



Supporting People, Developing Communities



# SERVICE USER GUIDE

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## Welcome to VERITY HEALTH CARE LIMITED

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We are thankful that you have chosen Verity Healthcare Limited [VHC] to offer care and support to assist with your daily living. VHC has provided domiciliary care and support services including nursing and allied health services such as physiotherapy, occupational therapy, social work and counselling over the past 5 years. While we have not operated for as long as many other companies, our directors, managers and large majority of our staff have over 20 years of experience in the field of health and social care and nursing.

We are accredited, regulated and inspected by the Care Quality Commission and other independent bodies. We will make every effort to provide you with a service that is of the highest quality. Your service will be designed to meet your individual preferences and needs and to promote and support your rights, choices, independence and quality of life. In the nutshell, we will deliver the services that you require and in the way you want, to support you to continue to live as independently and healthily and as possible.

We have produced this Service User Guide in Compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, and the Care Quality Commission (Registration) Regulations 2009. The Service User Guide is intended to provide you with information about the services that we offer and the ways by which our services are delivered. If you wish to discuss any aspect of our service in detail please contact a member of our team and we will be more than happy to help.

Thank you

Dr. Barbara E. Ofori-Kyereh  
**BSc [Hons], DipEd, MSc, MA, PhD**

**Director**

*BEOforiKyereh*

# CONTENTS

## **PART 1: ABOUT US**

- 1.1 Introduction
- 1.2 Our Aims and Objectives
  - 1.2.1 Our Vision
  - 1.2.2 Our Mission Statement
  - 1.2.3 Our Principles

## **PART 2: QUALITY ASSURANCE**

- 2.1 Our Team
- 2.2 Staff Development & Training Policy
- 2.3 How We Maintain our Standards
  - 2.3.1 Supervision
  - 2.3.2 Quality Management System
  - 2.3.3 Quality Assurance
  - 2.3.4 External Inspections
  - 2.3.5 Monitoring Visits
- 2.4 Our Policies & Procedures

## **PART 3: SERVICE USERS' RIGHTS**

- 3.1 Privacy
- 3.2 Dignity
- 3.3 Independence
- 3.4 Security
- 3.5 Civil Rights
- 3.6 Choice
- 3.7 Fulfilment

## **PART 4: CARE SERVICES**

- 4.1 Personal Care
- 4.2 Preparation of Meals & Snacks
- 4.3 Administration / Prompting Medication
- 4.4 Domestic & Home Help Services
- 4.5 Social Care Services
- 4.6 Pets
- 4.7 Care at night
- 4.8 Recuperation / Re-ablements
- 4.9 Live-in
- 4.10 Treatment of Disease, Disorder & Injury

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 3 of 22
				REVISION DATE:	09/10/2020	

4.11 People who can use our services

## **5.0 CONTRACTUAL & PERSONAL ISSUES**

- 5.1 How we deliver care
- 5.2 Initial Referral
- 5.3 Assessing the need
- 5.4 Assessing the risk
- 5.5 Care plans and Records
- 5.6 Reassessing the need and reviewing the care
- 5.7 Visiting you at your home
- 5.8 Timesheets
- 5.9 Timing of calls
- 5.10 Written Records
- 5.11 Terms and Conditions
- 5.12 Confidentiality
- 5.13 Data Protection
- 5.14 Insurance Cover
- 5.15 Our Charges and Fees
- 5.16 Termination
- 5.17 Harassment and Abuse of Staff
- 5.18 Financial Transactions
  - 5.18.1 Gifts & Gratuities
- 5.19 Fire Safety and Awareness in Service Users home
- 5.20 Smoking Regulation

## **PART 6: COMPLAINTS, CONCERNS, COMMENTS & COMPLIMENTS**

- 6.1 Compliments
- 6.2 Suggestions
- 6.3 Complaints

# PART 1: WHO WE ARE

## 1.1 INTRODUCTION

VERITY HEALTHCARE is a private limited liability that was set up by group of nurses, social workers, teachers and community health professional with at least 15 years of experience in working with vulnerable individuals, to provide high quality domiciliary care and specialist services people of all ages [0-65+] in the community. This means VERITY is one of the very few care organizations that is set up and run by health and social care professionals, with many years of experience of working in many London and county councils.

We are one of the UK's fastest growing independent providers of health and social care services. We offer home care services in the Greater, Essex, Hertfordshire and Kent regions. We pride ourselves as a leading pacesetting and specialist provider of home high quality and a comprehensive range of care services for people of all ages to meet their personal needs and for treatment of disease, disorder and injuries.

We operate 24-hour services, 7-days a week and 365 days a year. The services we provide are strictly in line with the Care Quality Commission guidelines and NHS National Framework Agreement. All our staff are recruited in strict guidelines of the UK Government's Safer Recruitment policy.

In line with our reason for being, we work to ensure that whenever you choose any of our services you and your loved ones can relax knowing that you are in the SAFE HANDS of a team of well-trained, friendly and supportive professional nurses, support workers and health care assistants who provide high quality care for all our clients.

