



# **SERVICE USER HANDBOOK**

Prepared by  
The Management of Explora Haven

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# INTRODUCTION

## Welcome To Explora Haven

This handbook has been produced to provide support and advice throughout your custom life with Explora Haven. It guides you through the policies and procedures of the company and should be used as a reference book.

The organisation's aim is to promote and provide high quality of service to all our Service Users. Our staff work to high standards in a professional and confident manner. We recruit satisfactory/average people and train them to become skilled and confident workers. However, as with all companies, we have some important rules that must be adhered to at all times, as long as they remain with the organisation. All our Staff are fully inducted and familiarised with these rules and clearly understand what is expected of them while carrying out employment duties. All care workers are asked to sign a document after induction training as proof their understanding of what they had learnt coupled with answers to questions given by the trainer.

## Nature of the services provided

Explora Haven is a service providing Domiciliary Care and training organisation that provides Health care services such as personal and domestic care to individuals ranging from the Elderly to individuals with complex personal care needs, arising from physical and sever health problems or short term support to enable people live within the community to maximise their independence. We provide service users with support workers, Personal Assistants, key working officers, 'Buddy service' personnel staff and domestic workers.

Listed below are areas our services currently extend to:

- City of London Borough
- City of Westminster
- London Borough of Brent
- Barnet Direct Payments

The target groups for the Organisation are Residential and Nursing Institutions.

The service is reviewed on regular basis with service users and their carers to ensure that our bespoke service provision is maintained at high levels and that their comfort and safety is re-enforced.

We ensure that each service user has a copy of their own personal care plan which sets out how the service is delivered also to ensure that desired outcomes and choice of lifestyle are supported.

We ensure that staff have professional qualifications relevant to their work. See section on management and staff for further details.

### **The circumstances in which the Organisation may cease to provide services to a service user.**

There are certain exceptional circumstances in which a service could be withdrawn. Such usually happens as a consequence of risk to the health and safety of service users and /or care workers.

They include environmental factors where the home is unsafe for staff to work in, where certain infections are present or, where service user behaviour is such that it would be unsafe for staff to work. Domiciliary Care Officers carry out detailed risk assessments of each home to establish whether any measures for staff safety are identified. In exceptional circumstances a meeting would be arranged with all interested parties, issues discussed, actions agreed. Minutes would be circulated to all present at the meeting.

## AIMS AND OBJECTIVES

- a. We aim to offer our service users focused provision, person centred, flexible to their care needs promoting independence and ensure that each individual have the best quality of life in the comfort of your own homes. As our slogan goes, 'your comfort our satisfaction', we aim at seeking the comfort of all our service users.
- b. We aim to provide a high calibre of service by means of suitably trained, experienced staff that promotes the company ethos for continuity of care.
- c. We aim to involve all service users, your carers and/or representatives in the formation, development, implementation and review of their service provision.
- d. Our staff are trained to respect the confidentiality and individuality of each service user.
- e. We respect the service user's choice for privacy, dignity, lifestyle, customs, religion and values
- f. We ensure that service users have access to the highest calibre of care and staff. This is achieved by frequent staff supervision, frequent service monitoring including spot checks, feed-backs from service users and our anonymous report system structured by our organisation that promotes safeguarding of vulnerable adults
- g. We seek to promote each service user's independence and assist in improving the quality of their lives. Ensuring the safety and welfare of each service user is principal to us.
- h. It is the aim of Explora Haven to deliver personal care and associated domestic care to service users in the home environment, to a standard of excellence which embraces the fundamental principles of good care practice.

