westminster HOME CARE

For a better life

Service User Guide

Westminster Homecare

12 Westgate Road
Dartford
DA1 2AT

Tel: 01322 280680 for Bexley (Dartford) Team
Or
Tel: 01322 279111 for Kent (Gravesend) Team
WELCOME TO WESTMINSTER HOMECARE

On behalf of Westminster Homecare, the owners of Westminster Homecare and all of our staff, we welcome you, your family and your friends. We hope that you will be happy with us as we work together to meet your needs, wishes and preferences in the care and support provided by our team.

INTRODUCTION

This guide will provide you with an overview of Westminster Homecare and how we can support you in maintaining your independence in your own home.

Details of Registered Provider:

Registered Provider: WESTMINSTER HOMECARE LTD
Name: WESTMINSTER HOMECARE LTD
Address: Symal House, 423 Edgware Road, London, NW9 0HU
Tel. No.: 020 8200 2030 (switchboard)
Fax No.: 020 8205 4378
E-mail: welcome@whc.uk.com
Website: www.whc.co.uk

How to contact your branch:
You will be able to contact us through our offices Monday – Friday, 9am – 5.00pm on:

Tel: 01322 280680 for Bexley (Dartford) team or 01322 279111 for Kent (Gravesend) team

12 Westgate Road
Dartford
DA1 2AT

All calls are made to an 'out-of-hours' mobile phone service outside of normal office hours (09:00 to 17:00 Monday to Friday inclusive), when a senior member of staff will respond to all calls. This number can be used Monday – Friday, 5.00pm – 9am and 24 hours a day over Saturday and Sunday.

The ‘Out of Hours’ Emergency Line for Bexley (Dartford) team is: 07740444712
The ‘Out of Hours’ Emergency Line for Kent (Gravesend) team is: 01322 279111

SUMMARY OF WESTMINSTER HOMECARE

Westminster Homecare is a privately owned organisation that has successfully developed since 1999, providing quality service user focused domiciliary care and specialist services. Our organisation is dedicated to supporting people whatever their age or level of care needs on a one to one basis within the sanctity of their own home environment. Our teams of highly trained, experienced staff are committed to the highest level of quality service to meet the needs of each individual receiving our specialist support

WESTMINSTER HOMECARE: OUR PHILOSOPHY OF CARE

It is the aim of Westminster Homecare to deliver a service of personal care and associated domestic services to meet the needs of dependent Service Users in their own home environment. All individual's supported by, who work as an employee and people who visit will be treated with respect at all times. We aim to offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. We uphold the human and citizenship rights of all service users and all who work and visit our offices. Individual choice and personal decision-making are the right of all service users and will be supported by all the people who work for Westminster Homecare. The right of independence will be
respected and encouraged for all Service users. The individual uniqueness of service users, staff and visitors will be recognised and these people will be treated with dignity and respect at all times. The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner. We recognise the individual need for personal fulfillment and aim to offer individualised programmes of meaningful activity to satisfy that need of our service users and staff of Westminster Homecare.

PRINCIPLES AND VALUES OF WESTMINSTER HOMECARE

Westminster Homecare is committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Westminster Homecare is committed to meeting the needs of those people entrusted to our care. Usually we see no conflict between meeting the needs of service users and those of our team of staff. Where such conflict exists, the needs of service users must take precedence. The basic principles underlying our support to vulnerable people include:

- **Privacy:** Your care workers recognise your right to be left alone, undisturbed and free from intrusion and public attention. You have the right to privacy with regard to both your personal affairs and belongings. Written permission will be sought for access to your records.

- **Confidentiality of Information:** Your rights to confidentiality will be safeguarded. Our staff will not disclose any personal information about you to a third party unless this has been agreed with you. Agreement to disclose information should only be sought if it is for your benefit, e.g. for the purpose of assisting in your support.

- **Data Protection:** Information you provide to us about yourself will be securely held electronically and through manual records, which you have the right to see and check. Information we have been given maybe shared with other organisations and health professional individual's we work in partnership with to provide appropriate services to you, however, all such information is held and treated in accordance with our obligations under the Data Protection Act 1998.

- **Fulfillment of Aspirations:** Your social, emotional, cultural, political and sexual needs are accepted and respected.

