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**At Rose Care we believe that home care means different things to different people. We recognise that people are individuals and that their needs and wishes vary considerably. We offer a wide range of services either singly or in almost any combination, to provide a tailor made package especially for you. Our carers will always acknowledge your right to both dignity and choice.**

# Services Provided

## **Care for the seriously ill**

Rose Care will always do it's very best to provide care for anyone who is seriously ill and wishes to remain in their own home. We consider it a privilege to be asked to help in these circumstances.

## **Personal Care services include:**

- Getting up, washing and dressing
- Baths
- Dressing and toileting
- Supper and assistance to bed
- Letter writing
- Home cooked meals
- Reading, company and conversation
- Excursions

## **Other services:**

- Sleep-in assignments
- Emergency call-out
- Accompanied hospital, doctor and dentist visits

## **Sitting services**

If you are caring for a loved one but need a brief respite then Rose Care can help. We will provide a sitting service. One of our experienced carers will hold the fort for a few hours while you take a well-earned break. And we will do our best to be there quickly and at short notice.

## **Household Care services**

Everyone could sometimes do with ‘an extra pair of hands’ around the house. Our carers are always ready to help.

- Housework
- Laundry
- Shopping and accompanied shopping trips
- Collecting pension or prescription

## **Comments**

You will discover that carers from Rose Care are friendly and willing to help you in the way you want to be helped. However, if you do have reason to comment, criticise or complain we would like to hear from you. We guarantee that your comments will not prejudice the service you receive.

## **Rose Care services cover the following areas:**

Felixstowe, Trimley St Mary, Trimley St Martin and Kirton.

## **Those eligible for our services:**

People who are elderly, disabled, terminally ill, mentally ill or handicapped and those who are frail.

## Contracts we offer;

Due to recent changes in the way in which social services offer contracts we now offer three types of contract.

**Private Contract;** this is for clients who are not eligible for assistance through social services.

**ISF – Individual Service Fund;** clients who have recently had a contract through social services. After discussion with a social worker an individual is given a personal budget to use as they wish which can be used to purchase care from a provider of their choice. The social worker will discuss with the individual what they would like to use the money for. If some or all of it is to be used for care the individual can ask that the money be paid monthly to their chosen provider. The provider has to send the individual a statement at least every three months to show how their personal budget has been spent and if they have accrued any hours due to cancellations/hospital stays. If the client has spent more than the allocated amount that month then the provider will send the client an invoice for the extra payment due.

**Direct Payment;** as above but the client has the personal budget paid to them into a separate bank account and will pay their provider direct through a monthly invoice.

Rose Care offer all of these contracts and will liaise with family or social workers as necessary. Please speak to your assessor if you need further clarification.

# Rose Care Quality Standards

Our service aims to help clients to counter the effects of their frailty, disability or illness, in order to give them the best possible level of independence.

## **Assessment**

All clients referred to Rose Care will be assessed to ensure that their individual needs are identified.

- All clients referred to Rose Care will be assessed within one week of that referral. (Subject to availability of service)
- Details of the assessment stating aims and objectives of the care package will be clearly documented, dated and signed.

## **Individual Care Package**

Each client will have an individual care package designed to meet his or her own specific needs.

- There will be written evidence of the implementation of the client's care package, which will be signed and dated.
- There will be documented evidence of regular reviews of the care package aims and objectives, which will be signed and dated.
- There will be written details of any alterations and adjustments to the care package following a review, which will be signed and dated.

## **Client's Rights and Choices**

The individual rights and choices of the client will be upheld and respected at all times.

- The title and surname will always be used to refer to clients unless they request a less formal name to be used.
- Clients will be treated with politeness and courtesy at all times.
- Clients will not be asked questions of a personal nature unless relevant and appropriate to their care.
- Each client's care package will be discussed and agreed with the client, respecting their individual choices.
- A client's right to privacy will be upheld and promoted at all times.