We continually monitor the services offered through constant feedback from our clients and visits by our Managers to our clients. We are continually listening to your needs and tailoring our service to suit your needs. Your care and livelihood is at the centre of what we do. You may contact our head office to further information about branches near you.

### **Address and contact details (head office) are as follows:**

Name: **VERITY HEALTHCARE LIMITED**

Address: 210 Church Road, Gateway Business Centre  
Suite 2, 3 & 4, London, E10 7JQ

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DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 5 of 22
				REVISION DATE:	09/10/2020	

VERITY HEALTHCARE LIMITED is a member of the United Kingdom Home Care Association (UKHCA) and adheres to the Code of Practice for Health and Social Care workers and employers issued by the General Social Care Council (GSCC)

<b>Name and contact details of registered manager</b>	<b>Registered manager 1</b>	
	<b>Full name: Dr Samuel Ofori-Kyereh</b>	
	<b>Registered Office:</b>	
	VERITY HEALTHCARE LIMITED 210 Church Road Gateway Business Centre, Suite 2, 3 & 4 London E10 7JQ	
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	<b>Regulated activities:</b>	
	<ol style="list-style-type: none"> <li>1. <b>Personal Care</b></li> <li>2. <b>Treatment of Disease, Disorder and Injury</b></li> </ol>	
<b>Service user band(s) at this location<sup>5</sup></b>	Learning disabilities or autistic spectrum disorder	✓
	Older people – with an associated Learning disability	✓
	Younger adults	✓
	Children 0-17 years	✓
	Mental health	✓
	Physical disability with an associated Learning disability	✓
	Sensory impairment with an associated Learning disability	✓
	Dementia– with an associated Learning disability	✓

## 1.2 OUR AIMS AND OBJECTIVES

It is our aim to provide the highest standard of care and support for all our service users by assisting people to live as independently as possible and enable them to live a full and interesting lifestyle as possible. Our goal is to provide high quality services to help people of all ages to live more contented, healthier and independent lives. We are focused on upholding the dignity of individuals and respect their rights and independence by tailoring care package and services to meet the specific needs of individuals and enable them to live comfortably. We also aim to recruit and train suitable nurses, support workers and health care assistants who work according to fundamental principles of Good Care Practice to support individuals to have their personal, health and medical care needs met.

To meet the service users' needs the care service is designed to achieve the following objectives:

- To deliver a person-centred service of the highest quality that will improve and sustain the service users overall quality of life and in meeting accredited quality standard.
- To deliver care services that are flexibility, attentively, and in a non discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.
- To respect each service user's needs and values in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To ensure that care services are delivered in accordance with agreed contracts of care.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user care needs to be met.
- To manage the care service efficiently and effectively to make the best use of resources and to maximize value for money for the service user.
- To ensure all service users receive written information on the home's procedure for handling complaints, comments and compliments and how to use it.
- To work in partnership with service users, their representatives and carers and other professionals to deliver a seamless service that maximises the individual's choice, control and independence.

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 7 of 22
				REVISION DATE:	09/10/2020	

## **1.2.1 OUR VISION**

We are focused on becoming the champion for training and placing well equipped and dedicated health care and medical staff in national and global markets in making health care easily accessible, efficient and safe to all patients and clients.

## **1.2.2 MISSION STATEMENT**

Our mission is to offer services that are focused promoting clients' independence and dignity by providing them with choice and control of services so they attain maximum potential in life. Thus, our mission statement is undergirded by the principle of common respect for humanity and this fuels our relentless effort in protecting clients' well-being and safeguard them from harm. Supporting the right of service user to live normal patterns of life within health centres and facilities as well as their own communities and homes is a key feature of what we do.

Our philosophy is based on the uncompromising requirement that all actions undertaken by our staff are consistent with individual's human rights and their need for assistance. We recognize that an individual's choices may from time to time be subject not only to legal expectations but also to wider social obligations.

We acknowledge that the outcome of intervention will be dependent upon the efforts of any given service and also on the abilities and needs of individuals, their families and carers. We therefore work in partnership with families, loved ones and diverse organizations to ensure that they live happier, healthier and fulfilled lives.

At Verity Health Care we promote equal opportunity and make no distinction for choice of client because our services are intended for all people of all ages irrespective of their disabilities or needs, culture, ethnicity, race or religion. We work to embrace and celebrate diversity.

We believe in our goal to make health and social care services affordable and accessible to all so that we can take preventative actions rather than focusing on cure. Our approach to achieving our goal is based on helping people in identifying their health and social care risks and support them to make lifestyle changes that will positively impact on their health, social and emotional wellbeing. We work to ensure that our services are outcome focused, people centered care; whereby service users have control over the desires and expectations of services.

We work to offer you the choice and flexibility with your care needs either health, medical and personal needs in your own home or other daily routines, without ever compromising on the quality of care. Our services are tailored around your expectations and requests.