- **Consultation:** You will be fully involved in and fully informed with respect to the individual assessment of your support needs. You have a right to be involved in a careful and thorough assessment of your needs and wishes, and to be informed of the outcome. Westminster Homecare’s commitment will be to find the best and most suitable way of meeting your needs and aspirations. You will be supported to make informed choices about the future; this will be incorporated into your care plan.

- **Personal Choice:** Your care team will support you to exercise your personal choice in opportunities and lifestyle. Our care team will ensure that you are central to all decisions being made. If, for reasons of mental frailty, you are not able to participate fully in your Service User Planning, consideration will nevertheless be given to your wishes, as far as these are expressed and are practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of our staff to lead their lives without unreasonable levels of demand and stress.

- **Review:** You will have regular reviews of your individual circumstances relating to the care and support provided by Westminster Homecare.

- **Supporting your Independence:** You will be supported to take risks on the basis of your own, informed opinion. You will have the opportunity to think, act and make decisions. This will include the capacity to incur a degree of calculated risk.

- **Medication:** You will be fully informed about your medication needs and supported in making decisions in relation to medical treatment whenever possible.

- **Family and Friends:** You will be supported to maintain access to family, friends, facilities and the overall community.

- **Complaints:** You will have access to a formal complaints procedure and will be able to be represented by a friend or adviser if you so wish.
AR16 Service User Guide – Dartford

- **Services Information:** You will be fully informed about the Services provided by Westminster Homecare.
- **Legal Rights:** You will be fully informed about your legal rights.
- **Insurance Cover:** Westminster Homecare maintains Employer’s Liability Insurance with a limit of £10,000,000 and Public and Professional Insurance cover up to £10,000,000 underwritten by Royal Sun Alliance.
- **Fees and Charges:** For all enquiries a full list of fees and charges for each geographical area covered from this office may be obtained by contacting:
  - Bexley (Dartford) team – 01322 280680
  - Kent (Gravesend) team – 01322 279111

  Alternatively, a request can be made in writing to: Dartford Branch, 12 Westgate Road, Dartford, DA1 2AT or at dartford@whc.uk.com or gravesend@whc.uk.com

The costs for services contracted by your Local/Social Services Authorities are at an approved charge, agreed directly with the Local/Social Services Authorities. Any contribution towards that cost will be assessed and agreed between you and the Local/Social Service Authority.

Invoices will be issued for four-weekly periods in line with Westminster Homecare’s standard invoicing period.

- **Termination:** Without prejudice to either party there may be reason for a service to terminate.

  Both parties will give a minimum of 28 days notice, in writing if a service is to terminate. In the event that a service user fails to do so they may be rendered liable to one standard week’s charge.

  Our Service users are expected to refrain from any form of abuse of harassment of our care staff. Westminster Homecare reserves the right to withdraw the service immediately if it is felt that its employees are at risk.

  The company may terminate or suspend the provision of its services in the event of non-payment of invoices or should there be irreconcilable differences of opinion which, in our view, may compromise the Care and Support Plan and/or health and safety of care staff or the service user.

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

**STANDARDS THAT YOU CAN EXPECT**

The below standards are from the Care Quality Commission leaflet ‘What standards you have a right to expect from the regulation of agencies that provide care in your own home’.

**To be involved and told what’s happening at every stage of your treatment**
- You (or someone acting on your behalf) will be involved in discussions about your care, treatment and support
- You will get support if you need it to help you make decisions and staff will respect your privacy and dignity
- Before you receive any examination, care, treatment or support, you will be asked whether or not you agree to it

**Care, treatment and support that meets your needs**
- Your personal needs will be assessed to make sure you get safe and appropriate care that supports 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 care provider to another
- Staff respect your cultural background, gender, aged, 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 your home care agency is providing nursing care, you will get the medicines you need, when you need them, and in a safe way

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

Your home care agency routinely checks the quality of its services
- The managers of your home care agency continuously monitor the quality of their services to make sure you receive the support you need
- Your personal records will be accurate and kept safe and confidential
- You or someone acting on your behalf can complain and will be listened to. Your complaint will be dealt with properly

SEEKING A SERVICE
The first step is to arrange to visit you in your own home. The Registered Manager, Field Supervisor or one of our team will visit you in your home, or in hospital if necessary, and will discuss with you your individual requirements and the range of services we are able to provide at Westminster Homecare. This process will be formalised into an assessment of your needs. With all records regarding service users, the assessment(s) will be made with your full knowledge and cooperation, and the records will be shown to, remain in your home and be made available to you at any time.

