



Service User Guide



On call / Out of Hours Contact: 07469897773 **Office Contact 9am-5pm:** 01302 957 582

Website: www.newdon-care.co.uk

Email: referrals@newdon-care.co.uk

DONCASTER OFFICE

Unit 3, Edlington Lane,
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DN12 1SB

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074 69897773

Service User Guide

Dear Client,

We welcome you to Newdon Care Services, we are a care agency based in Doncaster, Leeds & York. We recruit carers locally and we have a dedicated, professional team to deliver the best of care for you or your loved one. We provide single or double carers depending on the level of care requested by commissioners of your care. We help you meet your outcomes, and your care is person centred.

You can rely on us with total confidence. We have a rigorous recruitment process, extensive training, and development with ongoing assessment / support processes for all our carer workers. We have up to date policies and procedures in place to ensure that service delivery meets the national minimum standards and all legal requirements.

Newdon Care Services has been rated '**Good**' following its inspection by the Care Quality Commission in July 2018. The rating forms part of the hard work that the team have been applying over the past months to improve the quality of our service users since our last inspection

Electronic Records

All care records are being recorded and stored electronically. Our workflow is paperless and allows streamlined workflow between carers, family, nurses, social workers, therapists, and commissioners we only leave a service user guide in the client's property. Care notes for all ADLs are recorded by carers on the **Care planner APP**. Any professionals / family or client requiring access to notes / records please contact us via email on referrals@newdon-care.co.uk or use contact details on page above.

We are committed to keeping patient data safe and sharing it securely and lawfully and always being clear about why it is used.

Sincerely,

Joyce Chiyaka

PHILOSOPHY OF CARE

The service aims to:

- Offer skilled support to enable people who live here to achieve their optimum state of health and well-being.
- Treat all people who live and work at the service and all people who always visit with respect.
- Uphold the human and citizenship rights of all who live, work and visit here.
- Support individual choice and personal decision-making as the right of all Service users.
- Respect and encourage the right of independence of all service users.
- Recognise the individual uniqueness of service users, staff and visitors, and always treat them with dignity and respect.
- Respect individual requirement for privacy always and treat all information relating to individuals in a confidential manner.
- Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service users and staff.

Principles and Values Underpinning Our Services.

Newdon Care considers its management team and employees to be the key factor in the delivery of quality services and believes that the future success of the service is dependent on maintaining a skilled and trained workforce. Our principles and values are to provide a high standard of individualised support to all Service users. It is our aim that all service users will be treated with care, dignity, respect and sensitivity, which matches individual needs and abilities. Our service will be delivered in a flexible manner, within the limitations of the service, in an attentive and non-discriminatory manner with respect for independence, privacy and the individual's right to make informed choices. We will respect the needs and values of Service users in matters of religion, beliefs, culture, race, ethnic origin and sexuality.

Our staff will encourage all Service users to maintain where possible their social and cultural links within the community and encourage participation in activities. We will encourage our Service users to be fully involved in our service provision, so that all can continue their lives with dignity and independence. Newdon Care is

committed to meeting the needs of those people entrusted to our support. Usually we see no conflict between meeting the needs of service users and those of workers. Where such conflict exists, the needs of Service users must take precedence.

- 1. Privacy of Service users.** The support worker recognises the right of Service users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy about both his / her personal affairs and belongings. Written permission will be sought for access to Service User's records.
- 2. Confidentiality of information.** Service users' rights to confidentiality must be safeguarded. The support worker will not disclose any personal information about Service users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in his or her support from other relevant professionals.
- 3. Fulfilment of aspirations.** To have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. Service users will be enabled to achieve their potential capacity - physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
- 4. Consultation.** Service users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements; they should be fully involved in, and fully informed about, the individual assessments of their support needs. Service users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Newdon Care's commitment will be to find the best and most cost-effective way of meeting the Service User's needs and aspirations. Service users will be supported to make informed choices about their future, which should be incorporated into their personal Service User Plans.
- 5. Personal Choice.** The support worker will support each individual Service User to exercise, to his or her full potential, personal choice in opportunities and lifestyle. The support worker will ensure that the person whom they are supporting or for whom they are providing support plays a central role in all decisions being made. Where, for reasons of mental frailty, the person who is being supported and/or cared for is not able to participate fully in Service User Planning, consideration will nevertheless be given to their wishes, in so far as these are expressed and are practical to implement. We welcome designated advocates in this context. Our service users are fully advised of their planned support and their consent

confirmed prior to any service delivery. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.

