includes information required by the Domiciliary Care Agencies Regulations 2002.

We are able to provide this document in different formats, for example large print. If you require a different format, please contact our Office (see page 1 for contact numbers).

# How we meet your needs

All Seasons aims to provide you with a high standard of personal care and support. We promote your active participation, whilst ensuring your privacy, dignity and your right to be treated as an individual.

We aim to ensure that you and/or your relatives or representatives are involved in all decisions concerning the type of service you require and we welcome feedback from you.

When the provision of care is funded or arranged by the Local Authority, your needs will be fully and carefully assessed in partnership with your Care Manager.

If you are paying for your own service, a full assessment of your care needs, together with any risks associated with those needs, will be undertaken by All Seasons. Your service will be monitored and reviewed on a regular basis to ensure any changes in your needs are met.

Where appropriate, we will liaise with other services and professionals to help maximise your independence and ensure, as fully as possible, your participation in the community. We aim to provide you with a package of care that contributes to your overall personal and health care needs and preferences.

# Your rights - Privacy

- Staff will enter your property, and rooms within the property, only with your or an appropriate other's permission.
- You have the right not to have to interact with or be interrupted by our staff when otherwise engaged.
- We will respect your right to make telephone calls and carry out conversations without being listened to or observed by our staff.
- You have the right to access any information recorded about you and to be assured that any information kept by us is only seen by those with a legitimate need to know. Records will be kept confidential, in compliance with the Data Protection Act 1998. If All Seasons needs to speak to a third party (for example a Doctor or District Nurse), we will ask your permission before doing so, except in an emergency.
- Staff will respect the fact that your possessions are private and will treat them with care.

## Dignity

All Seasons recognises the intrinsic value of people as individuals and the specific nature of their needs. We aim to protect your dignity by:

- Arranging for your personal care to be delivered by trained and experienced carers.
- Taking into account the sex of the carer and your personal preferences in relationship to the service being provided.
- Agreeing with you or an appropriate other the level of support required.
- Respecting your individual and social characteristics, including age, gender, sexuality, religious persuasion, racial origin, cultural or linguistic background, health status, abilities, class or relationship status.
- Addressing and introducing you to others in your preferred style, responding to specific cultural requirements and maintaining relationships appropriate to that of a carer to a service user.

## **Independence**

Independence means you having opportunities to think, plan, act and take sensibly calculated risks without continued reference to others.

We aim to maximise your independence in the following ways:

- Encouraging you to take as much responsibility as possible for your own care.
- Involving you fully in planning your care and in the implementation of your Care Plan.
- Focusing on your abilities rather than on any disabilities.

## Security

It is our aim whilst promoting independence that you are not exposed to unnecessary risks.

- We will help to create a physical environment that is free from unnecessary sources of danger by completing a risk assessment of your home and the activities you participate in. Our staff will advise you of any identified risks related to the assessment.
- Our care workers are carefully selected and inducted to provide services professionally and are trained never to exploit their positions of trust.

## Civil Rights

Where appropriate, we will encourage you to make use of public services, such as libraries, public transport and health services appropriate to your needs. We will provide easy access for you, your friends, relatives and representatives

to give feedback on our services, whether it be a compliment, complaint or concern.

## **Choice**

We will respond to your rights of choice by managing and scheduling our services to reflect your preferences as much as possible. We will deliver the service within our ethos, which welcomes and responds to cultural diversity.

## **Fulfilment**

Our aim is to support you to live as full and satisfying life as you wish, and we can provide support to enable you to engage in social, cultural and religious activities as well as providing care.

# Our Services

The services we provide are designed to meet your care needs, whilst keeping you and our staff healthy and safe.

## Personal Care

We can enable you to maintain your personal hygiene and appearance by helping with:

- Getting up and going to bed
- Bed bathing
- Bathing/showering
- Washing all parts of the body
- Washing hair
- Shaving (electrical shave only)
- Nail care (not cutting)
- Oral hygiene
- Combing and/or brushing hair
- Application of make-up
- Dressing and undressing, including support stockings

- Application of body cream (using non-prescription moisturising cream)

We can help you to access and use toilet facilities (with the use of mobility aids as appropriate), including assisting you with:

- Using the toilet of your choice
- Using the commode
- Using continence aids
- Emptying catheter bags
- Removing and replacing night and day bags
- Disposing of body waste

