



Service Users Guide

Information and Guidelines for all people using our service

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CROSSROADS CARE SOUTH EAST LONDON

We are an independent not for profit incorporated charity (No 1076375 Company No 3726471) whose geographic area of service provision is **Bexley, Greenwich, Lewisham and surrounding areas**.

We are a network partner of Carers Trust.

We are a specialist voluntary organisation providing a diverse range of regulated and non-regulated support services 365 days a year to *carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone* within their own home or on outside activities promoting their choice, independence, health and well-being.

We also provide services to people who wish to directly purchase a service from us through Direct Payments, Individual/Personal Budgets or Personal Assistants.

As a network partner of Carers Trust we work within a national framework of policies and procedures and internal quality assurance programme. In addition support, advice and guidance are available from Carers Trust on all areas of operational activity. We have a track record of developing and delivering a range of services to meet the needs of our beneficiaries

We are committed to provide practical and emotional support within the home or on activities outside the home in order to enable *carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone*. We provide a diverse range of support services to people with support needs and will ensure that the provision of any tasks we are able to provide are person centred at all times.

Charitable objects:-

For the public benefit, the relief of carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community based staff and volunteers. The area of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham and surrounding areas'

Mission Statement:-

To enable carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone to be recognised, supported and offered services to help them maintain their own health and wellbeing.

*Please note our volunteers **do not** provide any regulated personal care tasks

We are regulated through and inspected by the Care Quality Commission. As a condition of registration we are also required to provide a **Statement of Purpose** which is separately included in your client folder. The **Statement of Purpose** contains a full list of the current Board members, their length of service and background details

GOVERNANCE OF CROSSROADS CARE SOUTH EAST LONDON

The organisation is governed by a local Board of Trustees who undertake this role on a voluntary basis.

They bring together a wide range of skills and experience and are responsible for the overall strategic direction of the organisation.

If you require any further information about the role of our Trustees then please contact the office on 01322 336086.

HOW WE CAN HELP

We respect the individuality of all the clients we provide services to and seek to promote their choice, independence, dignity, safety and well – being. We also believe that all clients must have access to high quality services. We aim to provide a flexible service that meets the needs of all clients that use our services.

Our trained staff work within the client's home or in the community. They will undertake a set of tasks agreed in the care plan.

Our services include both regulated (personal care) and non – regulated care (shopping, appointments etc). We may also be able to provide help with more specialist care tasks following a risk assessment and appropriate training.

Our Personal Care policy provides details of basic and specialist tasks that we are able to undertake – please contact our Head Office if you wish to see a copy of our Personal Care Policy.

PROCESS FOR THE DELIVERY OF CARE AND SUPPORT

We receive referrals from a wide range of statutory and non-statutory organisations. When the referral has been received we will arrange to meet you and the person you care for at a mutually convenient time to discuss the range of services we may be able to provide.

If we are able to support you, we will agree with you the details of the service, the times when you have asked for support and how often this will be. In order to ensure your safety and the safety of our staff all agreed tasks are risked assessed.

Any discussions about the provision of the service will be user led and a Care Plan (with any associated risk assessment plans) will be developed and signed by all parties. We will arrange for introduction visits to any member of staff we introduce to you.

We can be contacted at our head office if you wish to discuss any issues or questions relating to the service you are receiving from us.

We will respond by phone to a referral within **48 hours** and arrange a visit no later than **5 working days**. Our service will be re-assessed annually to ensure that any changes to the service is still appropriate in meeting your needs.

KEY TERMS AND CONDITIONS FOR PROVIDING THE SERVICE

The organisation is funded through statutory bodies, external grants, donations and people who directly purchase our services through Direct Payment, Individual/Personal budgets.

You must refer to your Client Care Folder for our arrangements for holiday and sickness cover and when the service may be cancelled or withdrawn.

As part of our quality assurance standards you will be sent an annual questionnaire. We will also contact you to make sure the service you are receiving from us is meeting your expectations.

If you wish to cancel or suspend your service you must contact the office in the first instance, it is not appropriate to contact your Care Support Worker to let them know.

All hours we provide are monitored. Continuous cancellations without reasonable notification or reason will result in your support being reviewed.

**Any cancellations received less than 24 hours' notice will be charged for.*

**For Self – funders/Private Purchases*

OUR STANDARDS

We are committed to working with carers and people with care needs to provide a high quality, flexible service.