6. **Review.** The Service User will have a regular review of their individual circumstances with the Agency and can be supported by their carer or advocate.
7. **Services Information.** The Service User will be fully informed about the Services provided by Newdon Care.
8. **Legal Rights.** The Service User will be fully informed about their legal rights.
9. **Medication.** The Service User will be fully informed about their medication needs and they will be supported to make decisions about their medical treatment whenever possible. Service users will be supported to seek medication reviews from their General Practitioner if appropriate.
10. **Family and Friends.** The Service User will be supported to maintain access to family, friends, facilities and the overall community.
11. **Complaints and Protection.** It is our aim to protect Service users from any form of abuse and we have a duty of support to safeguard your wellbeing. We will implement the multi-disciplinary agency Protection of Vulnerable Adults Procedures should it be necessary, as a provider of services we will not tolerate any form of abusive practice. We have clear protocols and guidance in place to ensure that our Service users are cared for in a safe and non-threatening environment, that our staff are fully trained and competent in their roles and can prevent abuse from occurring. The Service User will be provided with a copy of the formal complaints procedure and will be able to be represented by their carer or advocate if they so wish. Any concerns in the first instance should be brought to the attention of the person in charge at Newdon Care.

12.CQC Ratings

We meet the requirements set out in the Health and Social Care Act 2012, and the essential standards of quality and safety, our care teams operate to defined policies and best practice standards. We carry out our own internal, audits to ensure we deliver high quality care and continuous improvement.

We have a dedicated in-house quality assurance team which conducts regular audits, spot checks and observations to ensure only the highest quality service.

Our clients can rely on us with total confidence. www.newdon-care.co.uk

We have up to date policies and procedures in place to ensure that service delivery meets the national minimum standards and all legal requirements.

Newdon Care Services has been rated 'Good' following its inspection by the Care Quality Commission in July 2018.

The rating forms part of the hard work that the team have been applying over the past twelve months to improve the quality of our service users since our last inspection.

12. Supporting independence of Service User. The Service User will be supported to take risks to the extent that they do so, based on their own, informed opinions. Service users will have the opportunity to think, act and make decisions without reference to another person, and without other unreasonable restrictions. This will include the capacity to incur a degree of calculated risk. Risk assessments will be an integral part of the support planning process.

13. Scheduled Commissioned Call times: These are approximate times and are liable to change. Carers do run late from time due to circumstances beyond their control. Please allow 45 minutes either side of the scheduled time, Carers have been instructed to contact yourselves or your next of kin to inform you of the situation and give you a revised estimated time of arrival.

The principles outlined above must be guided by prior commitments imposed by health and safety or statutory Requirements.

Confidentiality

Our policy is that any information about Service users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, some information will be shared with members of staff who may be providing support and/or support work. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within the agency. The Service User or, where appropriate, their principal Support Worker will be consulted where appropriate before information is released.

Information about you will be stored in paper form and may also be held on computer. Both forms are treated in the same strictly confidential way. Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure our services meet your needs;
- Helping staff to review the support with which they provide you in order to help them achieve the highest standards;

- Investigating complaints or legal claims;
- Auditing of our services.

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving support or support from a GP or hospital. The types of organisations with whom we may share information about you are:

- GPs
- District Nurses
- Other health professionals
- Social workers
- Care Quality Commission

Gifts, Wills and Other Documents

All employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the service may be a beneficiary under a Will of any past or present Service User.

Gifts to staff are subject to disclosure to the Registered Manager and may be refused based on conflict of interest.

Service User's Personal Fulfilment

The aim of Newdon Care is to actively help Service users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise. Staff will take an interest in things that Service users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service users in developing their skills and following their interests if they so wish and they will facilitate the development of a varied range of new skills and interests for Service users to pursue if desired.

Service users will be central to the devising of their Service User Plan, A family member, friend or external advocate may also be involved whenever it is considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service users' potentials. They will attend to all needs of the individual person irrespective of how the Service User's disabilities affect them. All Service users are equal and unique human beings and will be offered help and services according to their own unique needs, irrespective of race, gender, sexuality, culture state of health or mental capacity.

Risk Taking & Risk Management

Staff at Newdon Care understands that there is a delicate and difficult balance between Service users' self-determination in risk taking, and the responsibility of carers to protect Service users from self-harm or from unintentionally harming others. The issue is further complicated when a Service User may not be able to make informed decisions due to mental capacity.

