

Policy No: 03-3000	Authorised: Lesley Mana	Date: 29 <sup>th</sup> October 2021
<b>SERVICE USER GUIDE</b>		

# Inside Out Caring

## **Annie's Healthcare Services**

# Service User GUIDE

29th October 2021



Annie' Healthcare Services CIC, 245a Beehive Lane, Ilford, Essex IG4 Telephone: 0208 551 4242 Fax: 0208 551 7233  
 Email: [info@annies-healthcare-services.co.uk](mailto:info@annies-healthcare-services.co.uk)  
 Annie's Healthcare Services CIC is registered, and therefore licensed to provide services, by the Care Quality Commission.  
 For more information visit [www.cqc.org.uk](http://www.cqc.org.uk)

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## Part 1: ABOUT Annie's Healthcare Services CIC:

### 1.1 INTRODUCTION:

Annie's Healthcare Services CIC is a Domiciliary Care Agency which has been established to respond to the needs of our service users on a 24-hour basis. Our service users are those who, because of increasing age or disability, find it difficult to cope with domestic responsibilities and their own personal care needs.



We are an independent care agency providing care to our service users in their own home environment on a one-to-one basis. Our services are designed for:

- Elderly people who are physically frail or housebound or with a variety of needs
- Adults and younger adults with physical disabilities
- Adults and younger adults with learning disabilities
- Adults and younger adults with mental health problems
- Adults and younger adults suffering from a condition or disease(s)
- Adults and younger adults with complex care needs

Services are undertaken by our team of highly trained and experienced specialist staff.

We provide care services to both the private and public sectors, and your needs for care and support are identified through an assessment; this may involve the Care Manager from the Local Authority. We operate within:

- London Borough of Redbridge
- London Borough of Waltham Forest
- London Borough of Havering
- Chigwell, Loughton, Buckhurst Hill in the County of Essex

### 1.2 OUR AIMS & OBJECTIVES (MISSION STATEMENT):



We aim to provide our service users with a comprehensive service of care of the highest quality within their own home environment. We strive to offer a flexible, efficient and professional service which is tailored to meet each



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person's individual needs. We will treat each service user with respect and remain sensitive to his / her individual needs and abilities and aim to promote the service user's independence and personal dignity.

We have set out our objectives in a Mission Statement which can be found in our Policy Manual and which can be made available to you should you desire it.

### 1.3 YOUR CHARTER OF RIGHTS:



We respect the right of each service user to lead as independent and fulfilling life as possible. We have set out a Service User's *Charter of Rights* which we believe should be the minimum entitlement for each service user. Our Care Staff are sensitive to, and will observe, the following standards which we have identified:

- It is the right of each service user to make informed choices and to take risks; there is a certain amount of risk associated with each aspect of our lives.
- Each service user is an individual with individual needs, wants and desires. This individuality will be recognised and respected to ensure promotion and maintenance of the service user's dignity and self-worth.
- Each service user, as an individual, has the right to fulfil his / her potential for personal choice of lifestyle and opportunities.
- Each service user has the right to a Care Service that does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.
- Each service user has the right to refuse anybody entry to their home. This will include the Care Worker where the service user feels an element of incompatibility as he / she perceives it.
- Each service user has the right of access to their personal Care Records, and to annotate them accordingly. He / she has the right to be consulted with respect to the Care Services provided and to be involved in on-going reviews of the same. Where, for reasons of mental frailty, the service user is unable to make his / her wishes known directly, an appointed advocate may fulfil this purpose.
- Each service user has the right to details of the Contract with respect to the Care Services offered, including the costs involved.
- Each service user has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.



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- Each service user has the right to complain about any element of the Care Service, and to do so without fear of any intimidation, recrimination or reprisals.
- Each service user has the right to be informed in advance of any changes in hours of duty by the Care Worker, or even a change in the Care Worker, as a result of emergencies. Reference clause above the service user retains the right not to accept substitute Care Workers into their home, though they will be informed of the implications of this with respect to the Organisation being unable to provide continuity of care.