We demonstrate our commitment to carers and people with care needs through the “good practice” of having a series of agreed standards.

- We aim to provide a regular/punctual service, however in order for us to be punctual we ask that you return home at the agreed allocated time as stated in your Care Plan. If for any reason you are delayed then you must make contact with the head office immediately.
- Any waiting list will be monitored and contact made every month to update you as to the current status.
- Care staff will be monitored by a visit from a senior member of the team as part of an observation, or more frequently if necessary.
- We will carry out an annual audit of service provision, which will take the format of a confidential survey/questionnaire. The results will be incorporated into our Annual Report.
- **Telephone queries will be responded to within 48 hours.**
- **All visits will be arranged within 5 working days.**

Quality

As a network partner of Carers Trust we adhere to a range of quality systems.

Our quality assurance system includes:

Information Governance
GDPR
Care Quality Commission
Contractors Health and Safety (CHAS)
Investors in Volunteering
Annual Client Questionnaire
Observations
Supervisory framework
Outcome Forms

Please contact the office if you would like more information on our quality assurance programmes.

KEY POLICIES AND PROCEDURES

1. HEALTH AND SAFETY

A Carer Support Worker working in your home will be alert to any possible risk or injury to you or themselves. The designated senior member of staff will carry out risk assessments in order to identify any risks to you and staff (Care Support Worker) paying special attention to the following areas in order to prevent accidents or injury.

Equipment:

It is important that you ensure any equipment that may be used by someone in your home is in good working order. This includes electrical equipment such as your kettle, cooker and any special equipment such as *floor/ceiling hoists, stair-lifts, wheelchairs (manual and electric), walking aids and any other equipment related to the support we provide. All staff are provided with power circuit breakers when using any electrical appliances within your home.

*Annual maintenance checks on hoists are the responsibility of the client.

Hygiene:

All staff are issued with disposable plastic aprons and gloves* for use when necessary. Please show staff where you keep cleaning materials in case they are needed in your absence (any cleaning materials will be assessed under COSHH)

*The purchasing of gloves/aprons for supported /individual living services are the responsibility of the client.

Mobility Assistance (Moving and Handling People):

By providing personal care tasks to people with specific needs we recognise that an essential element of such services may involve providing mobility assistance or transferring using specific equipment.

Any tasks that involve mobility assistance/transferring will be fully risk assessed as part of the care planning processes to ensure that we are not performing tasks that put anyone at risk.

We will carry out the assessment with you to ensure we fully understand your needs and will respect your personal wishes with regard to any mobility assistance/transferring.

All staff will be trained on mobility transfers (people moving and handling), however as there are numerous makes of different hoists on the market, the care planner will go through the model and make with you as the expert person.

All clients must inform the office and care staff of any changes to equipment.

We will ask to see the manufacturer's guidelines for any equipment used and dates of inspections.

First Aid:

All our staff undertake basic first aid training. (3 year appointed certificate) and carry a first aid kit with them. In any emergency staff will call 999 for assistance. They will also contact the main carer /person on the care plan as well as head office to let them know what has happened. All staff have access to an out of hours work mobile number.

Fire Safety:

In the event of a fire/flood occurring at your home during your absence, and as part of the care plan our member of staff will need to be made aware of any evacuation plans. This will form part of

the risk assessment and be inserted into the care plan. Please note that our staff member will do their utmost to ensure the house is evacuated but cannot take responsibility for transferring people where there is an issue with access or if the person cannot be hoisted/moved quickly.

All staff will call 999 emergency services without delay and mitigate the spread of fire/flood where possible.

It is the responsibility of the carer/person to inform Crossroads of alternative arrangements for support if we cannot support in the family home.

Access:

If you have key safe access then we will keep the code number securely on our database system. All staff supporting you will need to be notified of the code number.

You must inform the office if there are any changes to the key safe/and or code.

Contact Nos:

In the unlikely event of staff attending your home for a scheduled support and not being able to gain access, we must be supplied with a contact number/mobile number. **This will form part of your risk assessment.**

General Safety:

We assess for all possible risks to ensure you and our staff are kept safe. It is your responsibility to inform the office with any changes that may impact on the support we provide to you.