We continually monitor the services offered through constant feedback from our clients and visits by our Managers to our clients. We are continually listening to your needs and tailoring our service to suit your needs. Your care and livelihood is at the centre of what we do. Your honest feedback is essential in helping tailor our services to your changing needs.



## 1.2.3 OUR PRINCIPLES

Our key principles are based on achieving essential standards of quality and safety for all service users, their families (carers) and loved ones. We do everything in our power to:

**Focus on service users.** We aim to provide personal care and support in ways, that promote users' independence, well-being and maximize choice; and protect their human rights.

**Ensure that we are fit for purpose.** We work in partnership with other health and social care stakeholders and private sector organizations to deliver high quality co-ordination of care, treatment and support. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.

**Work for the comprehensive welfare of the service users.** We work to meet the health and social care needs of our clients/customers by providing care, treatment and support according to the specific needs of each individual. We involve each user in the deciding the appropriate care package that contributes to his or her overall personal and healthcare needs and preferences and modify services according to changing needs.

**Meet assessed needs.** We always ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that needs are re-assessed as frequently as necessary, and that

the care and support provided have the flexibility to respond to changing needs of our clients.



**Provide quality services in a fair, transparent and consistent way.** We are wholeheartedly committed to providing top quality services and to continuous improvement on the level of the care we offer.

**Employ and develop a highly qualified workforce.** We are focused on protecting our clients and services users from risk, abuse, deprivation of liberty and exploitation. The Standards that we have set for our managers and staff are based on the National Occupational Standards for the care industry set by the National Training Organization, Skills for Care and the Care Quality Commission.

**Develop sustainable health and social care.** We adopt integrated approach to care by involving family and friends of their loved ones to achieve everyone's well being and create a cohesive and thriving communities with prosperous health economy.

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 9 of 22
				REVISION DATE:	09/10/2020	

## **PART 2: QUALITY ASSURANCE**

### **2.1. OUR TEAM**

Our Branch Managers hold postgraduate qualifications at the PhD level and some are qualified to RMA level 4 or equivalent and others working towards this qualification. All of our Branch Managers are registered with the Care Quality Commission. The Branch 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.

### **2.2 STAFF DEVELOPMENT AND TRAINING POLICY**

Each staff undergoes continuous training that ensures that we deliver the highest quality of services to each of our service users. All staff must complete the mandatory training and other specialist training. This training includes a full induction (including a minimum of 3 days orientation programme) and shadowing or working alongside an experienced colleague; completion of workbook checklist and other forms of open learning; training on Health and Safety including manual handling, infection control, first aid and food hygiene. All of our staff will be expected to complete the relevant and expected qualifications to at least level 2.

### **2.3 HOW WE MAINTAIN OUR STANDARDS**

#### **2.3.1 SUPERVISION**

We provide specialist advice, training and information to staff working with specific user groups an/or medical conditions by someone who is professionally qualified to do so. We will undertake supervision covering all aspects of staffing, managing and caring for our clients and the preservation of health and safety standards. These ensure that we meet the statutory requirements and are regularly reviewed and updated.

#### **2.3.2 QUALITY MANAGEMENT SYSTEM**

We will implement a comprehensive self-assessment systems requiring that all of our policies and work practices be audited at least annually to ensure that we maintain high standards. We undertake internal and external inspections and reviews to ensure that gaps in the quality of services are identified and addressed to ensure that standards do not slip. We are ISO 9001 accredited. This means that are targets are review every year by external evaluators and auditors.

#### **2.3.3 QUALITY ASSURANCE**

We are always keen to provide the best possible service and to do this we continually check on what we are doing, talk with our staff and with outsiders who have opportunities to see and judge our work, and above all listen to our customers. This process is called *quality assurance*. It involves:

- Quarterly visits to all service users by a service coordinator or manager to hear your views at first hand
- Regular supervision meetings between each care worker and their line manager
- An annual survey of service users, and where appropriate their relatives or representatives, to obtain views and opinions
  1. Careful checks on all service user files, timesheets and other records.
  2. Quarterly service user planning group meetings
  3. Twice yearly family and carers group meetings
  4. Twice yearly staff company briefings
  5. Monthly service users meetings

### 2.3.4 EXTERNAL INSPECTIONS

We will receive regular announced and unannounced inspections from Local Authority Commissioning and Social Services Teams. The visits are intended to check and ensure that services offered are of high quality and meet the needs of service users. The Care Quality Commission Compliance Officer visit us annually to inspect the quality of our work

### 2.3.5 MONITORING VISITS

We have adopted a systematic process for monitoring the quality of care. Our care managers undertake monitoring visits on regular basis to understand how staff conduct themselves and perform their duties. The monitoring visits are maintained through a process of spot-checks, individual meetings, team and peer group meetings and appraisals. We also issue service user and staff consultation and satisfaction surveys and the results collated and reviewed by us to address any areas of services requiring improvement.

