

STRESS FREE EXECUTIVES LTD



CLIENT'S HANDBOOK AND GUIDE

YOWSUN CARE

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YOWSUN CARE

CLIENT'S HANDBOOK AND GUIDE

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If you require a copy of this handbook in large print, or in a language other than English, please ask any member of staff.

WELCOME TO YOWSUN CARE

On behalf of YOWSUN CARE, the owners and all of our staff, we welcome you, your family and your friends. We hope that you will be happy with us at YOWSUN CARE and will continue to enjoy the services we provide for you. Our aim is to make your home care as efficient, professional and extraordinary as we can. In this handbook, you will find details of how to regularly communicate with us, so we can meet your needs at every point in time.

We are glad you chose us and really looking forward to giving you nothing but the best Homecare service you will be proud of

Once again, on behalf of all of us at YOWSUN CARE, we say WELCOME AND THANKS FOR JOINING US!

BACKGROUND OF YOWSUN CARE

Yowsun Care was established with the aspiration to provide a real solution for people needing care and associated services in their homes and to provide a bespoke care delivery service to every individual, just as suited to them and their unique needs in order that they may remain as independent as possible, as their individual situation allows.

Who Are We?

Yowsun Care is a home care agency which specialises in providing part and full-time care to clients in their own homes. Our primary aim is always to ensure safety for our clients, protecting their independence and maintaining well-meaning lifestyles.

We offer varying personal and functional care and associated domestic services to meet the needs of our service users; these may include older people, those with a disability and people who need assistance due to illness or lack of adequate physical ability to continue living in their own homes and community.

Yowsun care will ensure that this is achieved by promoting a standard of excellence in our service delivery, by embracing fundamental principles of good care practice that is evaluated through first class professional conduct and control of quality care in the community.

Our Mission Statement

To deliver care services that safeguard individuals, with commitment, passion, diligence and excellence for the comfort and wellbeing of our services users.

Our Vision Statement

To enhance everyday comfort for the elderly in their own homes, with compassionate care and support.

Our Services

- Assistance with getting in and out of bed
- Assistance with personal hygiene/care (washing, bathing/showering, dressing)
- Support with continence care and management
- Catheter care – changing bags, monitoring output and emptying bags
- Assistance with eye or ear drops
- Assistance with Ileostomy and Colostomy care
- Assistance with hydration and nutrition (preparing meals and drinks)
- Assistance with mobility needs, hoisting and transfers
- Medication assistance (prompting and/or administering as assessed)
- Assistance with domestic tasks (cleaning, laundry, bed changing/making, shopping)
- Assistance to access the community (appointments, shopping, socialising)
- Handling personal possessions and documents
- Provide company and companionship
- Provide live-in care services

PART 2

Communication

Yowsun Care values effective communication between its clients and the workforce. We have made available various ways for communication to be possible between you and us.

Your dedicated caregiver will be a primary source of communication and the care coordinators and the registered managers will always be on hand to speak to you at any point in time and you will have access to communicate with them whenever you need to do so.

You can communicate with the care coordinators on telephone on the office number:

01702382312

Our dedicated mobile line is: **07425973443** (24 hours on-call)

You can contact us via email between 9.00am and 5.00pm at:

office@yowsuncare.co.uk

MAKING A COMPLAINT/COMPLIMENT

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality.

We assure all Clients that no-one will be victimised for making a complaint, and we encourage Clients to instigate the complaints procedure whenever they feel that this is necessary.

We do not wish to confine complaints to major issues.

We encourage Clients to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation or being spoken to in a manner that they do not like.

It is our policy that all matters which disturb or upset a Client should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitments are that:

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;

- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- Clients are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Clients and their representatives may take their complaints to persons in authority outside the Agency if the issues are not dealt with promptly or correctly (by the Agency).
- For Clients funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance be directed to them.
- For privately funded Clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.
- All compliments are recorded and passed on to the relative team member and is also available for Clients to look at on request.

Depending on your local area, you report your complaints to your Adult Social Service using any of these addresses:

Southend Adult Social Care,

Civic Centre,

Victoria Avenue,

SS2 6ER

Tel: 01702 215008

Email:council@southend.gov.uk

Essex County Council

Adult Social Care

Telephone: 0345 603 7630

Textphone: 0345 758 5592

For out of hours queries contact the Emergency Duty Service.