If you have any questions please discuss them with your Field Supervisor, or contact the Registered Manager, who will be very happy to answer them. Westminster Homecare manages commencement of service arrangements according to a detailed Policy and Procedure, a copy of which is available upon request.

OUR STAFF TEAM
Our Branch’s Registered Managers are qualified to QCF level 5 or equivalent or are in the process of working towards this qualification. All Westminster Homecare Registered Managers are registered with the Care Quality Commission. The Registered Manager is supported by a team of Co-ordinators and Field Supervisors who will each have had a number of years experience and formal training and/or qualifications in specialist areas of care and support.

YOUR CARE TEAM
In order for you to receive quality care each of our care workers undergoes continuous training that ensures we deliver the highest quality of services to you. This training includes a full induction programme (including a minimum 4 days orientation programme); shadowing training which involves working alongside an experienced colleague; completion of a workbook checklist and other forms of open learning; training on Health & Safety including Manual Handling, Infection Control, basic First Aid and Food Hygiene. All Care Workers will be expected to complete the relevant diploma qualifications in Care, with newly appointed staff required to demonstrate their competency registering for this qualification within the first six months of their employment.

Specialist advice, training and information is given to our care team working with specific user groups and/or medical conditions by someone who is professionally qualified to do so.

Our team of care staff will identify your needs ensuring that they can be met through a Service User Care and Support Plan. This will enable our care team to establish your preferred name, personal circumstances, personal history, and social and medical circumstances. Previous work and hobbies, preferences with regard to activities and food will be noted and a personal programme of support and/or care devised according to your wishes.
AR16 Service User Guide – Dartford

Not every individual gets on with each other. If you are unhappy with any of your support team, please bring this to the attention of your Care Coordinator or Registered Manager. The matter will be resolved sensitively and confidentially.

HOW WE MAINTAIN OUR STANDARDS

Policies: A comprehensive set of Policy and Procedure documents is maintained for the purpose of our business services, covering all aspects of staffing, managing, and caring for our service users and the preservation of health and safety standards. All internally generated documents are held on our Company Care Management system under the control of the Director of Operations and Quality Representative. These ensure that we meet statutory requirements and are regularly reviewed and updated.

Quality Management System: A comprehensive Self-Assessment System requiring all of our Policies and work practices to be audited at least annually to ensure that we maintain the standards we have set ourselves.

Our commitment to quality is endorsed by our continual dedication to achieving our ISO 9001 Quality Management System accreditation, which can be demonstrated through our written Quality Manual.

External Inspections: Westminster Homecare receives regular inspections from the local offices of the Care Quality Commission and Local Authorities (on behalf of whom we provide services). Copies of the latest announced and unannounced inspection reports may be consulted upon request or located through the Care Quality Commission www.cqc.org.uk.

KEY POLICIES AND PROCEDURES

Confidentiality:

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 support, such information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager. You or, where appropriate, your principal advocate will be consulted where appropriate before information is released.

Information about you will be stored in paper form, and on our electronic home care rostering system. Both forms are treated in the same strictly confidential way.

Information about you is needed in order 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 agencies or organisations, for example if you are receiving care 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 Westminster Homecare may be a beneficiary under a Will of
any past or present service user. It is our policy that staff will not accept gifts, gratuities or bequests from service users, their family, relatives or friends. Staff must explain politely to service users, family and friends that since it is their job to help them there is no question of them accepting personal gifts or gratuities for the care services given. Any offers of gifts from service users, their family or friends must be recorded and reported to the Registered Manager immediately.

Compliments & Complaints:
Westminster Homecare believes that complaints and compliments are a valuable indicator of the quality of its service and an opportunity to improve that quality.

Compliments: if you are satisfied with the service you receive, your compliments are always welcomed and are passed on to the appropriate care worker(s) involved in your care. It is important for them to know that they have satisfied the needs and expectations of their service users.