We have a comprehensive system in place to manage and monitor service delivery performance and collate appropriate data to measure actual delivery against agreed and required services

## 2.4 OUR POLICIES AND PROCEDURES

To be sure we offer services consistently and maintain good practice in line with the National Minimum Standards for Domiciliary Care Agencies, we have detailed our expectations in a large volume of policies. Service users are welcome to examine any of these documents and to have a copy of their own if they wish. The policies include:

- Acceptance of gifts and legacies
  - Accidents, hazards and incident Reporting
  - Adult Safeguarding and Protection
  - Assisting with medications
  - Advocacy
  - Business premises and management planning
  - Child Protection & Safeguarding
  - Client bill of rights
  - Criminal Records
  - Complaints, Compliments and Concerns
  - Continuity of Care
  - Care Needs Assessment
  - Code of Conduct
  - Confidentiality
  - Data Protection
  - Care Needs Assessment
  - Dealing with accident and emergencies
  - Dealing with violence and aggression
  - Dealing with challenging behavior
  - Discipline and Grievance
  - Entering and Leaving Service Users' Home
  - Equality Act/ Equal Opportunities
  - Environmental Management
  - Handling Money and Financial Matters on behalf of service user
  - Health and Safety
  - Lone Worker Policy
  - Maintaining Records in the Service User's Home
  - Moving and Handling
  - Quality Assurance
  - Record Keeping in the office
  - Recruitment and Selection
  - Recruitment of ex-offenders
  - Safekeeping of keys and secure entry codes
  - Staff Supervision
  - Staff Training and Development
  - Whistleblowing
- and many more.

These policies and procedures are implement to protect service users and to ensure that their rights are preserved.

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 1 of 22
				REVISION DATE:	09/10/2020	

## **PART 3 SERVICE USERS' RIGHTS**

In line with the principles above, we will provide services to service users to promote a way of life which permits them to enjoy life to the greatest possible extent to allow them to stay at home for as long as possible. We recognize the service user have fundamental human rights to:

### **3.1 PRIVACY:**

The service user's right to privacy involves being free from intrusion or unwelcome attention and to maintain confidentiality at all times. We aim to promote the service user's privacy in the following ways:

- Staff will enter service user's property and rooms with the property, only with express consent.
- Respect the service user's right not to have interaction with or to be interrupted by staff when, for example, they are entertaining a visitor or are otherwise engaged.
- Staff will respect a service user's possessions and always act in accordance with the principle that the staff is a guest.
- Giving service users the opportunity to have privacy when receiving guests, making telephone calls or opening and reading mail.
- Securing all service users' records and information and respecting the confidentiality of those records.
- Service users will be addressed in their preferred way.

### **3.2 DIGNITY:**

The right to involves recognizing the intrinsic value of people as individuals and the specific nature of each service user's needs. We will work to make service user's dignity by ensuring that:

- We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the support worker of their own choice and, if desired, of the sex of their choice.
- We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
- We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves, as they would wish.
- We aim to minimize any feelings of inadequacy, inferiority and vulnerability, which service users' may have arising from disability.
- We treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

### **3.3 INDEPENDENCE**

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. Our aim is to maximize our service users' independence by ensuring that:

- We help service users to manage for themselves where possible rather than becoming totally dependent on support workers and others in line with risk management strategies.
- We encourage service users to take as much responsibility as possible for their own healthcare and medication.
- We involve service users fully in planning their own care, devising and

implementing their support plans and managing the records of care.

- We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
- We aim to create a climate in the delivery of care and to foster attitudes in those around a service user which focus on capacities rather than on disabilities.

### 3.4 SECURITY

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; positive risk taking can be interesting, exciting and fun, as well as necessary. We respond to our service users' need for security in the following ways.

- We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
- We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- The staff of our agency is well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.
- Assisting service users to maintain their dignity through their personal appearance and behaviour.
- Promoting activities that encourage service users to express themselves as individuals.
- Helping service users to overcome any shortcomings they may experience through age or disability.



### 3.5 CIVIL RIGHTS

We aim to help our service users to continue to enjoy their civil rights.

- If they wish to participate in elections, we will support them with necessary information/ assistance in which they need to vote.
- We want to help our service users to make use of as wide a range as possible of public services, such as libraries, education and transport.
- We will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
- If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 13 of 22
				REVISION DATE:	09/10/2020	

### **3.6 CHOICE**

Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways.

- We will work to avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
- We will schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable.
- We respect service users' eccentricities, personal preferences and idiosyncrasies.
- We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- We encourage service users to exercise informed choice in their selection of the organization and individuals who provide them with assistance.

### **3.7 FULFILMENT**

Fulfilment has been defined as the opportunity to realize personal aspirations and abilities. It recognizes and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalize about fulfillment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users' right to fulfillment in the following ways.

- We try to help service users to participate in as broad a range of social and cultural activities as possible.
- If requested, we will assist a service user to participate in with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
- We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.
- We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

### **3.8 DIVERSITY**

We recognize that social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to service users' right to express their diversity in the following ways.

