Comfort Home Care

Devon Home Care Specialists

SERVICE USER GUIDE

Including Statement of Purpose

2021

Inspected and rated Good

Care Quality Commission

Devon Cares

NHS

Service User Guide

Welcome to Comfort Home Care Tiverton

Thank you for choosing Comfort Home Care to deliver your care and support.

We will endeavour to provide you with a service that is of the highest quality. Your service will be designed to meet your individual needs and promote and support your rights, choices, independence and quality of life. Put simply we will deliver the services you require, in the way you want, to support you to continue to live as independently as possible.

We are registered with CQC to deliver our services, and all our work is fully covered by Public and Employers Liability Insurance. We are also a provider for Devon Cares, to supply NHS backed commissioned services.

This Service User Guide is intended to provide you with information about the services Comfort Home Care offer and how the services are delivered.

If you wish to discuss any aspect of our service in more detail, please contact a member of our team who would be extremely happy to help. Contact details can be found at the back of this booklet.

Kindest Regards

V A Burston

Victoria Burston
Proprietor

Victoria Burston

Proprietor

Ryan Palmer

Registered Manager

Comfort Home Care

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Comfort Home Care

Statement of Purpose

Comfort Home Care aims and objectives:

- **To deliver person centred services**

To provide person centred care and support in ways which have positive outcomes for service users and promote their active participation. We will continue in our mission to promote and support the rights, choices, independence and quality of life of our service users.

- **To focus on outcomes**

We aim to deliver outcome focussed services that are developed to support individuals to achieve their own goals, wishes and aspirations.

- **To work for the comprehensive welfare of our service users**

We aim to provide a package of care and support for each service user that contributes to his or her overall personal and healthcare needs and preferences.

- **To work in partnership**

We aim to work in partnership with service users, their representatives and carers and other professionals to deliver a seamless service that maximises the individual's choice, control and independence.

- **To provide quality services**

We are wholeheartedly committed to providing top quality services and to continuous improvement in the level of care and support we offer through effective measurement, review and subsequent implementation of change.

- **To employ a quality workforce**

We strive to provide a quality service to all our Service Users and to be recognised by Service Users, by contracting agencies and by inspecting bodies as being a provider of excellence. We believe that we can only do this if we provide all employees with the necessary knowledge, skills and motivation to deliver our services effectively.

- **Equality & Diversity**

We are committed to achieving a working environment which provides equality of opportunity and respect for diversity.

Comfort Home Care

The Organisation

Comfort Home Care is a private registered company.

Registered Provider

The person/organisation registered with the Care Quality Commission as the registered provider for Comfort Home Care is:

Victoria Burston
Tel – 01884 251555
comforthome@btconnect.com

Responsible Person

Victoria Burston
Tel – 01884 251555
comforthome@btconnect.com

Registered Manager

The person known to the Care Quality Commission as the Registered Manager of Comfort Home Care is:

Ryan Daniel Palmer
Tel 01884 251555
comforthome@btconnect.com

Location of Services

Comfort Home Care delivers services throughout the Mid Devon area from the following registered location:

Sunningmead Community Centre
Lazenby Road
Tiverton
Devon
EX16 4AL

Tel 01884 251555

Comfort Home Care

The Services Comfort Home Care Provides

We believe that our total dedication to providing service users with the highest possible quality of care and the person-centred approach we have to service delivery sets Comfort Home Care apart from other organisations.

Comfort Home Care offers a service for people (aged 18+) with physical disability needs, or those suffering from the general difficulties encountered in old age. We can offer advice and guidance in order to help to design an individualised plan of care/support to meet physical, social, psychological or spiritual needs.

We are an organisation with the ability to offer a comprehensive range of support services. On the next page is a brief guide to our range of services –

Coronavirus (COVID-19)

Comfort Home Care believes that protecting both staff and service users from the potential spread of COVID-19 is of paramount importance.

All staff are provided with full PPE, including face masks and visors in addition to provision of standard PPE. All staff are also tested weekly for the virus.

Comfort Home Care have a full COVID-19 Crisis Policy which is available upon request.