We can help you to eat a balanced diet by

- Helping you with eating and drinking

## Domestic Care

Supporting you to maintain personal clothing and linen:

- Washing personal clothing and linen
- Ironing
- Bed changing

Supporting you in the choice, preparation and storage of food:

- Shopping and storing food
- Cooking snacks and simple meals
- Preparing hot and cold drinks

Monitoring and maintaining the cleanliness of your home environment:

- Cleaning rooms and surfaces
  - Kitchens
  - Bathrooms
  - Sleeping quarters including bed making
  - General living spaces

## General support

- Fire lighting
- Accompanying you out by taxi or public transport
- Feeding pets
- Collecting pension using Giro method (not card and PIN)
- Paying bills
- Washing up
- Sitting service
- Safety checks
- Medication support (in line with our medication policy)

# Our Service Users

All Seasons provides care services for anyone needing help to retain their independence in their own home, either temporarily or permanently.

Our service users include:

- Older people
- People with physical disabilities
- People with learning disabilities
- People with sensory loss including those with multiple sensory impairment
- People with mental health problems, including dementia
- The terminally ill
- Convalescents

# How to get help from All Seasons

When a person decides that they need care or support at home they can contact All Seasons directly or they may be referred to All Seasons by Social Services. In either case, any information that is provided to us will be dealt with in confidence. When you contact All Seasons we complete a Referral Information Form. This includes your name and contact details and details of others relevant to your care and support, with a brief outline of your requirements. This is followed up within forty-eight hours (if possible) with an initial assessment, where a member of All Seasons' team will visit and talk to you to agree a Care Plan. You may choose to have a friend or relative present to help you.

During this visit, we will complete a risk assessment of your home environment and your care and support needs. These details form the basis of your Care Plan, which you receive a copy of to keep in your home.

The assessment of needs will be reviewed annually and/or when appropriate to your changing needs (after stays in hospital, for example). At this time All Seasons will complete a Client Monitoring Form that will be used to update the Care Plan. Risk assessments will also be completed annually or as the need arises.

If you are referred to us from the Social Services Department, your Care Manager will have carried out an assessment of needs and this assessment will be passed to us. The needs assessment will form the basis of your Care Plan.

# Our contract terms and conditions

Private service users will be provided with a contract, which sets out the terms and conditions of the service to be provided including:

- Your All Seasons contact point
- The service to be provided
- Tasks the care workers are able to complete
- Cancellation or withdrawal of the service
- Temporary cancellations
- Review of service
- Insurance liabilities
- Staff supervision
- Monitoring and quality assurance
- Supplies and equipment
- Responsibilities around health and safety
- Cover arrangement for staff holidays and sickness
- Entering and leaving your premises
- Fees payable and method of payment

# How we monitor quality

## Service Users

An annual visit is completed to ensure that we are continuing to meet your needs and to review your Care Plan and will include a risk assessment review.

Your views and opinions of the service are also gleaned by an annual survey sent to you and, if appropriate, your relations or representatives.

## Care Workers

Care workers are given a comprehensive induction outlining the standards expected by All Seasons. Regular supervision ensures that these standards are met.

All community care workers are personally interviewed and shadow an experienced care worker for five hours to assess their suitability. Their references are checked and a Criminal Records Bureau disclosure obtained. This includes a check against the Protection of Vulnerable Adults list held by the Department of Health. Our carers complete a

six-month probationary period before being confirmed in post. Once care workers are confirmed in post they are registered for a National Vocational Qualification. During their probationary period they have monthly supervision and, thereafter, all care workers meet formally with their line managers on a three-monthly basis to discuss their work and also have an annual appraisal of their overall standard of performance, which identifies training and development needs. Training is continuous throughout a care worker's career with All Seasons, including annual update training to refresh their skills.

Part of the supervision process involves observation of the care workers at work. You will be asked for consent before an observation is arranged.

Written records on the content and outcome of each meeting are kept. Team meetings are held on a monthly basis.

Checks on records and timesheets all form part of our Quality Process.

If you do not wish to have new care workers shadowing or observations during your calls, please notify your Care Coordinator.

# Supplies and Equipment

In order to comply with the Personal Protective Equipment at Work Regulations (1992), All Seasons will provide staff with protective clothing (a tabard, tunic or dress and disposable gloves and aprons). All other equipment should be provided either by you or an appropriate other and maintained to meet health and safety requirements.