- i. It is the aim of Explora Haven to take all reasonable steps to remain financially viable in order to achieve its aims and objectives
- j. It is the objective of the organisation to provide a service of the highest quality, to improve and sustain the service user's overall quality of life. By meeting the following objectives:-
- Provide the highest quality of care
  - To promote choice and independence for our service users
  - To constantly strive to improve customer service
  - To invest in staff to develop their skills and knowledge, thereby improving the service we provide.
  - To provide best value through monitoring our service and systems on a continuous basis.
  - To ensure that the service is delivered flexibly, attentively and in a non discriminatory fashion, whilst respecting each service user's rights to independence, privacy, dignity, fulfilment and the right to make informed choices, and to take risks.
  - To ensure that each service user's values and needs are respected in matters of religion, culture, race or ethnic origin, political affiliation, marital status, parenthood, disabilities and impairments.
  - To ensure that our services is delivered in accordance with the agreed contract of care.
  - To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development, to enable service user's needs to be met.
  - To ensure that a suitable Care worker is assigned to service users at all times, and for the organisation to respect the service user's choice if there comes the need to change the assigned care worker in the event of non compatibility.

- To undertake a Risk Assessment of environmental Health and Safety hazards within the service user's home, and to ensure that any hazards are reported to the service user's care manager or purchaser.
- To ensure that all service users are provided with written information on the organisations procedure for handling complaints, comments and complements, and how to use it.

## **Support objectives**

Explora Haven aims to:

- Offer skilled care to enable people who live in their own homes to achieve their optimum state of health and well-being.
- Treat all people who work for and are supported by Explora Haven and all people who visit with respect at all times.
- Uphold the human and citizenship rights of all who we support, and who visit them.
- Support individual choice and personal decision-making as the right of all Service Users.
- Respect and encourage the right of independence of all Service Users.
- Recognise the individual uniqueness of Service Users, and visitors, and treat them with dignity and respect at all times.
- Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users.

## VALUES

Underpinning the service are the Organisation's Corporate Values.

Explora Haven's Philosophy of Care aims to promote and reflect the values that focus upon the individual service user, as being central to the care service planning and delivery of care.

In order to achieve this Explora Haven has drawn upon the fundamental core values of care which underpin the service's values. These are the basis for the provision of individual care service delivery.

Explora Haven believes that 'the best person to plan the future for an individual is themselves' where they have capacity to do so, or their Power of Attorney/advocate where they have no capacity. We therefore provide our service user's/advocates informed choices to enable them fulfil their expectations and aspirations which helps them plan their own lives and make decisions regarding their lives with minimal support.

These are:-

- Respect for the intrinsic worth, dignity and individuality of the service user. His / her racial identity and cultural heritage.
- Autonomy and independence of personal decision making, including the assumption of risks as well as responsibilities associated with citizenship.
- Choice of occupational activities, lifestyle and the maintenance of independence, including the opportunity to select from a range of options where possible.
- Participation and integration in society, in the development of plans, policies and decisions affecting the service user's life.

- Fulfilment of personal aspirations and abilities in all aspects of daily life, including the opportunity to develop new skills and knowledge.
- Maintenance of privacy from unnecessary intrusion, together with the safeguarding of confidentiality.
- Equality of opportunity and equal access to services irrespective of age, race or ethnic origin, colour, creed, religion, political affiliation, disability or impairment, marital status, parenthood, gender or sexual orientation.
- The realisation of these values together with the level of help and support required to achieve individual goals, will be a unique process for each individual – as everyone is a unique individual. However, the value principles remain constant and provide a foundation for the provision of care to all, regardless of personal circumstances

This is the fundamental statement about the Organisation’s customer care policy.

### **Service provision:**

This is based on operational values and principles of the care provision of the organisation.

### **Values and Principles of Care**

The Organisation believes that, for services to be effective, they should be based on sound values and principles and an understanding of the fundamental and individual needs of people.

## **The Service Values are as follows:**

### **Privacy**

The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. This is taken into account in the formulation of Care Plans, and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

### **Confidentiality**

Service users' confidentiality is, wherever possible, maintained. Occasionally, it will be necessary, for the benefit of the service users' or others to share personal information with other professionals' or/and organisations of which service users or their advocates (where required) are consulted and their views taken into account.

### **Dignity**

All individuals, whatever their circumstances, have the right to be treated with dignity and respect.

### **Anti-discrimination**

Many service users, because of their circumstances, (eg age, disability, gender, marital status, sexual orientation, culture, religion or nationality), may find themselves in circumstances in which discrimination can occur. The Organisation designs its services and delivery to, wherever possible, promote equality and counteract discrimination where it arises.