Telephone: 0345 606 1212

Email: socialcaredirect@essex.gov.uk

Care Quality Commission: Phone: 020 8379 1001

Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Text phone: 020 8379 6962

Fax: 03000 616171

Emergency line: Phone: 020 8379 1000

Southend CCG

Floor 6

Southend-on-Sea Borough Council

Victoria Avenue

Southend-on-Sea

SS2 6ER

Complaints: 01268 464508

Castlepoint and Rochford CCG

Pearl House

12 Castle Road

Rayleigh

Essex SS6 7QF

Telephone: 0300 311 22 33

Privacy and Dignity

Yowsun Care aims to respect your privacy and dignity at all times. Please speak out, or speak to the care coordinator or Registered Manager if your privacy or dignity is not being respected.

Clients' privacy:

- All Clients have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of the Agency are guests in the home of the Client.
- Staff will enter a Client's property and rooms within the property only with express consent.
- Staff of the Agency respect the rights of Client' to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Client's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Client.
- Records will be made available to the Client's principal support assistant and family according to the wishes of the Client.

Client's dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area.

You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Client Plan and used by all staff. You are perfectly entitled to ask that your principal support assistants use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.

Staff are trained to be sensitive to your feelings when in company.

The Agency seeks to reduce any feelings of vulnerability which Clients may have as a result of disability or illness.

Details of Service Provider:

Stress Free Executives Ltd -Company registered in England and Wales – Company number - 11873175

Trading as YOWSUN CARE

Registered Manager: Ms Mutiat Tope Adebawale

PART 3

The Client's Guide

Introduction

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

Yowsun Care Philosophy of Care:

- All people supported by and who work at Yowsun Care and all people who visit will be treated with respect at all times.
- We aim to offer skilled care to enable people supported by us to achieve their optimum state of health and well-being.
- We uphold the human and citizenship rights of all Clients and all the people who work and visit here.
- Individual choice and personal decision-making are the right of all Clients and will be supported by all the people who work at Yowsun Care.
- The right of independence will be respected and encouraged for all Clients.
- The individual uniqueness of Clients, team members and visitors will be recognised and these people will be treated with dignity and respect at all times.
- The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy the needs of our Clients and our team members.

Principles of Yowsun Care

Yowsun Care is committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Yowsun Care is committed to meeting the needs of those people entrusted to our care. Usually we see no conflict between meeting the needs of Clients and those of workers. Where such conflict exists, we will aim to seek a very reasonable balance, as both clients and staff members, are very important component of our existence as an organisation. The basic principles underlying our support to vulnerable people include:

- **Privacy** - The support assistant recognises your right to be left alone, undisturbed and free from intrusion and public attention. You have the right to privacy with regard to both your personal affairs and belongings. Written permission will be sought for access to your records.
- **Confidentiality of Information** - Your rights to confidentiality will be safeguarded. The support assistant will not disclose any personal information about you to a third party unless this has been agreed with you. Agreement to

disclose information should only be sought if it is for your benefit, e.g. for the purpose of assisting in your support.

- **Fulfilment of Aspirations** - Your social, emotional, cultural, political and sexual needs
- are accepted and respected.
- **Consultation** - You will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. You will be fully involved in and fully informed with respect to the individual assessment of your support needs. You have a right to be involved in a careful and thorough assessment of your needs and wishes, and to be informed of the outcome. Yowsun Care's commitment will be to find the best and most cost-effective way of meeting your needs and aspirations. You will be supported to make informed choices about the future, this will be incorporated into your Support plan.
- **Personal Choice** - Your support assistant will support you to exercise your personal choice in opportunities and lifestyle. The support assistant will ensure that you are central to all decisions being made. If, for reasons of mental frailty, you are not able to participate fully in your Care Planning, consideration will nevertheless be given to your wishes, as far as these are expressed and are practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of support assistants to lead their lives without unreasonable levels of demand and stress.
- **Review** - You will have a regular review of your individual circumstances with the Agency.
- **Services Information** - You will be fully informed about the Services provided by Yowsun Care.
- **Legal Rights** - You will be fully informed about your legal rights.
- **Medication** - You will be fully informed about your medication needs and supported in making decisions in relation to medical treatment whenever possible.
- **Family and Friends** - You will be supported to maintain access to family, friends, facilities and the overall community.
- **Complaints** - You will have access to a formal complaints procedure and will be able to be represented by a friend or adviser if you so wish.
- **Supporting your Independence** - You will be supported to take risks on the basis of your own, informed opinion. You will have the opportunity to think, act and make decisions. This will include the capacity to incur a degree of calculated risk. The principles outlined above must be guided by prior commitments imposed by health and safety or statutory requirements.