## 1.4 HOW WE MAINTAIN OUR STANDARDS:

### 1.4.1 POLICIES:



Every aspect of running and managing our business is set out in a comprehensive set of specific Policy documents. These Policies ensure that we meet the statutory requirements for running a Domiciliary Care Service, and cover all aspects of staffing, managing, caring for our service users, and the preservation of health and safety standards where appropriate. All of our Policies are regularly reviewed to ensure that they are kept up-to-date and in line with latest legislation and regulations.

Our master Policy Manual is held at our offices but may be consulted at any time upon request or you may request copies of any specific policies which your carer can bring to you.

### 1.4.2 OUR QUALITY MANAGEMENT SYSTEM:

We have embodied quality in our way of life and in everything we do. We define “quality” as delivering a service of care appropriate to each individual service user’s needs. We have a comprehensive Self-Assessment

System which requires all of our Policies and work practices to be audited at least annually to ensure that we maintain the standards we have set ourselves. Any “non-conforming” areas are corrected and reviewed for any other action that we may need to take to ensure that the problem is not repeated in the future.



### 1.4.3 EXTERNAL INSPECTIONS:

In addition to our own Self-Assessments we also receive regular inspections from the Registration Authority to ensure that we are operating as we should. Copies of the latest inspection reports may be consulted upon request.



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## Part 2: ABOUT OUR STAFF:

### 2.1 OUR STAFF TEAM:



We have an excellent team of highly skilled professional care staff to look after you. Each carer undergoes continuous training that ensures that we deliver the highest quality services to you. This training includes appropriate Health & Safety issues such as Food Hygiene, Lifting & Handling and Handling Hazardous Substances.

### 2.2 YOUR CARERS:

We recognise that your carer is somebody with whom you can form a special friendship, and for this reason we take great care in selecting a staff member with whom you feel completely comfortable. This is only done with your full consent, and you are free to ask for a change in carer at any time if you so desire it.



### 2.3 VISITING YOU AT YOUR HOME:



When our staff attend your home they will always be wearing an appropriate Identification Badge with photograph so that he / she is easily identifiable to you. They will knock and not try to gain entry without your permission. Wherever we are entrusted with the keys to your home, staff will always knock when using the key so that you know who is calling.

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 telephone you with the name of the replacement carer.



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## 2.4 TIME SHEETS:

When your carer visits you in your home they need to record the amount of time spent with you and the tasks they have undertaken for you in accordance with your agreed plan of care.

At the end of each visit the carer will complete a Time Sheet and request that you or your representative sign it to confirm that the work has been undertaken at the times stated. We need accurate records of visits in order for us to maintain a correct and efficient invoicing system for the work done. Your co-operation in this respect will be appreciated.



## Part 3: CONTRACTUAL & PERSONAL ISSUES:

### 3.1 CONTRACTS:

Our Terms and Conditions for the Care Service are embodied in our Contract document which forms the basis of your agreement with us. You have free access to copies of any such document and other records concerning your care at any time. Please ask a member of staff who will be able to explain in more detail.



### 3.2 INSURANCE ISSUES:



Our Agency is fully insured for Public Liability and Professional Indemnity. This means that our staff are insured when they come and visit you. However, this only applies when we visit you and we do recommend that you maintain your own insurances on your home and possessions in the normal way.





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### 3.3 OUR SCHEDULE OF FEES:

Our fee schedule is as follows:

1 hour calls – Monday to Friday	£17.99 per hour
1 hour calls – Saturday-Sunday	£18.99 per hour
45minute calls Monday to Friday	£14.83 per hour
45 minute calls Saturday-Sunday	£15.27 per hour
30 minute calls Monday to Friday	£10.35 per hour
30 minute calls Saturday-Sunday	£10.70 per hour
Bank Holiday Rate:	£26.99 per hour



Items not included in the fees, and which will attract additional charges will include:

Sleeping Nights: charged at £95.00 per night (the hourly rate will apply for any time the carer spends awake with the service user during the night.)