### **Communication**

Service users have the right to be heard and to be fully informed on all aspects of their care. Methods of communication are appropriate to the particular abilities and

experiences of each individual, and are tailored to each particular set of circumstances.

## **Independence**

Service users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

## **Risk Taking**

All service users are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence. Service users will be supported in their decisions to take reasonable risks.

## **Fulfilment**

Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

## **Rights**

The rights of citizenship are safeguarded for all service users. Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

## **Responsibilities**

Service users are expected to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard for others, for property or for participation in Care Plans.

## **Choice**

Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon service user's own choices. Individual choice is promoted, within the limits imposed by service constraints.

## **Carer Support**

The value of the contribution of carer and family support is fully recognised. The needs of carers providing, or intending to provide, regular or substantial care is, where requested, assessed independently of the needs of the service user. The outcome of the assessment is taken into account when agreeing Care Plans.

## **Maximising Resources**

The Organisation recognises its responsibility to make the best use of available resources, and to provide value for money. Services may be targeted to ensure that those who are most vulnerable are always adequately supported. Service user needs are responded to flexibly and imaginatively.

## **OPERATIONAL PRINCIPLES**

Service users should be regarded as individuals with differing needs for whom each individual package of care is tailored.

- Service users should be able to live at home or in residential care with the minimum restrictions on their movements and activities (taking ability, insight, risk factors and legal and resource constraints into consideration). This can mean accepting a degree of risk over physical safety.

- Services should ensure that they are flexible and can adapt to changing needs and requirements of service users and their carers/families.
- The service must make all attempts to respect an individual's chosen lifestyle.
- Everyone involved with the service share a common purpose in maintaining and improving the self-respect and motivation as well as health and independence of service users.
- The service must maintain and, if possible, improve the quality of life for service users.
- The service will build around the skills and abilities of service users and promote the goal of empowering individuals to achieve their full potential.
- The service will consult with and involve users and their carers whilst ensuring confidentiality.

## **CHARGES**

The Organisation has a price list printed which is available on request, and of which a copy is enclosed at the back of this Handbook. Charge rates are however reviewed annually, and are in line with the national inflation, and all purchasers are notified of all rate changes a minimum of 31 days prior to the date of commencement; and updated price list are sent to all purchasers when such changes are made.

## **SICKNESS ABSENCE**

In the event of staff being replaced due to sickness absence, we will ensure that the service user is contacted by telephone and informed of the temporary change in their service provision.

In the event of a permanent change, as a result of a review, an outcome letter will detail these changes to the service User.

## **WORK SCHEDULES AND TIMESHEETS**

The Organisation is currently staffed by permanent and temporary staff whose working times are based on agreed hours. The Care Co-ordinator, guided by the Office Manager organise work rotas, which have details of service user's addresses, visit times and services to be provided. Work schedules are allocated on weekly basis. Our week is scheduled from Monday to Sunday. All temporary staff must complete timesheets for work schedules assigned to particular service users which are handed over to the service users for signing after all entries are carefully checked and total scheduled hours confirmed.

## **COMPLAINTS PROCEDURE**

### **Policy Statement**

Explora Haven takes all complaints from its clients and service users very seriously and will thoroughly investigate all complaints. Complaints are not necessarily deemed negative as they provide an opportunity to improve our services and practices. We will support all our service users to use our complaint procedures or others if they have the need to complain about any aspect of service received that they are unhappy about.

Complaints arise when service users allege that the service provided did not meet their expectations or appropriate standard. Thorough investigation into all complaints by the organisation is necessary, for which the office manager, Miss Ruby Suka-Mortey is ultimately responsible and accountable.

Complaints may fall into one of the following categories:

- Complaints related to some aspect of the service provided which would typically inconvenience the service user and should generally be able to be handled verbally.
- Complaints of a more serious nature that would be perceived to be the result of inadequate service from the staff, or some other service failure, leading to additional complications for the service user. These should generally be handled in writing or support the service user to complete.