## **Multi-Disciplinary Working**

Carers will work in conjunction with other disciplines to promote multi-disciplinary working.

- Carers or members of the office team may contact a Dr, the Community Matron, Community Nursing team, or other health professionals after gaining the appropriate consent of the client or their family unless it is an emergency.
- Carers will attend regular staff meetings and reviews when relevant.

## **Confidentiality**

Rose Care staff will respect the confidentiality of both written and verbal information relating to clients and their families.

- All client documentation will be kept in a locked container.
- Client documentation carried by staff working in the community will be kept out of sight in a locked car.
- Any information that is used for teaching/learning purposes will not enable identification of any specific individual client.
- Confidential information will not be discussed within the hearing of other clients or other staff for whom it is not appropriate.
- All client documentation kept on the computer can only be accessed via a password and is stored on a secure server.

## **Staff Training and Development**

Care staff will be informed of all relevant training.

- All care workers will receive in-house training appropriate to their area of work.
- All care workers will be made aware of health and safety policies.
- All care workers will attend relevant training courses.
- All new staff who have not worked in care before will undertake the Care Certificate.
- Care workers will have the opportunity to do a Health and Social Care Diploma at level 2 and above as appropriate to their role.

# Customer Complaints Procedure

We welcome your comments, will listen to them carefully, and will deal with them fairly. After all, we would always wish to improve the standards of our service.

## **What to do first**

In the first instance you should contact a local member of staff and explain the situation to them. They may very well be able to deal with your complaint. However, if you feel that they fail to do so, then you should approach a manager of the company or your named assessor.

**Rose Care Manager 01394 670281**

## **If you want to take the matter further.**

In the event that you are still not satisfied, you should contact the Council's Social Services Department Customer Services Officer.

**Customer First 08456023023**

Alternatively you could contact **The Care Quality Commission**

**Phone 03000616161**

**Website [www.cqc.org.uk](http://www.cqc.org.uk).**

The CQC is unable to resolve individual cases but they are able to make sure that care providers meet their rules about good, safe care.

If necessary, you can ultimately contact the Local Government Ombudsmen, who will provide a free and confidential service.

**Local Government Ombudsmen 0712 225622**

Alternatively, you could also contact your County Councillor.

If Rose Care does receive a complaint, the manager will, keep the person who made the complaint aware of what action has been taken and the outcome. You can expect to have the complaint dealt with within seven days unless there are extenuating circumstances. Any complaint registered with Rose Care will be treated professionally and in the strictest confidence.

# Insurance

Rose Care has full public liability, employer's liability and malpractice insurance.

Risks covered by normal household insurance remain the client's responsibility. It is also the client's responsibility to ensure their home is as safe as possible for our carers to work in.

Our carers will advise you of any dangers they find and it will be your responsibility to warn them of any hazards of which you are aware.

## Rose Care Staff

Rose Care owners, Sue Walker and Liz Russell have been employed in the provision of care services for over twenty years. Penny Brookes was appointed as registered manager in May 2013. Penny has been with the company for over twelve years starting as a carer then client co-ordinator and is fully conversant with the company.

Rose Care was started by Sue and Liz in January 1995. The demand for home care services was great and it was not long before help was needed to cope with the volume of work.

Currently Rose Care has approximately 30 care workers who provide around 100 home visits each week.

The service provided by Rose Care continues 365 days a year with the exception of housework and shopping trips which are not carried out on Bank Holidays.

All Rose Care staff are selected carefully. A number of recruitment checks are performed before staff are employed, including two written references. All members of staff before they start working alone are checked with the Disclosure and Barring Service.

To enable Rose Care workers to be competent and develop the skills expected of them, new staff with existing diplomas will have a two week induction to assess that they are competent in their role. All staff new to care will undertake the Care Certificate which is a nationally recognised qualification in Health and Social Care. This involves both theory and practical work and gives each new member of staff a solid foundation in care work. Further training is made available enabling staff to continue to develop their skills.