Comfort Home Care

Range of Services

- Supervision and monitoring of health & well-being
- Supervision, monitoring and assistance with medication (Non-invasive routes only)
- Personal Care Dressing & Undressing
- Bathing Showering & Washing
- Shaving
- Oral Hygiene
- Toilet and continence requirements
- Assistance in maintaining nutritional status
- Overnight services including sleep in and awake staff
- Palliative Care
- Domestic Services
- Assistance in accessing local health related services
- Assistance in establishing social contacts and activities
- Advice, advocacy and liaison regarding benefits
- Developing life/domestic skills
- Developing social skills/behaviour management
- Establishing and maintaining personal safety and security
- Risk Assessment and recommendation of aids/adaptations
- Night sits (waking) and sleep nights (sleep) care

Please note personal care DOES NOT include:

- Administration of drugs by injection
- Administration of controlled drugs
- Responsibility for catheter care (excluding catheter bag changes)
- Supervision of specialist medical treatment
- Application of dressings

Visiting you at your home

Our carers are always presented in blue uniform (Tunic or Polo Shirt, female carer or male carer respectively, supported by our company logo) together with an identification badge. They will always knock and never attempt to gain entry without your permission. If you are unable to let your carer in, we usually recommend you arrange for a 'key safe' to be fitted. Key codes are categorised as sensitive data, and will be stored in line with data protection policy.

Comfort Home Care carers attending you at your home will not at any time be accompanied by partners, children, friends or pets. If at any time your carer is unable to attend we will always try to inform you of the name of your replacement carer. You will receive a rota at the beginning of each week providing you with written details of the time and duration of your call and the name of your carer for all of the calls for that week. This rota is also available in large print and via e-mail.

Assessment and Review of Services

To arrange an assessment please contact our Assessment and Review personnel, who can be contacted through the office.

We will make an appointment to visit you at home before your services commence to assess your needs and work with you to develop your Personal Support Plan. We encourage you to invite family members, carers or other people who are important to you to this meeting.

Where this is not possible, one of our team will be at your service within 24 hours to develop your support plan. After 6 weeks service there will be a review to ensure all your needs are being met, and you are fully satisfied with the service you are receiving.

The purpose of our initial assessment is to ensure that we fully understand what outcomes you would like to achieve and how we can support you to achieve them. We will focus on the things that are important to you and gather information about your routines and how you would like to be supported with different tasks.

Your Personal Support Plan will be developed using this information to ensure that our care workers know how best to meet your needs, this may be about simple information such as how you like your cup of tea or more complex details about how you would like to be supported to maintain your personal hygiene.

Once we have established how you would like to be supported, we will conduct risk assessments to ensure our services are delivered in ways that safeguard your health and safety and that of the care/support workers.

We will review your Personal Support Plan on a regular basis and conduct a full review at least annually. However, more frequent reviews will be carried out as required at your request or following

feedback from care workers or others involved if there are any changes to the requirements of your care. You can request a visit at any time to discuss or review the service you are receiving or any additional services you may require.

Our Schedule of fees

Please see our schedule of fees; available as a separate document to this Service User Guide, available on request. Please note, you may become eligible for Local Authority social care funding support when your capital or income drops to the Government set threshold. Any queries relating to fees or contractual issues should be directed to the Manager or office team on 01884 251555.

Confidentiality

The nature of our services means that much of the information provided to us is highly personal and sensitive. We recognise that our Service Users have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little as possible intrusion on those rights.

All information held by Comfort Home Care about you will be handled, shared and stored in line with the Data Protection Act and the Comfort Home Care Confidentiality Policy and Data Protection Policy.

We are registered with the Information Commissioner's Office (ICO) and fully compliant with General Data Protection Regulations (GDPR) 2016/679. Further details are available upon request.

Comfort Home Care

How We Deliver Your Services

We endeavour to provide your service at times that are convenient to you and can offer services from as little as 30 minutes per week to 24-hour per day. We know how important continuity is and will identify care/support workers who we are sure have the skills and knowledge to meet your needs. Whilst it is not always possible to guarantee 100% continuity due to holidays and other staff absence, we will always strive to deliver a service that you can rely on with care/support workers you are familiar and comfortable with.

Your service will be co-ordinated by a dedicated team who are contactable during office hours (9am - 5pm – 01884 251555) and we are available out of hours (5pm – 9am) via our emergency on-call number 07491990698.

We have robust policies and procedures to ensure that all of our service users receive the best possible service from staff who understand what is expected of them. Policies are reviewed regularly and meet all the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Fundamental Standards of Care produced by the Care Quality Commission.