STANDARDS THAT YOU CAN EXPECT FROM YOWSUN CARE

The standards below are from the Care Quality Commission leaflet

‘What standards you have a right to expect from the regulation of agencies that provide care in your own home’.

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

Care, treatment and support that meets your needs

Your personal needs will be assessed to make sure you get safe and appropriate care that supports your rights.

You will get the care that you agree will make a difference to your health and wellbeing.

Your care needs are coordinated if you move from one care provider to another.

Staff respect your cultural background, gender, age, sexual orientation, religion or belief and your disability if you have one.

To be safe when using a service

You will be protected from abuse or the risk of abuse, and staff will respect your human rights.

If we are involved in administration of medication, you will get the medicines you need, when you need them, and in a safe way.

To be cared for by staff with the right skills to do their jobs properly

You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs.

You will be looked after by staff who are well managed and have the chance to develop and improve their skills.

Routine checks for quality of the service

The managers continuously monitor the quality of their services to make sure you receive the support you need.

Your personal records will be accurate and kept safe and confidential.

You or someone acting on your behalf can complain and will be listened to. Your complaint will be dealt with properly.

Support you need

- Your personal records will be accurate and kept safe and confidential.
- You or someone acting on your behalf can complain and will be listened to. Your complaint will be dealt with properly.

Key Policies and Procedures Confidentiality

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within the Agency. You or, where appropriate, your principal support assistant will be consulted where appropriate before information is released.

Therefore:

- Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way.
- Information about you is needed in order to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
 - ✓ Making sure our services meet your needs.
 - ✓ Helping staff to review the support they provide to you to help them achieve the highest standards.
 - ✓ Investigating complaints or legal claims.
 - ✓ Auditing of our services.

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:

- GPs.
- District nurses
- Other health professionals
- Social workers.
- Care Quality Commission

Gifts, Wills and Other Documents

All team members are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither team members nor the service may

be a beneficiary under a Will of any past or present Clients. Gifts to team members are subject to disclosure to the Registered Manager, and may be refused on the basis of conflict of interest.

Client's Personal Fulfilment

The aim of Yowsun Care is to actively help you to lead a fulfilling life within the limits of your abilities and wishes, and to recognise and cater for you should you wish to be active or socialise.

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

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

Health and Safety

As a domiciliary care agency, Yowsun Care has a duty to protect the health and safety of our employees, service users and anyone else that may be affected by our work.

To begin a service with a client, we carry out a risk assessment identifying the risks posed to care workers during home visits and try to reduce or eliminate this.

Hence our health and safety responsibilities to our service users are:

To keep you safe from harm and abuse to the best of our ability

To assess the needs of our service users and plan and deliver care in a way that meets each user's individual needs and ensures their welfare and safety.

To protect service users who may be at risk of exposure to a health care associated infection arising from the provision of care from the identifiable risks of acquiring such an infection.

To protect service users and anyone else who may be affected by our work and may be at risk from unsafe equipment by ensuring adequate training to our staff before using any equipment with our service users.

To ensure that care workers have adequate and up to date knowledge of their tasks within a service user's home.

To put all preventative measures in place to avoid any serious health and safety issues following appropriate and adequate risk assessment.

The health and safety responsibilities of the service user are as follows:

Provide a safe environment for care to be provided.

Notify the agency of changes in their condition or care situation (hospitalization, symptoms, etc.).

Follow the plan of care.

Carry out mutually agreed responsibilities.

Inform the agency if you have any concerns with your carer's professional abilities to carry out tasks or any other safety concerns.

Risk Taking & Risk Management

The assessment of risk is addressed as part of the commencement of service process for each person and the results are integrated into the Client's Care Plan. By this process of integration your views, the views of the principal support assistant, family members and professional advisors will be fully taken into account, as part of the participative Client Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Yowsun Care aims to undertake to meet your wishes:

- Privacy
- Visitors
- Attendance at clubs and Centres
- Going to places of worship and other activities
- Engaging in leisure and recreational pursuits
- Carrying identification
- Bathing
- Use of stairs
- Degree of independence
- Seeking help in an emergency

Equal Opportunities

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

Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.

All complaints will be recorded in such a way as to highlight repeated problems.

Inappropriate Behaviour

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

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

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

Our Promise to Service

Our promise is to deliver exceptional Homecare Service to you in your home, making everyday of receiving care from us, as Magical as can be. We know that we cannot always be perfect, hence we will listen to your requests, desires and complaints and make progressive corrections as swiftly as we can, to return absolute normalcy to the service you receive from us.

Thank you once again, for joining Yowsun Care.

Looking Forward to a very good working relationship.

Kind regards,

Management,

Yowsun Care