Waking Nights: charged at the standard hourly rate Mon-Fri £17.99 per hour  
Sat/Sun £18.99 per hour

Live in – 24 hour care: £1018.09 per week.

Our fees are payable monthly on receipt of an invoice sent to you. You can pay our invoices by cheque or by bank transfer the details are on the bottom of our invoices.

### 3.4 STATEMENT OF PURPOSE:



Part of the Policy documentation that we are obliged to have in place is a “Statement of Purpose”. This is a summary of our Organisation, the services that we offer, fees charged and the staff that perform care duties. Should you wish to consult this document, please ask a member of staff.



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### 3.5 CONFIDENTIALITY:

Our Care Staff are all bound by a Code of Conduct which includes preserving the confidentiality of any information that you divulge to us. We will not actively seek confidential information from you unless we feel that it is in your best interests, i.e. to enable us to prepare a better Care Plan for you. Where we do have such information, we undertake not to disclose any of it to an unauthorised third party without your express permission, except in an emergency or crisis situation. When this happens we will always keep you informed of any discussions that have taken place and this will be recorded in your care records to which you may have access at any time.

### 3.6 CARE PLANS & RECORDS:

A Care Plan, or Service User Plan, is the key document for your care. We will have assessed areas of risk and identified your needs, and this is recorded on your Care Plan. We then decide how our staff can properly meet these needs, and this forms your plan of care. Care planning is continuously reviewed because people's needs change, sometimes on a daily basis, and we have to respond to these changes to make sure that we're delivering the right care. We will always seek your opinions and input when developing the Care Plan, and making changes or amendments to it, to ensure that you are fully satisfied with your care.



We also recognise the value in involving your family members, relatives and friends in your Care Plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.

As we start to work for you, we will be generating records of visits and tasks performed on a daily basis. You have the right to have access to these Care Plans and records at any time. Please understand that your carer will need to notify our office of any changes in your condition, or any accidents that you may have had, to ensure that we maintain the best care options for you.



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## Part 4: THE SERVICES WE PROVIDE:

### 4.1 WHAT WE OFFER:

We provide quality individual care to each of our service users in their own home environment. According to need we are able to provide a tailored package of care for you which can include some or all of the following:

- Helping with personal tasks;
- Helping you to prepare meals and to eat them;
- Helping you to clean your home, and to do the laundry;
- Helping with arranging your shopping needs, and if necessary do the shopping;
- Helping you with arranging social events in your life;
- Making sure you are aware of the need to take any medicines that may have been prescribed for you;
- Helping you to look after your pets.



There are, however, some things we are not allowed to do for you, and these will be explained to you in your Contract for Care.

### 4.2 OUR HOURS OF BUSINESS:

- Our staff are available to care for you 24 hours of the day 7 days of the week.
- Our offices are open between the hours of 9am and 5.30pm, Monday to Friday. However, there are staff on call 24 hours a day and there are emergency numbers in section 6.1 of this Service User Guide.



### 4.3 HOW WE DELIVER THE CARE SERVICE:

The process of developing a Plan of Care to look after you begins when we are approached to see if we can provide the care you need. Trained staff will visit you at your home to assess you and determine what your needs may be. At the same time we perform a simple assessment of your home environment to identify any areas of undue risk to you. From this we develop your personal Care Plan. As we explained, this Care Plan is continuously reviewed and changed to make sure that it continues to meet your needs. Your personal carer is then assigned with your full consent.



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## Part 5: YOUR CARE

### 5.1 PERSONAL CARE:



Your carer will be able to undertake personal care services such as helping you to get up in the morning, washing, dressing, toileting, bed-making, helping you to go to bed at night, etc. The carer can also help you to take any medicines that have been prescribed for you by your doctor, subject to certain limitations which will be explained to you.