- Positively communicating to our service users that their diverse backgrounds enhance the life of the community.
- Respecting the ethnic, cultural and religious practices of service users.
- Outlawing negatively discriminatory behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping service users to celebrate events, anniversaries and festivals which are important to them.

As a result, we provide a wide range of services to meet the needs of the wider community.

## **PART 4: CARE SERVICES**

As an organisation, we are registered and regulated to offer all aspects of personal care and treatment of disease, disorder and injuries. The services include:

### **4.1 PERSONAL CARE**

Your care worker/nurse will assist with personal care services, helping you to get up in the morning, bathing, shaving, dressing, toileting, bed-making, helping you to go to bed at night and many other activities you may require support for.

### **4.2 PREPARATION OF MEALS AND SNACKS**

Your care worker/nurse will assist to prepare your breakfast, your mid-day meal, supper or evening meal and any other snacks or drinks that you may need during the day in accordance with the agreed Care Plan. The care worker will be able to sit with you while you have your meals for conversation or companionship purposes or to assist you with feeding if appropriate.

### **4.3 ADMINISTRATION/PROMPTING MEDICATION**

The care worker/nurse can also help you to take any medicines that have been prescribed for you by your doctor in accordance with the agreed Care Plan, subject to certain limitations which will be explained and agreed with you.

### **4.4 DOMESTIC & HOME HELP SERVICES**

Your care worker can assist with *light* domestic tasks such as hoovering, dusting and general cleaning, washing up, management of fuel supplies and personal laundry, if this forms part of the care plan.

### **4.5 SOCIAL CARE SERVICES**

Your care worker can help you with social 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 and pay some of your bills for you. Your exact needs will have been identified when your Care Plan is developed. The handling of your personal cash will be subject to strict accountability procedures and you will be asked to sign receipts for exchanges of cash and/or items purchased on your behalf.

### **4.6 PETS**

Subject to agreement, your care worker may be able to feed your pet, and lightly exercise it if needed, but cannot perform grooming or other similar duties.

### **4.7 CARE AT NIGHT**

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

- *Night duty - wake* - this service is for clients who require frequent attention during the night
- *Night duty - sleep* - this service ensures that the client is not left alone during the night. A bed should be provided for the carer, who will be expected to sleep. The carer should only be disturbed up to two times through the night for unpredicted reasons.

### **4.8 RECUPERATION/RE-ABLEMENT**

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 15 of 22
				REVISION DATE:	09/10/2020	

We can provide help and support when you come out of hospital or are recovering from illness, even overnight.

#### **4.9 LIVE-IN**

Carers supporting Live-in service users will generally perform the required tasks in line with the preceding paragraphs, on the basis of *sleeping* night duty, and more specific guidelines are outlined in a separate, document.

#### **4.10 TREATMENT OF DISEASE, DISORDER & INJURY**

We recruit a number of healthcare professionals such as medical practitioner – locum doctors, nurse, midwives, biomedical scientist, clinical scientist, operating department practitioner, paramedic, radiographer and mental health social workers or multi-disciplinary team to provide services in relation to treating disease, disorder or injury, in a clinic, hospital setting or in the patient's home.

We are committed to the delivery and provision of a service customised to individual needs. Each service user may therefore expect wherever possible to be allocated the same care workers/nurses [at least 2] to undertake their duties to the hours agreed. We will inform you in advance, by telephone or agreed method of communication of any circumstances which prevent the care worker/nurse from attending when expected, or the need to change the care worker or hours of work for any reason.

#### **4.11 SERVICES WE ARE NOT ABLE TO PROVIDE**

We work hard to ensure that we provide services that all our services prefer. However, due to regulations we are unable to offer services we are not registered and regulated by the Care Quality Commissions. For example, our staff are not expected to:

- Lift or move heavy objects
- Clean windows (where the use of a ladder is required)
- Turn mattresses
- Take down curtains (where the use of a ladder is required)
- Cleaning ovens
- Or undertaking general housekeeping tasks such as cleaning of dishes, unless agreed.

Our care workers will not undertake tasks that require the skills and expertise of clinical professionals. Such tasks include:

- Toe and nail cutting
- Ear Syringing
- Removing or replacing urinary catheters
- Bowel evacuations
- Bladder washouts
- Injections – administering intravenously controlled drugs
- Filling of oxygen cylinders
- Lifting from the floor unaided
- Tracheostomy care – changing tubes or oral suction
- Changing sterile dressings
- Administering rectal/vaginal medication

- Non-prescribed medicines

#### **4.11 PEOPLE WHO CAN USE OUR SERVICES**

VERITY HEALTHCARE is registered with Care Quality Commission (CQC) to provide personal care services and treatment of disease, disorder and injuries for people of all ages [0 – 65+] who are:

- Frailty
- Housebound
- Disabled
- Mental Health problems
- Dementia
- End-of-life care
- Sensory Impairment
- Learning Difficulties
- Physical Difficulties