Policies are available on request in a variety of formats including easy read, large print etc.

Comfort Home Care adheres to the General Social Care Council Code of Practice for the organisation and our staff.

Comfort Home Care

Our Care/Support Workers

Comfort Home Care care/support workers are reliable, friendly, skilled and above all passionate about delivering quality care and support.

Recruitment

Comfort Home Care's robust Recruitment & Selection Policy means that you can be confident that your service will be delivered by staff who have been subjected to rigorous pre-employment checks including:

• All applicants must complete an Application Form which includes a concise employment history, we explore any gaps in employment

• Standard Interviews to assess the applicant's competence and suitability for the role

• Reference checking, we request a reference from every previous employer and require at least 2 satisfactory references before employment can commence

• Enhanced Disclosure from the Criminal Records Bureau commonly known as a 'police check'

Training & Development

Comfort Home Care invests considerable time and resources into the training and development of our staff:

Phase 1: Induction Training, including modules on Health & Safety, Medication, Infection Control, First Aid, Dignity and Respect, Dementia and Protecting Vulnerable Adults

Phase 2: A 'Hands On' induction to the role:

• Completion of all mandatory training, including Moving & Handling, taken by our own certified in-house trainers.

• A minimum of 3 shifts of 'on the job' shadowing by an experienced member of staff

• Regular contact with the office Manager and team

• A12 week supervision with the Manager to assess competence

Phase 3: Ongoing Training and Development, including:

• Regular refreshers of all mandatory training

• Specialist training – there are a range of additional training courses available to staff. We can work with you to identify what additional training may be appropriate for your care/support workers to meet your needs.

• As part of our induction process carers will be required to undertake the 'Skills For Care' Care Certificate. This will enable us as a provider to ensure our care staff have been trained to a specific set of standards giving you the confidence that our carers have the skills and knowledge to provide high-quality care and support.

Supervision

All CHC staff have regular supervision, including:

• 1:1 meetings with their manager

• Direct observation – a senior member of staff will visit unannounced to observe the care/support worker delivering support. However, we would explain the procedure to new clients to ensure they are comfortable.

• Annual appraisal

We welcome your feedback about your care/support workers.

Comfort Home Care

Safeguarding

PROTECTION OF ADULTS AT RISK POLICY

Policy Statement

The Company recognizes that the services it provides are used by adults who are at risk or may be at risk at certain times.

The Company has a duty to ensure the welfare of its clients who may be at risk. This duty involves reporting the risk to an appropriate agency and by promoting a safe environment within the organisation.

The Company believes that its clients must be safeguarded from all forms of abuse. It recognises that it must at all times protect its clients from the risk of abuse and identify and deal with specific instances of abuse if they occur.

The Company will take every possible action to prevent abuse and to deal with it as promptly and effectively as possible if it occurs.

The Safeguarding At Risk Adults officer is Victoria Burston

Aim of the Policy

The central aim of the Company's safeguarding policy is to set out to staff the:

- the Company's approach to the safeguarding of its clients
- ways in which the Company does this
- the steps taken to avoid abuse taking place
- the actions that will be taken by the Company to deal with abuse if it occurs

Definition of Abuse

Abuse of clients may take any of the following forms:

- physical abuse
- financial or material abuse
- psychological abuse
- sexual abuse
- neglect
- discriminatory abuse
- inhuman or degrading treatment
- inappropriate or excessive restraint.

Responsibility

The Company has a duty to report serious concerns relating to abuse to appropriate agencies including the Disclosure & Barring Service (DBS).

The Company has a duty to ensure that staff working with at risk adults adopt safe practices.

The Company will undertake DBS checks on all new and existing staff as appropriate and will undertake regular supervision of staff to minimise any risks to clients posed by staff.

The Company will –

- Set out and inform staff of the procedures for responding to suspicions or evidence of abuse
- Operate policies which ensure that all new staff are rigorously checked, by the taking up of references and appropriate DBS checks
- Incorporate material relevant to issues of abuse into staff training at all levels
- Maintain vigilance concerning the possibility of abuse of clients from whatever source
- Encourage a climate of openness which enables staff to pass on concerns about behaviour that might be abusive
- Maintain robust procedures for regulating staff handling of clients' property, money or financial affairs
- Produce and regularly revise policies and procedures to minimise the risk of abuse
- Provide training for staff in all aspects of abuse and protection
- Investigate any allegations of abuse quickly and thoroughly
- Implement improvements to procedures if an investigation reveals deficiencies in the way in which the Company operates
- Collaborate with other relevant agencies in combating abuse and improving the protection of clients

If a member of staff who works with at risk adults in a regulated activity has been cautioned or convicted for a "relevant offence" the Company must make a referral to the DBS and the member of staff will be removed from working in the regulated activity.