### 5.2 PREPARATION OF MEALS & SNACKS:

Your carer will prepare your breakfast, your mid-day meal, evening meal or supper, and any other snacks and drinks that you may need during the day. The carer will be able to sit with you while you have your meals for conversation or companionship purposes.



### 5.3 PERSONAL SERVICES:



Your carer can help you with personal tasks such as preparing shopping lists and doing the shopping for you, help you to manage personal affairs such as birthdays and other anniversaries, and with your permission can collect your pension for you. Your exact needs will have been identified when your Care Plan is developed.

### 5.4 DOMESTIC & HOME HELP SERVICES:

Your carer will be willing to undertake light domestic tasks such as vacuuming, dusting and general cleaning, washing up, and personal laundry. The carer can also help with managing your fuel supplies, and help with light gardening duties, subject to certain restrictions which will be discussed with you when your Care Plan is drawn up.



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## 5.5 PETS:



Subject to agreement, your carer will be able to feed your pet, and exercise it if needed.

## 5.6 CARE AT NIGHT:

We can offer you a flexible service in respect of caring for you at or through the night:

- *Night duty - awake* - this service is for service users who require frequent attention during the night.
- *Night duty - sitting* - this service is for service users who may need some attention during the night. Staff will expect only to be called periodically during the night.
- *Night duty - sleeping* - this service ensures that the service user is not left alone during the night. We do ask that a bed is provided for the carer, who will be expected to sleep.



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## Part 6: YOUR VIEWS & COMMENTS:

### 6.1 HOW TO CONTACT US:



You will be able to contact us through our offices 24 hours a day, 7 days a week on the following telephone numbers:



- Office hours 9:00am to 5:30pm:  
0208 551 4242
- Evenings & weekends:  
0208 551 4242
- Emergency (24 hours):  
0208 551 4242
- E-mail: [info@annies-healthcare-services.co.uk](mailto:info@annies-healthcare-services.co.uk)

The number is the same because we operate a system where our telephone is diverted to the staff member on call out of office hours.

### 6.2 YOUR OPINIONS ON THE SERVICES WE PROVIDE:



We value your views and opinions on the Care Services that we provide. We firmly believe that only by asking the users of our services, i.e. you - our service users, can we obtain the information that we need to enable us to continually improve our services. Part of our on-going commitment to quality is to ask you to complete a simple questionnaire about your views of the Service, and our staff can tell you more about this. However, we do welcome comments from you at any time.



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### 6.3 INVOLVING YOUR FAMILY & FRIENDS:

When seeking your views about our Service we always like to include the views and opinions of your family and friends. What is their perception of us? To enable us to do this we have simple questionnaires which we ask them to complete from time to time.



### 6.4 COMPLIMENTS & COMPLAINTS:



Unfortunately, with the best will in the world we don't get things right all the time and we need you to tell us when we fall short of expected standards. If you have a complaint please speak to your carer. If the problem cannot be solved to your satisfaction please telephone our office (see 6.1) and ask to speak to the



Domiciliary Care Services Manager, office manager or Supervisor. If your complaint is then still not resolved to your satisfaction then you have the right to contact the local office of the Registration Authority. Section 6.6 below will show you how to do this.

### 6.5 GIFTS & GRATUITIES:

Our job is to ensure that you are looked after to the best possible standards and that you receive the best possible care. We are rewarded enough when we receive compliments from our service users. There is no need to offer any gifts, tips or gratuities; indeed we are unable to accept them. Your understanding in this matter is appreciated.



