



 **Review Sheet**



Last Reviewed
11 Mar '20



Last Amended
11 Mar '20



Next Planned Review in 12 months, or sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy encompasses a Service User Guide which must be provided to all Service Users on commencing a service. The Guide details all the key information about the service that a Service User needs to know. This policy has been reviewed and updated, with some amendments to the content, including information in relation to electronic call monitoring added to the Guide. This should be amended as appropriate to the service. References have been reviewed and updated. Additionally, a new section has been added to your system details requiring you to provide the on-call emergency contact telephone number that Service Users should use. Please update your system details to ensure that the information contained within the policy reflects your service.

Relevant legislation:

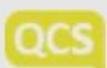
- The Care Act 2014
- Equality Act 2010
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Human Rights Act 1998
- Mental Capacity Act 2005
- General Data Protection Regulation 2016

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Care Quality Commission, (2015), *Guidance for providers on meeting the regulations - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3) (as amended) - Care Quality Commission (Registration) Regulations 2009 (Part 4) (as amended)*. [Online] Available from: http://www.cqc.org.uk/sites/default/files/20150324_guidance_providers_meeting_regulation ; [Accessed: 11/3/2020]
- Author: Care Quality Commission, (2018), *Meeting the Accessible Information Standard*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/meeting-accessible-information-standard> [Accessed: 11/3/2020]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Share 'Key Facts' with all staff
- Ensure relevant staff are aware of the content of the whole policy





1. Purpose

1.1 To ensure that Nayland Care Agency Ltd has a Service User Guide that is accessible and describes the Care that a Person we support can expect from Nayland Care Agency Ltd.

1.2 To support Nayland Care Agency Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

1.3 To meet the legal requirements of the regulated activities that Nayland Care Agency Ltd is registered to provide:

- The Care Act 2014
- Equality Act 2010
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Human Rights Act 1998
- Mental Capacity Act 2005
- General Data Protection Regulation 2016



2. Scope

2.1 The following roles may be affected by this policy:

- All staff
- Registered Manager

2.2 The following Person we supports may be affected by this policy:

- Person we supports

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives



3. Objectives

3.1 To ensure that Person we supports understand our vision, values and philosophy and have access to the key underpinning policies and procedures that Nayland Care Agency Ltd has in place.

3.2 To enable and support Person we supports to understand the Care choices available to them at Nayland Care Agency Ltd and to provide opportunities to discuss, with a competent professional or other competent person, the balance of risks and benefits involved in any particular course of Care.



4. Policy

4.1 Nayland Care Agency Ltd understands that it is important for Person we supports to have information about it and the Care it offers. Nayland Care Agency Ltd aims to provide this information in a way that can be understood.

We also recognise that we will need to regularly review this information. Yvette Last is responsible for making sure that the Service User Guide reflects the policies, procedures and what to expect from Nayland Care Agency Ltd.



5. Procedure

5.1 Nayland Care Agency Ltd will have a Service User Guide that reflects the Care available from Nayland Care Agency Ltd.

5.2 Nayland Care Agency Ltd will ensure that Person we supports are given a copy of the Service User Guide before the Care commences or when the initial assessment is undertaken.

5.3 Yvette Last is responsible for ensuring that the Service User Guide is up to date.

5.4 Nayland Care Agency Ltd recognises that the Person we support may not always keep the Service User Guide that they are given and it is important that they know where and how they can access information on complaints, safeguarding from abuse and how to raise any other concerns or make suggestions.



