Welcome to ICare

Our Mission Statement

“To be the best provider of community services to our clients in our chosen market, and to make all our clients and employees feel valued and appreciated.”

Introduction

The purpose of this brochure is to tell you everything you need to know to make the most of the services we offer.

You will find in it the following information:

- Our guarantees to you  
- The Quality of our Community Meals Support Workers
- Identifying our Community Meals Support Workers
- The Quality of our Service
- The Quality of our Meals
- Food Safety
- The Records we keep
- Paying for Services
- ICare’s policies
- Compliments and Complaints Information
- Any Questions?
- How to contact us
Our Guarantees to You

- **ICare** is a company whose business is your welfare. Everything we do for you is to ensure your health and wellbeing.
- We are approved by a large number of local authorities, including Coventry City Council, for the provision of meals delivery services.
- We are members of the National Association of Care Catering and the United Kingdom Home Care Association.
- We are registered by the Care Quality Commission.
- We only employ staff after they have undergone a check with the National Criminal Records Bureau and we are satisfied with the result. We also insist on obtaining satisfactory job references before we will employ anyone.
- We have been awarded the "Investors In People" accreditation after we satisfied their quality standards.

Any Questions?

If there is anything in this booklet you do not understand then please ask your Community Meals Support Worker for help. If your Community Meals Support Worker cannot help, then get in touch with us at the address below.

**How To Contact Us**

- If you need help
- If you want to cancel a meal
- If you need advice
- In an emergency
- If your driver fails to arrive at the expected time
- For Same day Cancellation, please let us know before 9.30am

**ICare Community Meals in Coventry:**

23 Kenyon Street
Hockley
Birmingham
B18 6AR

Tel: 0121 233 2973

Our opening hours are:
8.30am - 4.30pm

Out of these hours please leave a message and we will get back to you.
The Quality of our Community Meals Support Workers

All our Community Meals Support Workers:

- Are selected with the utmost care.
- Are directly employed by ICare.
- Are fully trained to meet the standards set out in our policies and procedures.
- Complete a probationary period before we will confirm their employment.
- Undergo an ICare course of training including:
  - Health and Safety
  - Food Hygiene
  - Risk to vulnerable adults
  - First Aid
  - Hazard Analysis and Critical Control Point (This is a food safety system design based on assessing hazards or risks and controlling them for your safety).
  - Are regularly supervised by their manager who checks the quality of their work.
  - Will deal with you with warmth, care and respect.
  - Will respect your home and belongings.
  - Will make sure you are satisfied before leaving.

As soon as a complaint is made known to the Community Meals Co-ordinator the investigation of the complaint will commence. The Service User will further be advised within fourteen days of the progress of the complaints enquiry and be informed at that stage of any action taken or proposed to resolve the complaint.

The Service User is welcome to contact the Community Meals Co-ordinator at any time to discuss the complaints process and the progress made in investigating the complaint.

A Service User whose service has been commissioned by the Local Authority also has the right to make a complaint to their Local Authority. However, the Local Authority would expect the Community Meals Provider to investigate complaints in the first instance. If the complaint cannot be resolved by this means, then further investigation will be carried out by the Local Authority.

Please note that the complaints procedures set out above and any related investigations and recommendations will not affect the legal rights of the complainant.

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Identifying our Community Meals Support Workers

In the interests of safety, do not let anyone into your home without first asking for some form of identification.

All our Community Meals Support Workers will have an ICare identity badge in a visible position.

You will recognise our Community Meals Support Workers by their light blue ICare uniforms.

Don't be afraid to check the identity badge of a Community Meals Support Worker.

The badge will include:
- The Community Meals Support Worker’s photograph
- The ICare logo, as pictured on the front of this brochure
- Our address and telephone number for verification purposes
- An expiry date of the card

All new Community Meals Support Workers will be accompanied by an experienced worker and will be wearing an ICare Trainee badge.

If you are worried that the person delivering your meals is not a genuine employee of ICare Community Meals, then phone us on one of the numbers at the back of this booklet immediately.

The Quality of our Service

We provide a high quality, reliable and flexible service, which we can adapt to meet your personal needs. Our aim is to provide the best service to suit your individual requirements.

- We operate a service every day of the year, including all Bank and Public Holidays.
- Our team of Community Meals Support Workers will normally call on you over the lunchtime period. Times may vary due to differences in the numbers of clients your Community Meals Support Workers needs to deliver to.
- We are able to offer assistance with your meal, such as putting it on a plate, or getting a drink if you need it.
- We carry out surveys to ensure continuous improvement of service.