Complaints: All our service users are entitled to make complaints at any time. If you wish to complain about any aspect of the service you receive, please follow our complaints procedure. Our [QQ03 - Complaints Policy and Procedure] is located at the back of your Service User Guide. We assure all service users and their representatives that no-one will be victimised for making a complaint; we encourage service users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. It is our policy that all matters which disturb or upset a service user should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our quality of service.

SERVICE USER’S PERSONAL FULFILMENT
The aim of Westminster Homecare is to actively help you to lead a fulfilling life within the limits of your abilities and wishes, and to recognise and cater for you should you wish not to be active or socialise.

Staff will take an interest in things that you have done in the past and discuss current interests. They will assist you in developing skills and following your interests.

You will be central to the devising of your Service User Care and Support Planning Documentation. A family member, friend or external advocate may also be involved as is considered appropriate. Staff will endeavor at all times to focus on maximising your potential. They will attend to your complete needs irrespective of how your disabilities may affect them. You are an equal and unique human being and will be offered help and services according to your own unique needs, irrespective of race, gender, sexuality, culture or state of health.

RISK TAKING & RISK MANAGEMENT
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 Care and Support Plan. By this process of integration your views, the views of the principal advocate, family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.

EQUAL OPPORTUNITIES
You have the right to practice your beliefs, religion or culture without constraint by restrictive or discriminatory practice.

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.
INAPPROPRIATE BEHAVIOUR

Inappropriate behaviour is the systematic maltreatment, or physical, sexual, emotional or financial abuse of one person by another.

Westminster Homecare is committed to preventing inappropriate behaviour and if you, a care worker, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member, or use the formal complaints procedure.

You, your principal advocate and relatives will be kept informed of the progress of the investigation into any complaint.

Appendix:

QQ03 - Westminster Homecare’s Complaints and Compliments Policy and Procedure
Purpose

- Westminster Homecare operates an effective system for the receipt, recording, investigation and resolution of all complaints in order to comply with the regulations specified.
- The arrangements for the investigation of complaints are fair and transparent.
- Complaints and suggestions from service users and/or their relatives are a valued source of information regarding the quality of our service, being a primary source of information regarding possible abuse.

Policy Statement

Westminster Homecare ensures the health, safety and welfare of service users and others by adhering to the strict guidelines at all times.

There are suitable arrangements in place for identifying, receiving, handling and responding appropriately to complaints and comments made by service users, or persons acting on their behalf, in relation to the carrying on of the regulated activity.


All staff are provided with regular training, which includes sessions on complaints or comments received from people who use services.

All new staff are instructed on policies on complaints or comments about the care and treatment involving people who use services as part of their induction process.

All staff training is reviewed annually or if there is a change in regulation or requirements. Training is conducted at least annually and all relevant staff will attend.

These policies are reviewed at least annually or if there is a change in regulation or requirement.

Policy

- In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner.
- Complaints and suggestions must be handled in such a way as to first of all reach a satisfactory outcome with the complainant, and in turn a potentially difficult and damaging problem into a source of quality improvement.
- A copy of this complaints procedure will be given to service users and their representatives at the beginning of the service, and copies will also be made available throughout the service.
- All informal or serious complaints will be investigated by the person not related to the immediate source of the complaint.
- The recording of complaints will not be confined to “serious” or “substantial” complaints. The existence of records for complaints of an apparently minor nature is an indication of the effectiveness of the procedure, the openness culture of Westminster Homecare and its employees, and their vigilance in the area of abuse.
- Complaints will be recorded on a service user’s file in order to identify any patterns of complaints relating to an individual, including care or service provision in order to update and review the care planning process.
- Complaints will be recorded centrally in both paper format and electronically in order to identify any pattern of complaints relating to all or a group of serve users. This record will contain minor complaints in addition to serious complaints, and will be accessible to all members of staff where appropriate.
AR16 Service User Guide – Dartford

- Compliments will be recorded centrally and made available for all parties to read; also being placed on the employees personnel file.
- The central information with regards to complaints and suggestions will be regularly reviewed and analysed. The summary will be regularly monitored by Senior Management for quality assurance purposes.
- Employees who are the subject of a complaint should not communicate directly with the complainant unless accompanied by a senior member of staff, requested directly to do so by the complainant, with agreement by the Registered Manager and Operations Manager.
- Where the complaint gives rise to concerns regarding the wellbeing of one or more service users, serious consideration must be given to suspension of the person or persons complained about, an investigation must be initiated immediately in order to identify any risk to the health and welfare of the service users involved.