6. Definitions

6.1 Service User Guide

- The Guide will provide information about Nayland Care Agency Ltd and the care and support provided
- Information is provided in a format that the Person we support can understand



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Yvette Last will ensure that the Service User Guide reflects the policies, procedures and details specific to Nayland Care Agency Ltd
- The Service User Guide will be written in plain English and be in a format that is accessible to all Person we supports
- The Service User Guide will have information on how Nayland Care Agency Ltd will deliver services
- The Service User Guide will be regularly reviewed to ensure it reflects the current service being provided by Nayland Care Agency Ltd



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- You will be given a copy of the Service User Guide for Nayland Care Agency Ltd, ideally before the Care begins
- You will be given information about how Nayland Care Agency Ltd will provide your care and support and this information will tell you how you can raise concerns or comments
- The Service User Guide will be regularly reviewed and if there are any updates these will be communicated to you



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- Person we supports are given information in a format that they can understand and use
- Person we supports know how to raise concerns about their care, their views are listened to and Nayland Care Agency Ltd responds effectively
- The Service User Guide is regularly reviewed to ensure that it remains current to the service being provided by Nayland Care Agency Ltd
- The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Service User Guide - AR16	To describe the care and support that a Person we support can expect from Nayland Care Agency Ltd.	QCS

Nayland Care Agency Ltd
Unit 1 Manor Farm Business Centre, Manor Lane, Stutton, Suffolk, IP9 2TD

Nayland Care Agency Ltd

Service User Guide

Office Contact Number: **01473 550481**

Office Hours: **Monday to Friday 9am - 5pm**

Emergency on Call: **07766396789**

Emergency on Call Contact Number: **07766 396789**

PROPERTY OF: _____

Please DO NOT remove from the Person we support's home

This guide is available in alternative formats, including Large Print, Easy Read (including pictures), audio version and on various coloured paper upon request.

Nayland Care Agency Ltd
Unit 1 Manor Farm Business Centre, Manor Lane, Stutton, Suffolk, IP9 2TD

Welcome to Nayland Care Agency Ltd

On behalf of Nayland Care Agency Ltd and all our staff, we welcome you, your family and others who are important to you. We hope that you will be happy with Nayland Care Agency Ltd. We want to support you to enjoy your day-to-day life in the same way that you do at present.

There may be questions that you would like to ask and our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below must provide you with the answers to some of the most frequently asked questions.

Useful Contact Information

- The Registered Manager is Yvette Last
- The Registered Manager can be contacted on 07917096635
- The person responsible for complaints or comments and suggestions is The Registered Manager
- The person responsible for Data Protection is Chelsey Cookson

Nayland Care Agency Ltd
Unit 1 Manor Farm Business Centre, Manor Lane, Stutton, Suffolk, IP9 2TD

Part 1: About Nayland Care Agency Ltd

Nayland Care was established in 2001 by Yvette Last. Yvette wanted to create a care organisation that truly recognises each person as an individual and provide support to people in the community that is tailored to the person's needs. Nayland Care encourages each person we support to continue to make valuable contributions to their local community with the support of our highly skilled and friendly team. Nayland Care is a family run home care provider and is now co-owned by Yvette's daughter, Chelsey Cookson. Chelsey has worked for the company since 2003 and has spent her entire career working in social care. Together they both have a passion for delivering care at home that genuinely improves outcomes for people and has a positive impact on their lives.

Property Location

Unit 1 Manor Farm Business Centre
Manor Lane
Stutton
Suffolk
IP9 2TD

Nayland Care Agency Ltd Philosophy of Care

Nayland Care aims to:

- *Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being.
- *Treat all people supported by us and all people who work here with respect at all times.
- *Uphold the human and citizenship rights of all who work and visit here and of all people we support.
- *Support individual choice and personal decision-making as the right of all people we support
- *Respect and encourage the right of independence of all people we support
- *Recognise the individual uniqueness of people we support, staff and visitors, and treat them with dignity and respect at all times.
- *Respect individual requirement for privacy at all times 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 people we support and staff.

We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the Registered Manager know.

Safe

Nayland Care Agency Ltd will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

- **Ensuring that our staff are well trained and skilled to provide the right Care**, can recognise signs of abuse and report them swiftly, whilst ensuring that lessons are learnt and improvements made to the service, when required
- **Giving you the information, you need** to make informed choices and take informed risks. Staff at Nayland Care Agency Ltd understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others
- **Identifying any hazards in your home** and reducing the risk of infection
- **Supporting you with any medication needs** carefully to minimise the risk of errors or supporting you to continue to self-manage your medication safely

Freedom from Discrimination

Nayland Care Agency Ltd has a zero-tolerance approach to all forms of discrimination and will take action when it is found.

Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

Effective

We believe in Care that meets your needs because you are involved fully in your Care and its arrangement.

Each Person we support is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

The service we provide is effective because:

- **We employ the right staff** for you who have the right knowledge, skills and qualifications to fulfil your wishes and to

Nayland Care Agency Ltd
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enable you through Care

- **We will ask for your views and ideas** about how you wish for your care and support to be provided and enable you to contribute to any proposed changes
- **We will make information accessible** in a way that you can understand, about your Care, medication and the services being offered and how you can tell us if there is something you do not like about our services
- **We will consult you** on your wishes, history and preferences in the assessment and put this in your Care Plan. We will check this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change
- **We will ask for your informed consent** to Care and any changes to it in all decisions about your Care
- **The principles of the Mental Capacity Act will be followed** and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles
- You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions
- **We will keep information about you confidential** and will tell you how we use your personal information, store it and how long we keep it for. You can talk to our Company Director if you are concerned about your personal information

Caring

Nayland Care Agency Ltd promotes a person-centred approach because:

- **Staff will take an interest in what makes you, you;** the things you want to share from memories, the things you like and do not like, current interests, needs and new pursuits
- **Staff will treat you with dignity** in the way they speak with you and the way they behave
- **We will assist you in continuing to use your skills** and in pursuing your interests
- **We will uphold your right to privacy** in all aspects of your care, personal affairs and belongings
- **All information about Person we supports is treated as confidential** and only shared with members of staff, other professionals or organisations for the provision of care with your consent or your representative
- **Information about you will be protected and stored** to meet legal requirements and only kept for as long as is necessary
- **We will make sure you understand information and what is said**, providing you with the support you need and giving you the help that you require to make your voice heard

Responsive

Nayland Care Agency Ltd will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

- **Care staff will ensure that they are up to date with what is in your Care Plans** and make changes when they are needed
- **Nayland Care Agency Ltd welcomes complaints, compliments and issues raised** and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer
- **Staff will work with other professionals** to ensure that your Care is joined up

Well-Led

Nayland Care Agency Ltd is a well-led organisation, knowing its responsibilities and carrying them out.

- **The management staff of Nayland Care Agency Ltd are available and approachable** for Person we supports and staff alike
- **Nayland Care Agency Ltd has the skills to monitor the service** and make changes when they are needed
- When things go wrong, **Nayland Care Agency Ltd and its management staff are honest** with you and give solutions on how to put things right
- **Nayland Care Agency Ltd welcomes feedback** from you to shape and improve the service
- **Nayland Care Agency Ltd works in partnership with other agencies** for the provision of the service

Statement of Purpose

We have a Statement of Purpose which you can ask to see. Yvette Last will be able to help you with this.

Listening to the People who use our Services

We can also share with you surveys from other people who use our services. We do not include them in this guide as they become out of date quickly.

Our Staff

We recognise that, to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on

Nayland Care Agency Ltd
Unit 1 Manor Farm Business Centre, Manor Lane, Stutton, Suffolk, IP9 2TD

commitment, compassion and shared values. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos. The team consists of the Registered Manager and the Deputy Manager.

Our Services

The services we offer are listed below. If there is a service you require that is not listed, please do not hesitate to speak to the manager to see if it can be arranged: Personal Care

Friends, Family and the Community

- We will support you in keeping links with the community, maintain your network of friends and family and will help you to visit shops and places of interest, where agreed, as part of your Care Plan

Activities

- Nayland Care Agency Ltd actively promotes Person we supports' normal social networks and social activities and the level of support required will be agreed as part of your Care Plan
- Each Person we support's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that the service can ensure that these are a part of everyday life

Privacy

We will respect Person we supports' privacy at all times. We will do this by making sure that:

- Discussion about Person we supports and their affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private
- Records will be designed, used and stored safely and confidentially and the Data Protection Act 2018 principles for information sharing will be followed
- We will ask you to keep your Care Plan safely in an agreed place so that your Care Workers can read it when they come to your home

Person we supports' Dignity

Your dignity is a matter of the utmost importance to us and all staff will have received training in this area.