## **PART 5: CONTRACTUAL & PERSONAL ISSUES**

### **5.1 HOW WE DELIVER CARE**

- Following a referral or an enquiry, you will receive a courtesy visit by arrangement from the local Branch Manager or Supervisor.
- An initial assessment of the your care needs and a health and safety risk assessment will be carried out prior to service commencement.
- If your care were funded by social services, the council's Care Manager would provide us with your personal Care Plan.
- If you are self funding, our Branch Manager or Supervisor will discuss your care with you and your family to agree a Care Plan following a detail care and risk assessment. We will also discuss our terms and conditions including the agreed charges, frequency and duration of each visit prior to the commencement of service.
- At all times, we aim to create a working partnership with the service users and their family as well as other health care professionals.
- Each service user will be provided with a Records Folder in the home containing all essential documentation such as the Service User Guide, key and access arrangements, money handling procedures and details of the tasks carried out at each visit by the care worker. It also contains full instructions on how to raise a complaint or a compliment about any aspects of the service you are receiving.
- Your care will be reviewed regularly to ensure the assistance and support you are receiving meets your needs and to address any concerns which you or your family may have.

### **5.2 INITIAL REFERRAL:**

When you first realize that you needed care you may have approached VERITY HEALTHCARE directly or referred by the Social Services. In either case, information about you is needed in confidence to enable us understand what you needs are. This means we have talk to you or a family, carer or advocate as part of the initial assessment. This is to help us understand your needs and tailor our services to match your needs.

### **5.3 ASSESSING THE NEED**

If a service user comes to us or is referred to us, we will carry out an assessment of needs and we will do this quickly and tactfully. Although sometimes, it may be intrusive be assured that all your information will be kept in strict confidence. Our main aim is to ensure that we fully understand your needs and preferences so that we can tailor our services to meet your needs and preferences.

### **5.4 ASSESSING THE RISKS**

Like all services, delivery of home care services carries some risks. We want to ensure that risks taken are not unreasonable or unnecessary. So, together with you and where you permit, your family we will carry out a thorough risk assessment. If it seems appropriate, we will make suggestions on how to minimize any unnecessary risks.

### **5.5 CARE PLANS & RECORDS**

A comprehensive plan of care and assessment of need, risk, manual handling and medication is undertaken prior to the start of care by one of our trained staff and will set out the desired tasks and outcomes. Having assessed your needs and the risks in your environment we will prepare a plan of your care needs with your and your advocate/carer for the care you expect us to provide. This is called the Care Plan. The Care Plan and

Assessment is the key document for your care. This document will be developed with you (or your advocate), and is made available to care and support staff so that they are aware of any special needs and the activities they are required to perform. It will specify the services we will provide, with details like timings of care worker/nurse visits and the special tasks to be performed, and will state what we all hope to be the objectives of providing the service and how we plan to achieve those objectives.

Care planning is continuously updated as needs change, sometimes on a daily basis, and we have to respond to these changes to make sure that we are 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 the care you receive from us. The Care Plan will be reviewed at least once per year.

We also recognise the value of involving your family members, relatives and friends in your Care Plan, and we will (with your permission) welcome the participation of your family and friends in the care planning process.

As we start to work for you, we will prepare rosters of the scheduled visits for the care staff. They will generate records of each visit and tasks performed which will be retained in your home for up to one month. You have the right of access to these Care Notes and records at any time. Your care worker will also need to record the visit and the amount of time spent with you so, at the end of each visit, you (or your representative), will be asked to sign a timesheet where possible. These will be retained at our offices and will form the basis for invoicing and payroll.

Your care worker/nurse will need to notify our office of any changes in your condition, or any accidents that you may have had, to ensure that we can maintain the best care options for you.

You will be requested to sign the care worker's timesheet at the end of each visit. It is important that you do not sign for all the visits at the same time, e.g. at the beginning or end of the week in case there is a change in your or the care worker's circumstances.

## **5.6 REASSESSING THE NEED AND REVIEWING THE CARE**

Like every one of us your needs may change overtime you may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, let us know.

## **5.7 VISITING YOU AT YOUR HOME**

When we are allocating a staff – care worker/nurse, we look at their areas of experience and knowledge and consider their compatibility with you. We work to ensure that you receive continuity of care and regularity of care workers/nurses. If at any time your care worker is unable to attend or is known to be running late, we will endeavour to telephone you keep you informed or, where appropriate, advise you of the name of the replacement care worker.

Unless specifically requested otherwise or as is practical with Live-in service users, our staff will always be wearing a uniform and carry an appropriate Identification Badge with photograph. They will knock and not try to gain entry without your permission. Wherever we are entrusted with the keys to your home or the code to key safes, staff will always knock when using the key so that you know who is calling.

Care workers attending you at your home will not at any time be accompanied by partners, children, friends or pets. Live-in care staff will not invite friends or relatives into your home.

Verity HealthCare is a Key or Security Key Code Holder acknowledges the importance and fundamental duty and responsibilities to ensure the security, welfare and safety of Service Users. There is a management procedure in place for the control of key holding and key codes.