Procedure

- There are several distinct levels of dealing with a complaint, and it is important for the speedy and effect solution that each level is followed in accordance with Westminster Homecare and the specified regulations.
- Complaints also include matters relating to other service users, and people external to the service, which cause concern to the service user.
- A complaint can be made in person, by telephone, in writing or by email.
- Anonymous complaints will be dealt with under the same procedure to that of any other complaint received in person, verbally, in writing or via email.
- Complaints and suggestions will be recorded on a complaints summary form and entered on the journal of Westminster Homecare’s rostering system.
- The complaints process will only be regarded as "completed" when the complainant or their representative has indicated, in writing if possible, that they are satisfied with the outcome of the complaint procedure. This is to be chased within 5 working days of the outcome letter being issued.
- Complaints and suggestions will in all cases be taken seriously, recorded, their practicality/usefulness investigated, and the instigator informed of the decided outcome.
- All complaints and suggestions will be acknowledged in writing within 48 working hours.
- An acknowledgement letter will be issued with the name and contact details of the individual responsible for the investigation process.
- Complainants will be replied to within 28 working days of the complaint arising.
- The response should substantiate or not substantiate all points made and give a detailed response with all actions to be taken to resolve issues that have been raised.
- Westminster Homecare reserves the right to accept and investigate all complaints received within 12 months of the event occurring. This time limit will not apply if satisfied that the complainant provides good reason for not making the complaint within the specified time limit, and despite the delay it is still possible to investigate the complaint fairly and effectively.
- Each complaint will be investigated by a delegated responsible individual of seniority.
- Investigations and outcomes will be recorded on the complaints summary form, adding additional supporting documentation as required.
- Individual’s making a complaint in person or via telephone will be advised that a written record of the complaint will be made.
- The complainant will be kept informed about the progress of the investigation.
- The Registered Manager will become aware of the matters dealt with by the person responsible for investigating a complaint by regular reviews and updates of each case. The Registered Manager will take corrective action if it is felt during this review that complaints are not being appropriately referred up the line of management.
- Any attempt to conceal a complaint may give rise to disciplinary action.
- In the event of a continued disagreement which cannot be resolved internally, the complainant will be advised to approach an appropriate external authority, such as CQC, funding authorities such as Social Services, an independent advocacy service, or the local government ombudsman.
AR16 Service User Guide – Dartford

- For privately funded service users a range of advocacy services are available. The registered Manager should support the service user to contact the appropriate independent advocate if the service user shows any signs of being unable to fully make, or further pursue, the complaint.
- Service users and their representatives can refer to the public notice board for details on local advocacy services.
- The completed complaints summary form will be issued to the Registered Manager for final verification and signing, held centrally and on the service user file.
- All complaint investigations will aim to be concluded within six months, unless a specific deadline has been agreed directly with the complainant, with good reason.
- The Registered Manager is to hold Management Meetings (primarily every 3 months) that will periodically review all complaints since the previous review in order to identify trends and matters which may have appeared to be relatively minor at the time, but which indicate a deeper problem with collated data being issued to the Operations Team.
- The services action plan should be updated to include all action to be taken to resolve any requirements or recommendation made following any investigation.

This procedure can be made available in other languages and other formats on request.

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

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel: 0845 602 1983 or 02476 821960
Fax: 02476 820001
advice@lgo.org.uk
www.lgo.org.uk

Independent Advocacy services:
Age UK Wiltshire
13 Market Place
Devizes
SN10 1HT
Tel: 01380 727767

Social Services (London Borough of Bexley)
Commissioning Manager
Commissioning and Quality Assurance
London Borough of Bexley
Ground Floor East
Civic Offices
2 Watling Street
Bexleyheath
Kent
DA6 7AT
Tel: 0208 303 7777

Social Services
Kent County Council
Joynes House
New Road
Gravesend
Kent
DA11 0AT
Tel: 01474 328664