The company expects its staff to:

- Refrain from any abusive action in relation to clients
- Report to the Company anything they witness which is or might be abusive
- Co-operate in any investigation into alleged abuse
- Participate in training activities relating to abuse and protection.

Quality Assurance

Comfort Home Care places a strong emphasis on providing the highest quality service possible for all of its Service Users and believes that, no matter how good its present services, there is always room for improvement.

Our Quality Assurance includes:

- Regular review of all services

- Twice yearly surveys of Service User satisfaction, and where appropriate their relatives or representatives, to obtain views and opinions

- Complaints & Compliments Policy which encourages feedback about our services.

- Thorough checks on all staff during the recruitment and selection process

- Close supervision of staff and services via regular direct observations by experienced members of staff.

- Regular supervision meetings between each care/support worker and their line manager

- Procedures for managing poor performance or conduct of staff

- Regular staff meetings

- Regular review of all policies and procedures

Comfort Home Care

Complaints & Compliments

We believe that if a Service User wishes to make a complaint or register a concern, they should find it easy to do so. We welcome complaints and consider them an opportunity to learn, adapt, improve and provide better services.

Concerns

If you have any concerns or comments about your service that you would like to discuss informally you can contact the any of the office team (contact details can be found at the back of this booklet). You can discuss your concerns over the telephone or if you would prefer a home visit can be arranged.

Complaints

If you wish to make a formal complaint about your service please contact the office on the number provided. Complaints can be made by telephone or in writing or Victoria and/or Ryan would be happy to visit you at home if this is preferred.

You are also within your rights to contact the Care Quality Commission with any concerns or complaints –

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

03000 616161

Within 48 hours of your complaint being received you will receive a letter confirming what action will be taken and the timescale in which you can expect a full response to your complaint.

Complaints are usually fully investigated and responded to within 28 days.

If the Local Authority is paying for your care, you can contact your Care Manager (Social Worker) or the Complaints Manager at Social Services. All Local Authorities have a complaints procedure in place and you should tell them about your experiences. If following their consideration of the matter you remain unhappy, you should contact the Local Government Ombudsman. If you tell them you are complaining about a Social Services Department then they will provide advice and guidance about what you need to do next.

If you have been paying for your own care and are not happy with the provider's response to your complaint then you can contact the Local Government Ombudsman direct. They have a dedicated team for dealing with these issues and they will provide you with advice and guidance. Their contact details are:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel 0300 061 0614
Fax 024 7682 0001
http://www.lgo.org.uk/

You can also contact Healthwatch, the independent consumer champion for health and social care in England. For more information visit their website www.healthwatch.co.uk or contact them by telephone on 03000 683 000.'

Compliments

Of course, we also welcome positive feedback about your service. Please contact our office team or our Registered Manager, Ryan Palmer. All compliments are recorded and passed on to the staff members involved in delivering your service.

Comfort Home Care

Useful Contacts

Comfort Home Care
Sunningmead Community Centre
Lazenby Road
Tiverton
Devon
EX16 4AL

Tel - 01884 251555 (07491 990698 – out of hours)
Email - comforthome@btconnect.com
Web – www.comforthomecaredevon.com

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel 03000 616161
Email enquiries@cqc.org.uk

Care Direct

First point of contact for all social care calls. Information and advice

Tel 0345 155 1007
Email csc.caredirect@devon.gov.uk

www.devon.gov.uk/index/socialcare

Mid Devon District Council
Phoenix House
Phoenix Lane
Tiverton
EX16 6PP

Tel 01884 255255
Fax: 01884 234318
Email customerfirst@middevon.gov.uk
http://www.middevon.gov.uk/

Comfort Home Care

North Devon Healthcare NHS Trust
North Devon District Hospital
Raleigh Park
Barnstaple
Devon
EX31 4JB

Tel 01271 322577
Fax 01271 311541
http://www.northdevonhealth.nhs.uk/