- You will be asked what you would like to be called, this name will be recorded on your Care Plan and used by all staff
- In the absence of information on what you want our staff to call you, staff will address you formally, using your title and surname
- Staff are trained to support you with dignity always and will ensure that support is given in a dignified way, whether you are alone or in company
- Staff are trained to knock and wait for your invitation before entering your home

Complaints and Comments Procedure

We always aim to provide a high standard of care in all our services.

Our Person we supports' views are important to us and help to ensure that our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell the Suffolk County Council Adult Safeguarding Team. The Suffolk County Council Safeguarding Team will decide how to investigate and monitor outcomes.

How to Tell us what we Need to Improve

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, their friends or family, can tell us how we can improve. First, you must speak to Yvette Last or their Deputy.

If the suggestion is something that Nayland Care Agency Ltd as a company, needs to consider, you can send it to:

Registered Manager

Nayland Care Agency Ltd

Unit 1 Manor Farm Business Centre

Manor Lane

Stutton

Suffolk

IP9 2TD

or contact on 01473 550481

or by email at admin@naylandcare.com

Making a Complaint

Nayland Care Agency Ltd aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints confidentially.

Nayland Care Agency Ltd assures Person we supports and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can Complain?

Anyone affected by the way Nayland Care Agency Ltd provides services can make a complaint. A representative may complain about the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk to us or write to us on your behalf we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can Make A Complaint

You can complain:

- In person
- By telephone
- By letter
- By email
- Through a member of our staff
- Through an advocate or representative

We will acknowledge all complaints, whether verbally or in writing, within 3 working days.

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details so that we can tell you the outcome of our investigation.

Responsibility

Yvette Last has overall responsibility for dealing with all complaints made about their service. We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help

How we Handle Complaints

Yvette Last may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complainant.

We will acknowledge a complaint within **3 working days** and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. **We aim to have all complaints finished within 28 working days** unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Time Limits

You must complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Yvette Last at:

Nayland Care Agency Ltd
Unit 1 Manor Farm Business Centre
Manor Lane

Nayland Care Agency Ltd
Unit 1 Manor Farm Business Centre, Manor Lane, Stutton, Suffolk, IP9 2TD

Stutton

Suffolk

IP9 2TD

01473 550481

You can also raise your complaint or concern with:

Director of Social Services:

Customer First

Or if your care is funded by the Health Authority, you can contact:

Clinical Commissioning Group:

North Essex and Suffolk Clinical Commissioning Group

Nayland Care Agency Ltd
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Once your complaint has been fully dealt with by Nayland Care Agency Ltd, if you are not satisfied with the outcome you can refer your complaint to the **Local Government and Social Care Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614

W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC).

The CQC cannot get involved in individual complaints about providers but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission (CQC)
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Fax: 03000 616171

Advocates

All Person we supports have the right to access an advocate who will act in their interests to help them solve problems, discuss concerns and understand information. Yvette Last will be happy to provide information on local advocacy groups and other support networks.

Insurance

Nayland Care Agency Ltd carries Public Liability Insurance and Employers Liability Insurance up to £10,000,000 for any one claim. The insurance covers all aspects of its undertakings. However, the insurance does not take the place of normal household insurance cover for accidental breakage or damage to household items. Please do not make private arrangements with our staff because this will not be covered under our insurance policy.