# Health and Safety

Employees are expected to take reasonable care of themselves and others and to co-operate in the achievement of a healthy and safe working environment. Protective clothing will be supplied as necessary and any equipment must be used as directed.

Your care worker will report any identified breaches of Health and Safety legislation immediately to both their line manager and to you.

All Seasons will complete a risk assessment as part of the initial referral. This will be reviewed annually or whenever your circumstances or needs change. Risks identified in the environment and/or equipment to be used will be the responsibility of Social Services or yourself to rectify.

# Smoking

The Smokefree (Premises and Enforcement) Regulations that came into force on 1<sup>st</sup> July 2007 place certain obligations on employers to protect workers from the effects of second hand smoke.

While these regulations do not apply to private homes, we value the health of our employees and so request service users not to smoke for an hour prior to a care worker's visit or while the care worker is in their home and, if possible, to open a window. Alternatively, a well ventilated room that is not used for smoking can be provided if only personal care tasks are required. Although we realise that this places a restriction on your freedom in your own home, we hope that you will understand this request. If you feel unable to comply, please contact your Care Coordinator to discuss alternative arrangements.

Care workers that have or develop medical conditions that may be made worse by the effect of second hand smoke and care workers who are pregnant will not be required to provide care for service users who smoke.

# Our Policies and Procedures

To be sure that we maintain good practice, and to keep everybody informed of how the agency works, we have created policies on certain key matters. These policies and procedures are available at head office and you are welcome to request a copy of any of these documents:

- Recruitment Procedure
- Grievance and Disciplinary Policy
- Equal Opportunities Policy
- Health and Safety Policy
- Adult Protection Policy
- Manual Handling Policy
- Code of Practice
- Child Protection Policy
- Customer Complaints and Compliments
- Medication Policy
- Whistleblowing Policy
- Accepting Gifts
- Confidentiality
- Discrimination
- Financial / Handling Of Monies
- Keyholders
- Lone Working
- Training and Study

# Concerned about the service you receive?

We can only improve the service we provide if we are aware of your concerns, so please contact us if you are in any way unhappy with the service you receive, even if you don't want to make a formal complaint. We keep a record of any concerns raised and monitor these regularly so that we can continue to raise our standards.

You can talk to your Care Coordinator, the Operations Manager or the Registered Manager with concerns.

# If you would like to pay us a compliment

All Seasons welcomes any compliments received about our services.

All compliments will be recorded and kept on the Service User's file, and on the community care worker/member of staff's personal record.

The compliments will be analysed and used as part of our Quality Assurance Process.

All compliments will be acknowledged by

The Registered Manager  
All Seasons  
The Links  
Eddington, Herne Bay,  
Kent, CT6 7GQ

# If you have a complaint

At All Seasons we hope that any complaints you may have about the service you receive from us can be resolved quickly and easily. Contact the Registered Manager at the Whitstable address below, who will ensure that the complaint is fully investigated and that you receive a response within 10 working days.

The Registered Manager  
All Seasons  
The Links  
Eddington, Herne Bay,  
Kent, CT6 7GQ

Tel: 01227 265 899  
Fax: 01227 844 455

If you feel that All Seasons has not dealt with the complaint to your satisfaction you have the right to complain to the Care Quality Commission Inspection (CQC) that regulates our service.

Please see over for CQC's address.

Care Quality Commission (CQC)  
South East Region  
The Oast  
Hermitage Court  
Maidstone  
Kent ME16 9BR

Tel: 03000 616 161

Fax: 03000 616 171

Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)

Every service user has the right to contact Social Services, whether privately or local authority funded.

**For Kent County**

**Council residents:**

Director of Social  
Services  
Kent County Council  
Sessions House  
County Hall  
Maidstone  
Kent ME14 1XQ

**For Medway Unitary**

**Authority residents:**

Social Services Department  
Medway Council  
Compass Centre  
Chatham Maritime  
Chatham  
Kent ME14 4YN

Tel: 01622 694907

Fax: 01622 694915

Tel: 01634 306000

Fax: 01634 331484



**Head Office 01227 265899**

**All Seasons (Kent) Ltd**  
Kent Enterprise House  
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Herne Bay  
CT6 7GQ

[www.allseasonskent.org.uk](http://www.allseasonskent.org.uk)  
[info@allseasonskent.org.uk](mailto:info@allseasonskent.org.uk)  
or fax: 01227 844 455

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Registered Company no. 6136630