### **5.8 TIMESHEETS**

When the staff visit you in your home, they need to record the amount of that they spent with you. Therefore at the end of each visit, the care worker/nurse will record when they arrived, what they did and when they left in the daily record entry. We need accurate records of visits in order for us to maintain a correct and efficient invoicing system and to provide an audit trail of the time and date of each visit.

### **5.9 TIMING OF CALLS**

If, due to unforeseen circumstances, your care worker/nurse does not arrive at your home at the expected time, please allow 15mins and then call our office on 02085398381 or on the mobile 07959854205. It is important to call us when your care worker/nurse has not arrived. This is for your own safety as well as the care worker or the nurse's safety. If you need to cancel a visit and you know your appointments, please give us at least 72 hours or as a minimum 24 hours in order that you are not charged for the call.

### **5.10 WRITTEN RECORDS**

Each care worker/nurse needs to record the tasks they have undertaken after every visit. This enables the care workers to see what progress is being made, how daily activities are progressing and to communicate with colleagues and other healthcare professionals. These records also help when a new staff has to step in to support in case of emergency. These records can act as monitoring tools for families and representatives of service users and enable us to maintain and review Quality Standards records. The care worker/nurse will ask you to sign the diary records sheets at the end of each visit. These written records are maintained as part of the care plan in your home.

### **5.11 TERMS AND CONDITIONS, FEES**

Our Terms and Conditions for the Care Service are embodied in our Service Agreement Contract document which forms the basis of your agreement with us for privately commissioned care. Otherwise, the terms and conditions for the Care Service will be issued by Local or Social Service Authority. You may be eligible to receive 'direct payments' from your local council, which allows you to buy the support you need from us.

If your care at home is delivered under contract arrangements with a local authority then you will not be charged directly by us for the services we provide. We will instead claim the cost of services directly from your local authority. The only exception is when you have been assessed by social services to be able to contribute to the cost of your care. This is known as client contribution. In this case, we will collect the client contribution from you directly if instructed to do so by the local authority.

### **5.12. CONFIDENTIALITY**

Our staff are all bound by a Code of Conduct which includes preserving the confidentiality of any information that you divulge to us. 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. Should this happen

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 3 of 22
				REVISION DATE:	09/10/2020	

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 have access at any time.

### **5.13. DATA PROTECTION**

As you can tell, we have to record, store and process a lot of information about our service users so that we may deliver our services efficiently. In accordance with the Data Protection Act 1998, we operate a policy which prohibits unauthorised access to, or disclosure of, service user's personal information. Information that we hold about yourself will be held on computer or manual record in lockable filing cabinets, which you have the right to see and check. Information may be shared with other organisations or persons we work with to provide services to you however; all such information is held and treated in accordance with our obligations under the Data Protection Act 1998. Under the acts service users have to access personal information held about them (subject to some conditions). If you wish to see your records then please contact the main office.

### **5.14. INSURANCE COVER**

It is requirement for all domiciliary care agencies to hold insurance. Verity Healthcare maintains Employer's Liability Insurance with a limit of £10,000,000 and Public Liability and Professional Indemnity cover up to £10,000,000 underwritten Bluefin.

### **5.15 OUR CHARGES AND FEES**

Our rates, charges and fee for services are available upon request. We issue Invoices on four-weekly periods in line with the Company's standard invoicing period. Any contribution toward the cost of service will be assessed and agreed between you and the Local/Social Service authority independently of us.

### **5.16 TERMINATION**

The Company may terminate or suspend the provision of care services in the event of non-payment of invoices or should there be irreconcilable differences of opinion which, in our view, might compromise the Care Plan and/or the health and safety of care staff or the service user. Reasonable notice of intended termination will be agreed and given so as not to prejudice the care requirements of the service user.

The Service User will give a minimum of 28 days notice, in writing, if you no longer require the service or wish to suspend the service for a period of time. Failure to do so may render the Service User liable to one standard week's charge.

### **5.17 HARASSMENT AND ABUSE OF STAFF**

Service Users are expected to refrain from any form of abuse or harassment of our staff Verity Healthcare Limited reserves the right to withdraw the service immediately if we feel that our employees are at risk. If a staff is assaulted, s/he reserves the right to report that matter to the police for criminal proceedings.

### **5.18 FINANCIAL TRANSACTIONS**

As an organization, we operate clear policies and procedures relating to the handling of service users money. All cash transactions must be recorded by the staff and verified by our service users. Our staff must have official authorization if they are asked to use any of the Service User's Chip & PIN cards.

A receipt must support all expenditure and the entry made by the staff, countersigned by the service user, or their representative. Care workers are also prohibited from:

- The use of chip and pin cards
- Borrowing or Lending Money to/from service users

- Buying from or selling items to a service user
- Accepting gifts or gratuities

Should you, at any time, have any concerns regarding these procedures please contact your Branch Manager immediately.