### Verbal Complaints

Service user complaints should be handled quickly and sensitively at the time of the complaint. If a complaint has been resolved verbally, the outcome should be the subject of a report to the office manager, Miss Ruby Suka-Mortey. All reports should be reviewed to ensure prompt, courteous and appropriate action has been taken and, if merited, a letter to the service user from the office manager, Miss Ruby Suka-Mortey should ensure that all matters have been resolved to the satisfaction of the customer.

### Written Complaints

1. Advice – All complaints must be referred to the office manager – Miss Ruby Suka-Mortey.
2. Acknowledgement – Service user's complaints must be acknowledged within seven (7) working days of receipt.
3. Responsibility – The office manager should investigate complaints or delegate the investigation to her direct assistant as appropriate, of which all findings must be reported back to her.

4. Investigation – Correspondence to the service user from the staff dealing with the complaint should be signed at all times by the office manager.
5. Holding Letter – Holding letters should also, where possible, indicate how soon a reply will be sent and in any case, must be followed up by the final letter (final reply) within **three (3)** weeks.
6. Final reply – a final reply must be sent to the service user within **three (3)** weeks of the receipt of the original complaint.
7. Copy correspondence – if, by judgment of the office manager, the nature of the complaint, or its source, might be damaging to the business or reputation of the company and whenever a complaint might result in claims or litigation, copies of all correspondence must be sent immediately to the Nominated Individual, Ms Julia Mills.
8. Legal/Insurance – It is the responsibility of the Director/Nominated Individual to ensure that the company's insurers are alerted in good time of such a complaint.

## **Investigation of Complaints**

The office manager should thoroughly investigate any complaint received. Other staff, where appropriate will be asked to carry out an investigation into the complaint as it relates to them.

Ideally the service user should be interviewed initially when the issue comes to light and subsequently when all the facts have been gathered and a full explanation given. Professional but caring and flexible approach is necessary at this stage. For instance, the service user may prefer to meet at their home or at a neutral venue, and management should concur with this.

Statements and reports should be taken and forwarded immediately to the office manager, Miss Ruby Suka-Mortey to incorporate within the final reply to the service user.

## **Managing Complaints**

Explora Haven takes all complaint from service users and their families/Power of Attorney's very seriously. Complaint may come from service user/power of Attorney, their family or a relative directly or through the contracting authority or staff/care worker.

We encourage complaint, comments and concerns in respect of the service we offer and see complaints as positive way for moving forward and an opportunity to correct situation and occurrences and improve our services.

All complaints are investigated properly and promptly in line with our Complaint Procedure. All complaint received are logged in the Service User's Data using our data management systems and the appropriate forms completed.

All complaints are dealt with appropriately and in line with our complaint policy and procedures. The complaint procedure is detailed to ensure that investigations are carried out thoroughly and measures are taken to avoid a recurrence of the complaint.

## **How to Make a Complaint**

- You may register your complaint by contacting the office Manager, Miss Ruby Suka-Mortey on **020 8450 4999**
- You may also complain in writing to:

The Registered Manager  
Broadways Limited t/a Explora Haven  
Bizspace Millennium Business Centre  
Humber Road, London, NW2 6DW

- You may also complain via e-mail to [rmortey@explorahaven.com](mailto:rmortey@explorahaven.com) again to Miss Ruby Suka-Mortey.

### **What happens next after you have complained?**

- We will acknowledge your complaint in writing within 7 days of receipt of your complaint
- The office manager, Miss Ruby Suka-Mortey or in her absence the designated Senior Officer will contact you in respect of your complaint to keep you informed of development and relevant action being taken
- Your complaint will be investigated thoroughly in line with our policy and procedures and any relevant procedures of the organisation
- The outcome of the investigation into your complaint will be communicated to you in writing within 3 weeks.
- However in some cases and circumstances it may not be possible to complete the investigation in 3 weeks. In such circumstance, you will be kept informed of the progress of the investigation and given a new timescale for the completion of the investigation.