Part 2: About Your Care and Support

Care, Treatment and Support that Meets your Needs

- Your personal needs will be assessed to make sure you get safe and appropriate Care that maintains your rights
- You will get the Care that you and your social care professional agree will make a difference to your health and wellbeing
- Your Care needs are coordinated if you move from one provider to another
- Staff respect your cultural, gender, age, sexual orientation, religion or belief and your disability if you have one

To be Safe when Using a Service

- You will be protected from abuse or the risk of abuse and staff will respect your human rights
- If you need support with your medication, we will make sure that you get the right support to make sure your medication is managed safely

To be Cared for by Staff with the Right Skills to do their Jobs Properly

- You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs
- You will be looked after by staff who are well managed and have the chance to develop and improve their skills

Nayland Care Agency Ltd Routinely Checks the Quality of its Services

- We continuously monitor the quality of our services to make sure you receive the support you need
- Your personal records will be accurate and kept safe and confidential
- We will make sure that we have the right numbers of staff so that your Care Worker has supervision and support

Before your Service Starts

- The first step is to arrange to visit you in your own home. Nayland Care Agency Ltd will discuss with you, your individual requirements and the range of services we are able to provide for you
- Yvette Last, or one of our team, will visit you in your home, or in hospital if necessary, and will write an assessment with you. This information will form part of your Care Plan which explains how we will be able to support you to achieve your care, health and wellbeing goals
- If you have any questions, please discuss them with your Care Worker, or contact the Registered Manager, who will be very happy to answer them
- Once you have agreed for Nayland Care Agency Ltd to provide you with care and support, you will be asked to sign the Care Plan and sign that you give us consent to provide you with the care and support as planned
- Before your service starts, we will make sure you know who is coming to provide your care and support, when they are coming and how long they will stay. Your Care Plan will tell them what they need to do when they visit you. We will also explain to them what your needs and wishes are

Fees

The fees of Nayland Care Agency Ltd are set out in the Service User Contract. If you would like details on the fees and terms of payment, you can discuss this with Yvette Last.

Your Care Team

Working with the Disclosure and Barring Service (DBS), it is the policy of Nayland Care Agency Ltd to adhere to:

- The Rehabilitation of Offenders Act 1974 (Incl. Exemption Order 1975)
- Health and Social Care Act (2008)

Nayland Care Agency Ltd carries out stringent checks and enhanced Disclosure and Barring Service checks on all its staff. In addition, our policy further strives to provide protection by ensuring that at least two satisfactory, written references are obtained to provide information concerning individuals' competence, ability, trustworthiness and experience.

Staff will be required to seek confirmation of their status via an enhanced Disclosure and Barring Service check.

Matching Care Staff to Meet your Needs

For you to receive quality care, we understand that it is important that you can be cared for and supported by staff who know what your needs, expectations and wishes are. We will make sure that we match your Care Worker to meet your needs and we will have a small team of Care Workers who will provide you with your care and support. This will ensure that you have enough cover when your Care Worker has holiday and that they can get to know you and what is important to you.

Obviously not everyone gets on with each other. If you are unhappy with your Care Worker, please bring this to the attention of the Registered Manager, (Yvette Last). The matter will be resolved sensitively and confidentially and a new Care Worker will be assigned to you if this is appropriate.

Holiday Leave and Sickness Cover

When a Care Worker is away, Nayland Care Agency Ltd will make other arrangements to ensure that you receive the service you need. You will be informed in advance of the name(s) of the Care Worker(s) who has/have been selected to replace your regular one. If a permanent change needs to be made, we will discuss this with you. Nayland Care Agency Ltd will make every effort to ensure that you receive a reliable service always.

Identification Badges

Care Workers are issued with a laminated, identification badge of Nayland Care Agency Ltd that carries a photograph of them on it. Care Workers will show you the identification badge when they visit you. You must not allow a Care Worker into your home if you do not know them before they have shown you their identity badge. If you have any concerns about the person, you must contact the office.