The assessment of risk is addressed as part of the commencement of service process for each person, and the results are integrated into the Service User Plan. By this process of integration, the views of the Service User, principal carer, family members and professional advisors will be fully considered, as part of the participative Service User Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Newdon Care aims to undertake to meet the Service User's own wishes about their lifestyle:

- Privacy
- Travelling alone
- Visitors
- Attendance at clubs and centres
- Going to places of worship and other external activities
- Engaging in leisure and recreational pursuits
- Carrying identification
- Bathing
- Use of stairs
- Degree of independence
- Seeking help in an emergency

Service users and Equal Opportunities

All Service users have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practices.

Complaints of discriminatory practice will be thoroughly investigated, and the results of the investigation made known to the complainant.

All complaints will be recorded in such a way as to highlight repeated problems.

Seeking a Service

The first step is to visit us with your principal carers or friends. Alternatively contact can be made and the our team member will arrange to visit you in your own home. The co-ordinator will discuss with you your individual requirements and the range of services we are able to provide at Newdon Care. This process will be formalised into an assessment of your needs completed. Records regarding Service users, the assessment(s) will be made with your full knowledge and cooperation, and the records will be shown to you and will be available to you at any time.

The Registered Manager or one of our team will visit you in your service, or in hospital if necessary, and will document a pre-service start assessment with you. This initial set of information will form part of your support and Support Plan which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills for an overall improvement to your health and well-being.

If you have any questions please discuss them with your key worker, or contact the Registered Manager, who will be very happy to answer any questions. The agency manages commencement of service arrangements according to a detailed Policy and Procedure, a copy of which is available within the service and on request.

Procedure - Complaints

- Complaints may be made in person, by telephone or in writing. It is frequently possible to resolve a complaint informally, and wherever possible this should be the objective. Swift, appropriate action will often be sufficient to deal with issues to the satisfaction of all parties. Staff should always remain open and friendly when hearing about issues that are causing people to complain. Staff must always remember that a complaint is an opportunity to improve the service and not a personal criticism.
- ALL complaints and compliments, regardless of their nature or manner of reporting, must be notified to the Registered Manager within 24 hours of being received.
- If advice on dealing with the complaint is required, or if it is clear that taking it to a higher level is appropriate, the Care Coordinator should raise the matter with the Senior Care Coordinator and /or Registered Manager without delay.
- Where it is not possible to resolve the complaint informally, the person should be asked to set out the complaint in writing and be advised as to whom the letter should be addressed. Complaints should be made, in the first instance, to the Care Coordinator responsible for the Service. For each

service, the responsible person will be identified to service users/interested parties in the service specific complaints procedure that accompanies this policy.

- On receipt, the Care Coordinator should log the complaint in accordance with 1 above and a standard letter acknowledging receipt of the complaint should be sent to the complainant.
- Investigations into the complaint should begin as soon as is practical. Progress in dealing with the matter should be reported to the complainant throughout the process, especially if there are delays in resolving the issues.
- Complaints and compliments will be monitored by the Senior Care Coordinator /Registered Manager. The register will be inspected at each monthly service audit and collated information will be forwarded to the Regional Manager, who may share it with the senior management team. Any unresolved complaints will be shared with the Operations Director.
- Any employees raising genuine concerns or complaints under this policy will not be subjected to any unfavourable treatment and will be protected by the company's whistle blowing policy. Confidentiality will be maintained to the maximum extent possible. However, any employee found to have made a malicious claim about concerns or complaints. Or to have made unfounded claims about unfavourable treatment, discrimination or harassment may be subject to disciplinary action.
- Service users wishing to complain about any aspect of their service will be assisted to do so upon request. This assistance may include helping the complainant to clearly formulate the details and basis of the complaint, and putting it in writing.
- A register of all complaints received will be maintained in the service and in accordance with CQC guidelines and requirements, will include the following information:
 - Date the complaint was made
 - An allocated complaint log number
 - Person making complaint and their designation
 - Actions taken
 - The resolution
 - Date resolved
- In addition to the CQC minimum requirements outlined above, the register will also include the following:
 - If the complaint was not resolved in the service, to whom it was passed for further investigation