### 6.6 HOW TO CONTACT THE REGULATORY AUTHORITIES:

- Social Services & Health Care Authorities:

#### **L.B. Redbridge**

Community Care Advice Centre  
Aldborough Road North  
Newbury Park, Ilford  
Essex IG2 7SR  
Tel: 0208 708 7333 – Monday to Friday 08:30am to 5:00pm



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**L.B. Havering**

Adult Social Care  
Town Hall, Main Road  
Romford, RM1 3BB  
Tel: 01708 432 000 – Monday to Friday 08:30am to 5:00pm  
Email: [adultsocialcare@haverling.gov.uk](mailto:adultsocialcare@haverling.gov.uk)

**Essex County Council**

County Hall, Market Road  
Chelmsford CM1 1QH  
Tel: 03457 430 430

- Registration Authority:

Care Quality Commission National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 0300 061 6161  
Website: [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)



*THANK YOU FOR CHOOSING ANNIE'S HEALTHCARE SERVICES CIC. WE HOPE THAT YOU WILL HAVE A LONG AND HAPPY RELATIONSHIP WITH US WHERE WE AIM TO DEVELOP A PARTNERSHIP BASED UPON CARE AND MUTUAL TRUST. PLEASE DON'T HESITATE TO ASK IF THERE IS ANYTHING YOU REQUIRE*



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**ANNEXE Covid-19 (CORONAVIRUS) INFECTION PANDEMIC**  
**NOTICE OF THANKS TO OUR SERVICE USERS – Policy No: 03-4218**  
**A big “Thank You” to our Service Users!**

- 1.1 We are aware that the current **Covid-19** (Coronavirus) situation is very concerning for our clients who use our care services, and we would like to reassure you about how we are complying fully with government and NHS guidance to help prevent the spread of infection and to make sure we continue to provide our care services to you.
- 1.2 The safety and well-being of our service users and our employees is very important to us and is our primary consideration. As such, we are working closely with the health and social care sector, industry leaders and Government to understand what we need to do within national guidelines to minimise the spread of the infection. To that end we have a dedicated in-house team who are making sure that our local Domiciliary Care Managers and staff have the most up to date information and guidance needed to ensure they can deliver our services in the safest possible manner.
- 1.3 We are also working closely with our local authorities and health partners to identify needs, and to co-ordinate our delivery of care to clients where **Covid-19** places particular pressure on services, including priority care for those service users with the greatest needs.
- 1.4 In line with Government guidance, we have for some weeks now been directing staff to stay at home if they should be self-isolating, whether due to having symptoms themselves, or living in a household where someone has symptoms, or are returning from travel in high risk areas, thus minimising risk to our service users.
- 1.5 Employees are not permitted to return to work until the recommended Government advice has been followed, which may mean that some of our employees are absent from work for one or two weeks. We appreciate that this may have an impact on service delivery but we are committed to ensuring that service disruption is minimised. If we have to change any aspects of care delivery we will do so in consultation with our service users, their families and commissioners of care.
- 1.6 Our care staff are trained in infection control practices when they join us and their knowledge is updated and refreshed regularly – especially in recent times when good hygiene practice is more important than ever.
- 1.7 Washing your hands thoroughly with soap and warm water for at least 20 seconds is the ‘gold standard’ in infection control and our care staff have always been expected to follow this good hand hygiene practices. We appreciate service users allowing our care staff to use hand washing facilities whilst in their home - this really helps. Good hand washing means that using hand gel isn’t really necessary, though we are providing gel to our care staff whenever supplies are available to us.
- 1.8 Care workers also routinely wear gloves and aprons for many care tasks and will continue to do this. They will also wear a face mask if caring for a person who had been diagnosed with **Covid-19** which is a protection for everyone involved. Care staff have training and guidance on how to properly wear and dispose of the protective equipment we provide.
- 1.9 Our office staff are equally vigilant in their good hygiene practices and are doing their utmost to keep office premises free from infection. This includes daily deep office cleaning, and not having unnecessary meetings or visitors to the premises in the meantime. It may also be necessary for staff to work from home at times, including if staff are self-isolating for any reason.
- 1.10 Please be assured that we will be operating throughout this current situation as normally as possible. You will be able to contact us on the usual numbers included in your Service User Guide whether the staff are in the office or working elsewhere, and they will continue to be happy to speak with you.

**Thank you** for your understanding and support during these unprecedented times.

Lesley Mana – Registered Manager

20.05.2021



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