Staff Conduct

- Staff will not directly charge you for any services provided. All charges must be documented and processed through Nayland Care Agency Ltd
- Staff are not permitted to accept any gifts in cash or kind from either yourself, your family or friends
- Staff are not allowed to witness or benefit in any way from the Last Will and Testament of individuals using the services of Nayland Care Agency Ltd
- Staff are not allowed to bring pets, children or other family or friends with them when they are working in your home
- Staff are not allowed to smoke or consume alcohol in your home
- As a rule, Care Workers cannot conduct any activity that is not specified in the Person we support's Care Plan, or which may place themselves or others in danger
- Care Workers are not permitted to use your internet or Wi-Fi

Your Care and Support

Your personal care and health care are planned in consultation with you, our staff and anyone else who is important to you, if you ask for them to be involved. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan along with details of your personal choices regarding the normal activities of daily living.

All Person we supports are actively encouraged to become involved in the Care Planning process and will be consulted at each stage of the Care Plan.

Every time your Care Worker visits you, they will record what activities they have provided. If you decide that you do not want the care as planned on a visit, they will discuss this with you and record it in your daily progress record.

Your Care Worker is trained to tell Nayland Care Agency Ltd when they do not provide your care as agreed in the Care Plan. This is to make sure we can respond if your needs change.

Risk Assessment

- The assessment of risk is addressed at the start of the service for each Person we support and the results are integrated into the Care Plan. This makes sure that your views and the views of those important to you will be fully considered, as part of the person-centred Care Planning process
- The following are examples of the types of risks we assess. We recognise your right to choose and your right to take risks, each risk will be discussed in detail and those discussions will be recorded. This will show the way in which Nayland Care Agency Ltd aims to meet your needs and to ensure that we can work safely with you in your home:
 - Security in the home
 - Fire
 - Electricity
 - Moving and handling
 - Infection control
 - Medication
 - Handling money
 - Personal Safety

Review of Your Care

We will carry out service reviews within 3 months (or sooner if necessary) weeks of your service starting and then every 12 months or more often if required. Changes in your Care will usually require a reassessment to make sure that your needs can be met. Please contact our office if you wish to request a review or contact the Social Services or Health Authority who may be paying for your service on your behalf.

Short Notice Cancellations

We ask that you give us as much notice as possible if you wish to cancel your visit or if you are going to be away from home. You can cancel booked, individual Care Worker visits by giving at least 24 hours' notice to Yvette Last. Cancellations, where less than 24 hours' notice is given, including booked Care Worker visits made where you are unexpectedly not present, or refuse entry, will be charged at the normal rate for the full booked visit.

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Terminating your Contract with Nayland Care Agency Ltd

You can cancel the service at any time (and for any reason) within 14 days of the date of this Agreement (the "Cancellation Period"). A Person we support may, at any time and for any reason, give Nayland Care Agency Ltd at least 14 days' written notice to terminate their individual service contract. If you give less than 14 days' notice, we reserve the right to charge a cancellation fee or a service suspension fee.

Please note, if you suspend the service for a period of time in accordance with the above paragraph, we cannot guarantee that the same Care Worker will attend your home when you resume the service.

Timesheets

It is the responsibility of each member of staff to ensure that their timesheets are fully completed and signed at the end of each assignment by the Person we support.

Electronic Call Monitoring [delete where not applicable to the service]

It is the responsibility of each member of staff to ensure that they make a Freephone telephone call to an Electronic Call Monitoring Provider upon arrival at and departure from your home. This will be discussed with you at the start of your service.

Call Times

Call times are primarily set according to the Person we support's wishes. Obviously, it is not always possible to achieve the exact requirements from day one and sometimes a compromise is reached. You will always be advised of any changes and your approval sought before any change.

Punctuality is a high priority and is monitored very actively. Our aim is to arrive on time, all the time. Our policy is that, if a member of staff knows that they will be more than 15 minutes late arriving, then the office or our out-of-hours manager will be notified and the Person we support informed immediately.

Part 3: Key Policies and Procedures

Gender Choice

You have the right to choose the sex of the person sent to support you with personal care. This is because of the personal nature of the service. We will record your choice when we talk to you as part of the Care Planning process.