### **5.18.1 GIFTS & GRATUITIES**

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

### **5.19 FIRE SAFETY AND AWARENESS IN THE SERVICE USERS HOME**

Household Safety Hazard checks including fire safety will be carried out by a care supervisor. Any fire hazards must be brought to the attention of the Branch Manager. A risk assessment will be carried out for each Service User which, amongst other things, will examine the risks associated with the Service User's daily living in relation to fire.

Smoke alarms should be fitted in areas where there is a possible fire risk and they should be tested at least every month. Our staff may be required to check that the alarms are working. They should not be expected to attempt to repair these equipment. All our staff will receive Fire Safety and Awareness training.

Where live-in care workers are staying smoke alarms should be fitted in the service user's home. The care workers must check these every month. The live-in care worker must ensure that Fire Exits are kept free of clutter. Carers must report new fire risks to Branch Manager. The Branch Manager is responsible for ensuring that immediate appropriate action is taken.

### **5.20 SMOKING REGULATIONS**

The smoking ban came into force throughout England on 1<sup>st</sup> July 2007, (The Smoke Free Regulations 2007). However, Private residences are excluded from legislation. Nonetheless, Verity Healthcare Limited has a duty of care towards our care workers to protect them from the effects of passive smoking. As part of our terms and conditions of service, we require service users, who smoke, to enter into an agreement, to adhere to guidelines endorsed by the Care Quality Commission. These guidelines require:

- That service users and carers do not smoke in the presence of care workers
- That service users refrain from smoking for one hour prior to the attendance of a care worker
- That, as far as possible, the working environment is kept well ventilated

DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 5 of 22
				REVISION DATE:	09/10/2020	

## **PART 6: COMPLAINTS, CONCERNS, COMMENTS AND COMPLIMENTS**

To ensure that we provide services that meet your needs and expectation, we welcome any comments, criticisms, complaints, suggestions or compliments that you may wish to make.

### **6.1 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 clients.

### **6.2 SUGGESTIONS**

To help us provide the best possible care, we will contact you to get your views on the quality of care that you receive. When seeking your views about our Service we always like to include the views and opinions of your family and friends. However, if you prefer that we do not speak to your family, let us know. To enable us to do this we have simple questionnaires which we ask your and your family or friends to complete from time to time.

### **6.3 COMPLAINTS**

If you wish to complain about any of services or about a member of staff that we introduced to you, should follow the steps below:

- If possible you should discuss the problem with the staff assigned to you who will do his/her best to resolve the problem to your satisfaction.
- If you feel unable to discuss the problem with your care worker/nurse or they are unable to resolve the matter quickly and to your satisfaction, you should contact a member of the Management Team
- If you prefer you can address the problem directly with the Management Team in the office, during office hours which are Monday to Friday 9:00am to 5:00pm at the main office;

VERITY HEALTHCARE LIMITED  
210 CHURCH ROAD  
GATEWAY BUSINESS CENTRE  
SUITE 2, 3 & 4  
LONDON  
E10 7JQ

TEL: 0203 643 5295  
FAX: 0203 322 6464  
EMAIL: [info@verityhealthcare.co.uk](mailto:info@verityhealthcare.co.uk)  
WEB: [www.verityhealthcare.co.uk](http://www.verityhealthcare.co.uk)

If it is possible, it is recommended that you record your complaint in writing. You may wish to ask a friend or a relative to write out the complaint for you which, if possible, you should then sign and send to us in your preferred way – post, fax or email.

Please tell us:

- Which service the complaints is about
- What happened
- Where and when it happened
- Who was involved?

If you are not happy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you (that is, to act in place of a friend). If we receive a written complaint it may take a little time to consider it fully but we will write to you immediately to acknowledge receipt of the complaint and tell you what steps we are taking to resolve it. We will investigate your complaint fully, contacting those concerned. We will then write to you within 28 days with details of our findings, any actions taken and proposals to resolve the situation. For further information on our Complaints Policy, please get in touch and a copy will be sent to you. The complaints policy and procedures can be made available in other languages and other formats on request.

All calls are made to an 'out-of-hours' mobile phone service - 07950854205 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.

Complaints can be made directly to Care Quality Commission which is obliged to undertake investigations of complaints made to it about us. The contact details for CQC are:

**Care Quality Commission**  
 Care Quality Commission National  
 Correspondence  
 Citygate, Gallowgate  
 Newcastle upon Tyne  
 NE1 4PA  
 Tel: 03000 616161  
 Fax: 03000 616171  
 Email: [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)  
 Web: [www.cqc.org.uk](http://www.cqc.org.uk)

**NEL Commissioning Support Unit,**  
 Clifton House,  
 75-77 Worship Street,  
 London,  
 EC2A 2DU  
 T: 020 3688 1000

**GSCC- General Social Care Council**  
 The GSCC has offices in London  
 Tel: 020 7397 5100  
 Email: [info@gsc.org.uk](mailto:info@gsc.org.uk)

**Or to**

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



DOCUMENT REFERENCE:	PHRO 0017	VERSION NO:	2.0	ISSUE DATE:	10/10/2016	PAGE 7 of 22
				REVISION DATE:	09/10/2020	