If you have any questions please contact us at the office on 01322 336086 or email info@ccsel.org

Withdrawal of services:

We take it very seriously if a member of our staff is treated in an abusive or violent way. In order for the organisation to maintain good relations with all people who use our services we would ask you to familiarise yourself and take note the types of behaviour that we would find unacceptable:

- Using bad language or swearing at staff
- Any physical violence towards any member of staff
- Verbal abuse towards staff in any form including verbally insulting staff
- Racial abuse and sexual harassment will not be tolerated.
- Persistent or unrealistic demands that cause stress to staff will not be accepted.

We ask you to treat our staff courteously at all times.

Please note: We have the right to withdraw our service at any time if we feel that any member of our staff may be at risk.

2 CONFIDENTIALITY

Mutual trust between ourselves and the people using our services or others involved in their care is central to the successful provision of services to every individual.

We maintain high standards of service delivery by adhering to the following guidelines.

1. All staff have a duty to respect the confidentiality and privacy of people who use our service.
2. Personal information kept at our head office is only accessible to those directly involved in the provision of care.

3. The Privacy Notice clearly explains who we may disclose information to and is signed by both parties.
4. Confidential information will only be disclosed if there is a legitimate need to know, and only with the prior consent of the person concerned, with the exception of an emergency, a safeguarding issue or crime that may put someone at risk.
5. In the event of an emergency situation or a disclosure that may lead to someone being put at risk, the organisation is obliged to inform the appropriate authorities.
6. It is the client's responsibility to report any areas of concern to the office immediately.
7. All staff are aware that they must report any concerns they have to the office.

3. GENERAL DATA PROTECTION REGULATIONS (GDPR)

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice that will be included in your Client Care Folder.

The privacy notice informs you of the types of data we hold and process about you, why we collect personal information, how we use it, the conditions under which we may disclose it to others, how we keep it secure and how you can access any information we hold on you.

4 COMPLAINTS AND COMPLIMENTS

We will provide you with a high quality service that responds to your needs within the limitations of our resources. In doing so, we do our best to take into account the views and wishes of those who require support from us. We welcome every opportunity to monitor and improve our services, and by having a compliments and complaints procedure this is a process of doing this.

If you would like to comment about our service, whether it is good or not so good, we will be pleased to hear from you. When we visit you will be given a leaflet that will outline the process for making a complaint or compliment. Please contact our head office if you would like to see the full policy.

5 EQUALITY & DIVERSITY

We recognise and respect all people as individuals and do not discriminate in relation to age, gender, physical disability, mental or sensory impairment, race, culture, class economic factors, sexual orientation, marital status, political beliefs, religion or any other specific factor.

6 PERSONAL CARE

We have increasingly been expected to take on more complex care tasks. With this in mind we must be sure that our staff are trained and competent to undertake care that may be required. We do, however, recognise that our staff **are not qualified nurses** and may not be able to perform some specialist care tasks.

All staff are trained to provide personal care including support with:

- Bathing
- Feeding & Hydration*
- Dressing/undressing
- Moving& Handling People
- The assistance/administration of prescribed medication
- Assistance with therapeutic programmes (not intensive programmes that have to be undertaken by professionals)

*Staff will not undertake any support with any introduction of foods if the client we are supporting is peg fed /Dysphasia etc.... without prior written notice from a professional i.e. GP, Community Nurse or Speech & Language Therapist. The same applies with any new drinks introduced.

Specialist Tasks:

From time to time staff are asked to undertake some tasks, which may be considered by our Insurers to be specialist. We may agree to staff undertaking such tasks following appropriate risk assessments **and only** after specific training in this area.

All staff will be trained in the procedure **before** undertaking any of the tasks with the person with care needs, and a professional with relevant experience e.g. Occupational Therapist, Speech Therapist, Pharmacist or Nurse to ensure competency.

Specialist tasks may include:

- Assisting with artificial feeding(peg feed)
- Sterile dressings
- Tracheotomy care – oral suctioning
- Assistance with eye and ear drops
- Ileostomy and Colostomy care – change bags
- Catheter care – changing bags, monitoring output

Staff will not undertake tasks that require the skills and expertise of medical professionals. Such tasks include:-

1. Toe and nail cutting/ filing
2. Ear syringing
3. Removing or replacing urinary catheters
4. Bowel evacuations (other than suppositories)
5. Bladder washouts
6. Injections involving assembling syringes, administering controlled drugs
7. Programming of Syringe drivers
8. Filing of oxygen cylinders
9. Lifting from the floor unaided
10. Tracheotomy care – changing tubes

The list **is not exhaustive**, but are contained in our Personal Care Policy. Please ask if you would like to see a copy of the policy.