Compliments and Complaints Information

ICare aims to provide a quality service that meets the needs of all its Service Users. To help us achieve this we welcome any comments, compliments and complaints.

The receipt of a compliment is always welcomed and will be directed to the person who has earned it to let them know that their work is appreciated. Any compliments or complaints made regarding an employee are also recorded on their files and on our computer system for future reference.

As we value all of our Service Users we would encourage them to tell us if they are unhappy about the service they are receiving. If a Service User does have a complaint we recommend that they follow the steps below:

- If the complaint concerns the service received, in the first instance they should, if appropriate and if they feel comfortable in doing so, discuss the complaint with their Community Meals Support Worker who will make every effort to remedy the situation to their satisfaction.
- If the Service User, or their representative, does not feel that this will be appropriate then they should discuss the problem with the ICare Community Meals Co-ordinator via the contact details at the back of this booklet.
- Alternatively, if it would be more convenient, the Service User, or their representative, could send their complaint in writing to the ICare address at the back of this booklet.
- When a complaint is received, the Service User or their representative will be contacted within five working days to acknowledge receipt of the complaint.
Gifts
We would prefer you do not offer any gift or tip to any ICare employee, and this includes the offer of money. ICare Community Meals Support Workers have been instructed not to accept any gift in order to avoid misunderstandings.

No Access Policy
If the Community Meals Support Worker is unable to deliver your meal because they cannot gain access to your home they are instructed to immediately contact the ICare office, who will conduct a thorough investigation to determine why and if necessary inform Coventry City Council. If needed the Community Meals Support Worker will return with a meal later that day.

Smoking and Alcohol
Community Meals Support Workers are not allowed to smoke or to drink alcohol whilst they are delivering to your home.

Transport
Community Meals Support Workers are not insured to take passengers whilst they are working and so they cannot provide you with transport.

Withdrawing Services
If you decide you do not wish ICare to continue to deliver meals to you and you want the service withdrawn, we will have to discuss this with Coventry City Council. In the unlikely event that ICare decides it cannot continue to deliver meals to you, we will discuss this with Coventry City Council before taking any action.

The Quality of our Meals
- Our meals contain all the recommended daily nutritional requirements to provide you with a healthy balanced diet. This includes catering for any diet you may require due to your health, age or ethnic background.
- Your daily hot meal will consist of a main course and pudding, of which there will be a varied choice. We will send you menus so you can select your meals choices and indicate your likes and dislikes. If you would like to discuss your menu options, then please phone us on the number at the back of this booklet.
- We operate a varied, choice menu which is reviewed quarterly.
- As well as delivering hot meals, in the future we may also provide other meals and snacks such as breakfast and tea.
Food Safety

- All our hot meals are delivered at a temperature intended for immediate consumption. It is important that you eat the meal at once and do not reheat it later.
- Meals must not be allowed to go cold or be re-heated at a later stage as this could lead to food poisoning for which we cannot be held responsible.
- For this reason our drivers cannot leave hot meals at your home if you are not there when they call.

The Records We Keep

We will only need to keep basic information about you in our records.

You are entitled to see all the information we hold on you. Please notify us and we will share it with you.

Our Policies

Here is a brief summary of our main community meal policies. If you or your family would like to see the full version of any of these policies then please phone us on one of the numbers at the back of this booklet.

Accompanying Community Meals Support Workers

Your Community Meals Support Worker should not be accompanied by anyone else when coming to your home, unless he or she is accompanied by another member of ICare staff, such as a trainee. Both should be wearing their I Care Identity Badges. No Community Meals Support Worker should arrive at your home with anyone such as a friend or a relative or any pet.

Confidentiality

ICare operates an equal opportunities policy in relation to Service Users and all third parties. We will comply with the law concerning data protection. We will safeguard all the information we have about you and we will not disclose anything without your permission. All conversations we have with you will be confidential.

Safeguarding Adults

If we suspect any of our Service Users are suffering harm or abuse of any nature, then we will inform Coventry City Council and ask them to investigate.

Equal Opportunities

ICare is an equal opportunities employer and we will not tolerate any form of discrimination. ICare also operates an equal opportunities policy in relation to Service Users and all third parties.

Equipment

If you need equipment to help with feeding yourself, please tell your Community Meals Support Worker and we will contact the appropriate person to advise and assist you.