Rose Care has a duty by law to both employees and clients to provide care, information and training. Employees also have a duty to take reasonable care of their own and other peoples' health and safety, and to co-operate with their employer in carrying out these duties. Clients too have a duty to alert our staff to any known hazards within their home.

In the interests of everyone, all care workers will periodically undertake refresher training to ensure that they continue to provide the high quality of care expected from Rose Care.

Finally, circumstances can and do arise to cause our staff on occasion to be later than they should be when visiting clients. This can be due to many things. For example they may have found a client they visited before you to be unwell, or they may be held up in traffic or the weather could make travelling hazardous. We want everyone to be safe, so we encourage staff to drive carefully even if it does make them a little late. If you are concerned that your carer may not be coming, then please wait fifteen minutes. If your carer still has not arrived, phone Rose Care. We will find out where the carer is and let you know what is happening. Just occasionally your call may be answered by an answer phone. If this should happen, please don't hang up, leave your name and number and we will phone you back as soon as possible.

Thank you.

# Quality Monitoring

Regular monitoring is undertaken of management practice and service delivery. This is done both formally and informally.

In particular we look at the following:

- Staff recruitment
- Staff supervision
- Staff induction and training
- Spot checks
- Sickness and absence
- Accidents and incidents
- Complaints
- Client feedback

Informal methods of quality assurance include:

- Friendly management team
- Pop in management visits

This helps us to identify any areas which may need attention and make recommendations for the forthcoming year.

# Rose Care Conditions of Service

## 1. General:

In these conditions

‘Customer’ means the person contracting with the agency in this contract

‘Agency’ means Rose Care Suffolk Ltd.

‘Services’ means those services referred to on the front page of this Contract

‘Term’ means the Initial Period defined on the front page of this Contract and thereafter on-going services provided by the Agency until terminated by either party as specified in Clause 8

## 2. Agency undertaking:

The Agency shall provide the Services with the proper level of care and skill during the Term provided that the Customer pays the charge

## 3. Charges:

3.1 The Agency shall not during the Initial Period vary the charges but thereafter shall be entitled to vary the charges not more than once in every successive period of 12 months giving not less than 30 days prior written notice of such variation to the Customer

3.2 Upon receipt of a notice of increase pursuant to Clause 3.1 the Customer shall be entitled to end this Contract in accordance with Clause 8

3.3 The Charges shall include the cost of travelling but all other expenses shall be payable by the Customer in addition to the Charge

3.4 The Charges shall be levied by the Agency weekly or monthly in arrears and shall be payable by the Customer within 30 days of invoice

3.5 Bank Holidays will be charged at twice the normal rate

3.6 A retainer representing 25% of the average weekly charge will be levied by the Agency in the event of the Customer's absence due to hospital stays or holidays for the days which exceed a total of 28 days from the commencement of the Contract

3.7 The Agency reserves the right to charge the Customer interest at the rate of 4% over the base-lending rate of Barclays Bank Plc. in respect of late payments to Clause 3.4 to the date of actual payment

4. Timesheets:

4.1 The hours of service comprised in calculating the charges shall be calculated by reference to timesheets for the relevant day

4.2 A copy of a timesheet will be left with the Customer for each day where Services are provided

4.3 The timesheet will be signed by or on behalf of the Agency

4.4 Any query as to the accuracy of any timesheet must be raised with the Agency in writing within one week of the last day's attendance recorded on the timesheet contents failing which its contents will automatically be deemed to be accurate save for manifest error

5. Customer obligations:

The Customer undertakes to the Agency during the Term

5.1 To grant the Agency all necessary access to the place of residence of the Customer in order to enable the Agency to discharge its obligations hereunder

5.2 To make available such facilities as the Agency shall necessarily require in order to discharge its obligations hereunder