Staff Development

As a good employer we value all our staff and volunteers. To this end it is important that they attend a suite of training courses/refreshers to ensure they remain competent in any tasks they are undertaking in their role as a Care Support Worker.

To this end they may have to attend mandatory training on a day when you have a scheduled support.

We will give you sufficient notice of any training days and will endeavour to reschedule or cover the support although this cannot be guaranteed.

7 MEDICINE POLICY

It is preferable if individuals can take responsibility for their own prescribed medication however it is recognised that this is not always possible and our medicine policy facilitates the provision of support to assist with/ administer prescribed medication in the home.

Such tasks will only be undertaken by staff when prescribed by a qualified medical practitioner or qualified dentist, to be given at a specific time which will fall within the time that the member of staff is working for us.

Please note staff will not assist or administer any prescribed medication/over the counter medication that is not on the care plan.

Any new medications (prescribed or otherwise) introduced must be signed off by the clients GP and notified to the office. We will then add any agreed medications to the care plan and speak to staff accordingly.

As part of the assessment of need for the service this element of provision will be considered and if agreed appropriate documentation and records will be drawn up to support staff. The procedures will be clearly explained to you. Please ask to see a copy of our Medicine Policy.

For all clients where we administer prescribed medication and as part of our quality assurance a senior member of staff may also visit on a day when your care support worker is supporting you to assess their individual competencies on administering/prompting any prescribed medication.

8 SAFEGUARDING VULNERABLE ADULTS AND CHILDREN

Everyone who works for us has a role to play in safeguarding the welfare of all who use our services. Our policies provide a framework to support the highest standards of good practice, which begins with carefully, selected, trained and supported staff.

All staff attend and receive regular training on Safeguarding Adults and Children.

We have close working relationships with safeguarding teams and a clear reporting mechanisms with other agencies in order to ensure the safeguarding of all people who use our services.

We have a legal duty to provide any safeguarding concerns we have to the local authority.

GIFTS AND BEQUESTS

To support all of our staff they are required to sign a code of Conduct relating to gifts and bequests. This is to protect both clients and staff.

Point 2.6 of staff's code of conduct states:

'I will not accept any money or gift which has been proffered as a result of my position in Crossroads Care South East London, unless they are donations to the organisation.

'I will not knowingly enter into financial transactions, be a signatory or beneficiary of a will or legal document (including cheque/credit cards) for people using services of Crossroads (save for instances where the person is a close family member or partner, in which case I will declare my involvement to the organisation)'

'I will not accept any money or benefits in kind left to me as a result of being a beneficiary of a will or legal document (including cheques/card transactions/reward points cards) by people using services of Crossroads Care South East London (save for instances where the person is a close family member or partner, in which case I will declare my involvement to the organisation)'

All clients must comply with the above and notify the office if they have any concerns.

INSURANCE

The organisation is covered by a suite of insurance policies which include Public and Employers Liability.

Certain records will also need to be kept in your Client Care Folder at your home including:

- Care Plan
- Moving & Handling Risk Assessment/Plan(if applicable)
- Medication Plan
- Challenging Behaviour Risk Assessment/ Plan(if applicable)
- Prescribed medication sheets(MAR sheets)
- Visit Record Sheets
- Privacy Notice

All care plans and associated documents remain the property of Crossroads Care South East London.

It is your responsibility to ensure that the client care folder and any associated documents are kept safe and available for the member of staff when they are supporting you.

When your service ceases/stops we will make arrangements to pick up your client care folder and any other documents as it remains the property of Crossroads Care South East London. We will securely retain all information under our retention of data policy.

WHERE TO FIND US

CROSSROADS CARE SOUTH EAST LONDON

Contact Names : **Darren Tobin – Chief Executive**
Nichola Harris – Head of Operations

Telephone No. : **01322 336086**

Address : **42 Pier Road, Erith, Kent DA8 1TA**

Email : **info@ccsel.org**

Office hours : **Monday - Friday 9.00 am to 5.00 pm**

Out of hours contact number: **07950 226268 (emergency out of hours contact)**

Care Quality Commission:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

‘CROSSROADS CARE SOUTH EAST LONDON – is committed to providing a high quality service to all who use our services.