Handling Money

When Care Workers make financial transactions on your behalf for things like collecting pensions, shopping or paying bills, they will enter the details on the financial record sheet kept in your home. They will keep the receipt for shopping and count the change out to you. Care Workers must not be given cash cards or PIN numbers to obtain money from a bank on your behalf. Only financial arrangements that have been formally agreed and written in the Care Plan can be carried out for you.

Please contact the Registered Manager about any needs you have that are not being met, or if you are unsure whether or not they are being met.

Gifts, Wills and Other Documents

Nayland Care Agency Ltd 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

If you do require legal help, Nayland Care Agency Ltd can refer you to an impartial or independent source of legal advice.

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 Nayland Care Agency Ltd.

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

Medication and Healthcare Related Activities

Care Workers will administer medication but only when it has been agreed and written in the Care Plan. Both prescription and 'over the counter' remedies must be agreed beforehand so that it can be checked as to whether the medicines will have no 'side effects' if taken at the same time.

Care Workers receive training in the administration of medication and we have several medication policies at Nayland Care Agency Ltd. 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. Yvette Last 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 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 Medication Administration Record.

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

Nayland Care Agency Ltd
Unit 1 Manor Farm Business Centre, Manor Lane, Stutton, Suffolk, IP9 2TD

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 organisations, for example, if you are receiving care 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

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

Equality and Non-Discrimination

Nayland Care Agency Ltd 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

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. Please contact the office if your Care Worker does not do this.

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.

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 Nayland Care Agency Ltd.

Any direct engagement by you of a Care Worker supplied by us shall render you liable to pay either a Permanent Engagement Fee to us totalling £1000.00, or to engage the Care Worker for a further 6-month period.

Protecting you from Abuse and Harm

Nayland Care Agency Ltd is committed to ensuring that you will be protected from harm and abuse and enabled to live as independently as possible in a safe environment.

Care Workers receive regular training on how people must be treated, and they are trained to recognise if someone is being bullied, physically abused or suffer financial, emotional and psychological harm. Person(s) such as informal carers, relatives, friends and members of the Home Care Staff or other professionals can commit abuse.

Abuse can take form in subtle ways like Care Workers calling people pet names that they do not like or speaking to someone else in a language they do not understand, so that they do not know if they are being discussed or not, or Care Workers using their mobile phone whilst they are providing care, or speaking over the head of a Person we support to another Care Worker.

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Any reports of abuse or concerns of abuse must be reported to Yvette Last without fail. If you think you are being abused or are concerned you might be you can speak to Yvette Last.

If you do not think you can speak to someone at Nayland Care Agency Ltd, you can contact Suffolk County Council

Your Telephone

Your telephone will not be used by Care Workers except for the following reasons:

- You or they have a medical emergency. We will not be responsible for payment of your telephone bill
- [Delete if not applicable to the service] To make a Freephone telephone call to an Electronic Call Monitoring Provider upon arrival at and departure from your home. This will be discussed with you at the start of your service

Withdrawal of Service

Where termination of contract is the only reasonable option after consideration, Nayland Care Agency Ltd will ensure a reasonable notice period of at least 28 days, unless safety issues require a swifter departure from the service.

Although Yvette Last will take all possible measures to resolve problems, there are some reasons why the consideration of withdrawal of service have to be made and they are as follows:

- Physical violence towards staff
- Serious verbal abuse towards staff which includes swearing, making derogatory remarks that are racist or sexist and that are meant to cause offence to staff
- Refusing to adhere or co-operate with the risk control measures put in place under the Management of Health and Safety at Work Regulations 1999 and thus putting themselves and staff at risk
- Withdrawal of service will be considered when there are risks present to the health and safety of the staff that are unacceptable and no control measures can be found

Other reasons that Nayland Care Agency Ltd will consider in the withdrawal of the service is the continual pressure on staff to perform duties that are not part of the agreed Care Plan and the continual undermining of staff or threats of physical violence.

If you have failed to meet your financial commitments to Nayland Care Agency Ltd, this will also be a situation where withdrawal of the service is considered.