- The date it was passed to that person
- A date to review the outcome/resolution with that person
- Final resolution
- Date of final resolution and notification of outcome to complainant
- Within three working days of receipt a letter will be sent to the complainant, acknowledging the concern, confirming who will be dealing with the matter and providing contact details for that person. The letter will further outline an anticipated timescale when the complainant might next expect to be contacted about the matter.
- Should the complaint be considered serious enough to warrant it, the matter will be notified to the Regional Manager who will in turn inform the Operations Director.
- In consultation with the Care Coordinator/Service Manager/Registered Manager the Registered Manager will determine the most appropriate process for review or investigation of the complaint and a principle investigator will be appointed.
- Within 21 days of receiving the complaint, the principle investigator will review the matter and provide a written report to the Registered Manager.
- Within 10 days of receiving the report, the Registered Manager or his / her designee will review the matter and provide a written response to the complainant. A copy of the response will also be sent to any other parties notified of the complaint.

Appeals

- Within 28 days of receiving a written response, the complainant has the right to notify the company that they are dissatisfied and to appeal against the outcome. In this instance, the appellant will be provided with contact details for the Operations Director, to whom they should write setting out the basis of their appeal.
- Within 28 days of receipt of an appeal, the Operations Director will review all relevant information and discuss and explore the issues with the complainant. A final decision on the matter will then be issued and a copy provided to any other parties notified of the complaint.

Compliments

The company is always pleased to receive compliments and also to hear about how success may have assisted someone to make a positive change in their life. Celebrating achievements both big and small with the people using our services is one of the most rewarding and important aspects of our work. Compliments

may also be a means of learning what works for people in certain situations and so they can be used to help to find solutions to people's difficulties. For staff, learning that they have done something well can contribute to a sense of achievement and satisfaction. Positive feedback is therefore welcomed and encouraged.

Each Newdon Care Service / Registered Office holds a compliments folder, in which any letters sent expressing satisfaction are kept. These can then be shared with other service users, existing and new staff, people interested in receiving in Newdon Care Service and also other professionals and people interested in finding out more about us on behalf of potential future service users.

Information about compliments will be collated by the Registered Manager during monthly audits and passed on to the Senior Management team

Key Workers

For you to receive quality care, we have initiated a Key Worker system. You will be offered an opportunity to choose your Key Worker. They will undertake to identify your needs with you and ensure that they can be met through a Service User Plan.

The aim of the Key Worker system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect. The Key Worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and social and medical circumstances, all of which will be entered into your Care Plan.

The Key Worker will also assess your psychological and physical capabilities. Previous work, hobbies, and preferences with regards to activities and food will be noted, and a personal programme of support and/or support will be devised according to your wishes.

Your Key Worker will be the main point of contact for you and your principal carers/relatives, and will be available to answer any questions, to support your daily support routine and to simply have a chat with you whenever you so wish. They will also arrange meetings to review your Service User Plan periodically with you and your family or friends, and to measure the progress of your support programme. Obviously not everyone gets on with each other. If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new Key Worker will be assigned to you if this is appropriate.

1.1 Keys and Key Safes

Care Workers do not usually hold the house keys of people they visit. However, if there is a reason why this needs to be done, it must be formally recorded in advance as described in The Management of Keys and Key Safe Security Policy and Procedure at Newdon Care Services Ltd (Yorkshire).

Care Workers will be given the key safe combination numbers of the people they visit. The policy arrangements of Newdon Care Services Ltd (Yorkshire) ensure that these numbers are kept securely and are never written down with the address.

1.2 Medication and Healthcare Related Activities

Care Workers will administer medication but only when it has been agreed and written in the Care Plan.

Care Workers receive training in the administration of medication and we have several medication policies at Newdon Care Services Ltd (Yorkshire). Some health-related activities when agreed, need to be carried out under the supervision of a healthcare professional and staff will be only able to perform them when they have the correct training, are fully supervised and assessed as being competent to meet your health-related needs safely. Mrs Joyce Chiyaka will need to give approval before any support is provided.

Care Workers are not allowed to administer medication from family-filled medication dispensers and no assistance can be provided that has not been formally agreed with the Registered Manager and detailed in the Care Plan.

Your Care Worker will record any medication administered on a (E-MAR) Medication Administration Record each time they provide any medication administration support. Any verbal reminders or physical assistance in relation to medication will also be recorded on a (E-MAR) Medication Administration Record.

1.3 Documenting your Care

Your Care Worker makes a record of their visits with you. This includes the date and time of the visit as well as the length of time stayed, tasks that have been completed and any important information such as recording medication, if this is part of your Care Plan. It's all kept digitally on our software system. You and/or your advocate have access to this information by sending an email to referrals@newdon-care.co.uk. version.