### **Your Right to Appeal**

- If you are not satisfied with the way your complaint has been dealt with, you may appeal to the Nominated Individual/Director

Ms Julia Mills  
Director/Nominated Individual  
Broadways Limited t/a Explora Haven  
Bizspace Millennium Business Centre  
Humber Road  
London  
NW2 6DW

- You may also complain via e-mail to [jmills@explorahaven.com](mailto:jmills@explorahaven.com) again to Ms Julia Mills
- If you are still not satisfied with the way your complaint has been dealt with, you may appeal to The Care Quality Commission (CQC)

## **The Care Quality Commission (CQC)**

The Care Quality Commission (CQC) is an independent, non-governmental public body that regulates social and health care service providers, similar to ours. You may complain to the CQC in the event that you are dissatisfied with the way your complaint has been dealt with. Their contact address and telephone number is as follows:

The Care Quality Commission (CQC)  
National Correspondence  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

Telephone: 03000 616 161

## **Safeguarding Service Users And Staff**

The Organisation has a number of procedures that staff must follow to ensure service users' and staff safety. The main ones are as follows: -

- Food Hygiene
- Moving and Handling of Service Users
- Health and Safety at work
- Supervision Policy
- Aids/HIV and Hepatitis B Policy
- COSHH(Control of Substances Hazardous to Health) Regulations.
- Smoking Policy
- Accident/Violent Incidents Procedure
- Complaints Procedure
- Vulnerable Adults Procedures
- Electrical Appliances Procedures
- Communicable Diseases
- Violence at work
- RIDDOR (Reporting of Injuries Diseases and Dangerous Occurrences Regulations).
- Keyholding
- Medication.

## **Procedures to safeguard service user's property**

The Organisation expects that all staff are careful with Service User's property. From time to time accidents do occur and for these purposes the Organisation provides third party insurance. In the event of damage to service user's property staff need to complete a detailed report for the Care Manager/Deputy Manager/Nominated Person.

Before the end of work that day the Care Manager/Deputy Manager/Nominated Person will then contact the service user to discuss the way forward.

## **Procedures for medication administration**

The Organisational has procedures covering the administration or the assistance offered in the administering of medication for service users. These procedures are in line with the current draft National Minimum Domiciliary Care Standards. There is a clear written policy supported by training for staff.

## **Requirements to protect health and safety of care workers**

Health and Safety issues are a major concern for both providers of the service and service users. As part of our assessment we will identify any risks associated with delivering the service and seek to ensure that all staff, family and carers who are involved are working safely with service users.

All staff are educated on the Organisation's Health and Safety policy and evacuation procedure.

Risk assessment is an integral part of a package of care and the main thrust of the risk assessment is to identify safe systems of work to safeguard health and welfare of service users, staff and other people involved with the service user.

This Organisation takes responsibility for reporting dangerous occurrences as specified under RIDDOR.

We also promote security through identified Keyholders who can access Service User's property appropriately. We require written permission from the service user to hold keys on their behalf for staff to gain access. Again this information is retained on case files.

## **Procedure to be followed in the event of an occurrence referred to in regulation 29**

Regulation 29 focuses on how the Organisation will deal with the absence of a registered provider or the registered manager. In the event of either being absent for a period in excess of 28 days they will complete the relevant form stating how long they intend to be absent, how long the absence will be and the reason for the absence.

## **Arrangements for service Users to express their views about the service provided by the Council**

The Organisation values feedback from service users about all aspects of the service they receive. Following the allocation of the service the Service User will receive documentation outlining the service they can expect and the location of their Care Manager. The Care Manager will be happy to receive any feedback from Service Users about the service. The service user will receive regular monitoring and review visits from the Deputy Manager or the Care Manager to ensure the service is being provided as intended and that it continues to be appropriate.

In addition to this the Service is seeking to develop its quality assurance system to include regular questionnaires, surveys and satisfaction interviews.

## DETAILS OF THE ORGANISATION

### Registered Provider:

**Organisation Name:** Explora Haven  
**Company Registration Number:** 8706800  
**Address:** Unit 41  
Millennium Business Centre  
Humber Road  
London NW2 6DW

### Responsible Individual:

**Name:** Ms Julia Mills  
**Signature:** -----  
**Date:** -----/-----/2015

### Registered Manager:

**Name:** Miss Ruby Suka-Mortey  
**Signature:** ----- ]  
**Date:** -----/-----/2015