5.3 To pay the charges promptly and in full

6. Insurance:

6.1 The Agency shall take out and maintain during the Term an insurance policy with an insurer of repute for the adequate cover in connection with the carrying on of the Services by the Agency

6.2 The Agency shall upon request produce to the Customer a copy of the relevant insurance policy

7. Liability:

7.1 The Agency shall be responsible for all loss or damages arising from personal injury or accident of any person or any loss or destruction of or damage to property (not attributable to any default or neglect of the Customer or which is not an insured risk) which shall have occurred in connection with the provision of the Services or any default in the Services or any breach by the Agency hereunder

7.2 Subject to Clause 7.1 shall not be liable to the Customer in respect of any event of default or any incidental or consequential loss

8. Termination

8.1 This agreement may be terminated:

8.1.1 by the Customer upon giving not less than 30 days notice to the Agency upon receipt of a notice of increase of charges under Clause 3.1 or upon the expiry of the Initial Period

8.1.2 Forthwith by the Agency if the Customer fails to pay the Charges due hereunder within 30 days of the due date

8.1.3 Forthwith by either party if the other commits any breach of any term of this Contract and which (if capable of remedy) shall not have been remedied within 15 days of a written request by the other party to remedy the same

8.1.4 Forthwith by the Agency if the Customer shall convene a creditor's meeting or propose a voluntary arrangement or other creditor's scheme or arrangement or becomes unable to pay his or her debts or if a trustee or receiver is appointed in respect of any part of the assets of the Customer

8.2 Any termination of this Contract pursuant to this Clause shall be without prejudice to any other rights and remedies any party may have

9. Subcontracting:

This Agency reserves the right in the event of being unable personally to provide the Services in accordance with its obligations hereunder to provide by substitution a suitable person PROVIDED THAT such substitution shall be under a subcontract and the rights and obligations between the Agency and the Customer shall not be affected nor shall the Customer be obliged to pay for the provisions of the Services to anyone other than the Agency

10. Entire Agreement:

The Agency shall not be liable to the Customer for loss or damage arising from or in connection with any representation agreements statements or undertaking made prior to the date of execution of this Contract other than incorporated or referred to in this Contract

11. Jurisdiction:

This Contract shall be governed by the law of England and Wales

# Useful Telephone Numbers

Rose Care Suffolk Ltd	01394 670281
NHS out of hours (Dr or district nurse)	111
Emergency out of hours Dental Clinic	111
Police non-emergency	101
<b>Surgeries:</b>	
Walton	01394 278844
Central	01394 283197
Haven Health	01394 670107
Howard House	01394 282706
<b>Chemists:</b>	
Boots (Orwell Road)	01394 274307
Boots	01394 282022
Co-op	01394 282325
Lloyds	01394 284139
Grove	01394 285329
Hado	01394 644001
Police	01473 613500
Gas Escape (National Emergency No)	0800 111999
Age Concern	01473 351234
Suffolk Care Line	08456007724
Alzheimer's Society (Ipswich & District)	01473 237301
Arthritis Care	03302020358

Citizens Advice Bureau	01394 275958
CRUSE (Bereavement Care)	01394 670770
SSAF(Suffolk Coastal Division)	01394 460666
Felgain Care Centre	01473 741144
Suffolk Deaf Association	01473 286060
Hospital Transport	01473 353006
WRVS (Meals on Wheels)	01473 749927
Stroke Association	01394 279933
RNIB Helpline	03031239999
MS Society	08455339417
St Elizabeth Hospice	01473 727776
St Elizabeth Hospice one call number for 24 hr advice	08005670111
FACTS Bus	01394 270339
Customer First (Social Services)	08456 023023
Felixstowe Community Hospital	01394 458848
Ipswich Hospital	01473 712233
At Home Library Service (WRVS)	01473 263818
Crimestoppers (Freephone)	0800 555 111
Felixstowe Volunteer Centre	01394 284770