Confidentiality and Data Protection

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality Care, such information will be shared with members of staff who may be supporting you. You will be consulted, where appropriate, before information is released.

Information about you will be stored in paper form and may also be held on computer or other electronic devices. All are treated in the same strictly confidential way.

Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure our services meet your needs
- Helping staff to review the support they provide to you to help them achieve the highest standards
- Investigating complaints or legal claims
- Auditing of our services

Sometimes information about you needs to be passed on to other organizations, for example, if you are receiving care from a GP or hospital. The types of organizations with whom we may share information about you are:

- GPs
- District nurses
- Other health professionals
- Social workers
- Care Quality Commission

We have several policies about how we manage your personal information that comply with the UK General Data Protection Regulation and the Data Protection Act 2018 and you can speak to our Data Protection Officer who is Walter Chiyaka for more information about this.

1.4 Equality and Non-Discrimination

Newdon Care Services Ltd (Yorkshire) offers services to all people without prejudice of their culture, race, ethnic origin, colour, religion, political beliefs, sexual orientation, marital status, disability or disease. We, therefore, believe that:

- You have the right to practise your beliefs, religion or culture without constraint by restrictive or discriminatory practice
- You have the right to express your sexuality and to be free from discrimination on the grounds of sexual orientation as well as the right to take free, informed, voluntary decisions on your sexuality, sexual orientation and gender identity, without coercion or discrimination
- Complaints of discriminatory practice will be thoroughly investigated and the results of the

investigation made known to the complainant

- All complaints will be recorded in such a way as to highlight repeated problems

1.5 Infection Control

Care Workers are supplied with plastic aprons and gloves which they will wear when they carry out personal care duties. Care Workers need to wear protective clothing to prevent the spread of infection. Care Workers are also expected to wash their hands on entering and before leaving your home. We ask that you supply handwash and paper towels to support this preventative measure. Please contact the office if your Care Worker does not do this.

1.6 Smoke Free Law

Legislation states that a private dwelling is not defined as smoke free unless used as a place of work. At certain points in the day your home becomes a place of work for our care/support staff. For the health and safety of our staff, we ask you and anyone else present in your home to refrain from smoking and ventilate any room that will be used for your care, for at least one hour before the agreed time.

If you smoke while your Care Worker is with you, the Care Worker will be obliged to leave your home for the duration of your smoking and shall not be permitted to re-enter your home until 1 hour after you last smoked. Any additional requirements or any variation to this clause will be specified in your Care Plan.

1.7 Private Work

Care staff are not permitted to undertake work for you privately and are not insured by us to be in your home either when you are not present or when they are not visiting as part of their agreed schedule of work with Newdon Care Services Ltd (Yorkshire).

Inappropriate behaviour.

Inappropriate behaviour is the systematic maltreatment, or physical, sexual emotional or financial abuse of one person by another. Newdon Care is committed to preventing inappropriate behaviour, and if a Service User, carer or relative has any concerns in this area then they should discuss this immediately with a senior staff member or use the formal complaints procedure.

Service users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

1.8 Gifts, Wills and Other Documents

Newdon Care Services Ltd (Yorkshire) aims to make sure that you receive a care service of the highest possible standard. To make sure our staff always work professionally and to protect you and our staff from any allegation of financial abuse:

- Care Workers are not allowed to accept gifts of money or other presents
- Care Workers are not allowed to accept loans
- Care Workers must not buy lottery tickets or sell you raffle tickets
- Care Workers must not sell to you from mail order catalogues
- Care Workers must not ask for sponsorship or for donations for charitable organisations or good causes
- Care Workers are not allowed to act as a witness or executor to legal documents and Wills
- Care Workers are not allowed to benefit from Wills
- Care Workers are not allowed to recommend tradesmen or a member of their family or friends to carry out work in your home

Useful Contacts

Organisation	Phone Number	Email
Doncaster Safeguarding Adults Board	01302 796000	https://www.doncaster.gov.uk/services/adult-social-care/safeguarding-adults-contents-page
Adult Social Care Doncaster	01302 737777	https://www.doncaster.gov.uk/services/adult-social-care
CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA	03000 616161	https://www.cqc.org.uk/
Newdon Care Registered Manager	07469897773	Newdon-care.co.uk / joyce@newdon-care.co.uk