



# Explorahaven

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## The Care Quality Commission regulates Explora Haven

We strive to provide excellent care and ensure that all our staff respect the rights of our service users, particularly by observing the values of privacy, dignity, independence, choice, civil rights, security and fulfilment, which we know can easily be threatened by disability or illness. We recognise that providing care is a co-operative process and we will attempt to consult service users and their representatives as fully as possible during initial assessments and reviews.

### **The Service to be provided**

Explora Haven undertakes to provide a domiciliary care service as follows:

Personal care, cleaning and house care, practical and social support, health related tasks, night/day sitting services, night sleeping/waking service and live-in services. We provide Personal Care where service users are assisted to get/move out and/or get/move into bed, move in bed, dress and undress or change clothing, wash, bathe or shower, attend to hair care, shaving, denture and oral hygiene, hand and finger nail care, foot care by arranging for a registered chiropodist, address toileting needs and assist with continence management including necessary cleaning and safe disposal of waste, eating and drinking including food and drink preparation associated with kitchen cleaning, prompt/support and administer non-invasive prescribed medication. We also assist service users with cleaning and house care such as, lighting fires/boilers and assist with the maintenance of warmth, making and changing bed linen, taking washing to the laundrette or washing clothes and soiled linen either by hand or machine in the services user's home, ironing, cleaning the home, care of pets and disposing of household rubbish. We provide practical and social support as well if required by managing personal and financial affairs, including household administration, paying of bills completing forms, record keeping, correspondence and letter writing, making telephone calls, visiting recreational facilities including shops with service users, ordering and collection prescriptions if not delivered and general befriending service.

Despite the above listed, our job duties are tailored to individual needs that are clearly stated in services user's care plan.

We regret that our care workers will not carry out any duties that **are not** clearly stated in service users care plan.

### **Service cancelation or termination**

If the service user reasonably considers that the services of their care worker/s are unsatisfactory, the service user has the right to ask the agency to change the care worker/s, either immediately or such time as is suggested. The agency may still charge for the time worked by that care worker.

If the service user wishes to cancel a call for any reason, the agency requires advance notification, no later than 24 hours, for the cancellation. Where notification is later than 24 hours, there may be a minimum charge of 1 hour or the allocated time for the call, whichever is lower.

If the service user wishes to cancel the service permanently, the service user is required to give the agency 2 weeks notice. It can however be immediate if service user's explained reasons are justifiable.





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On the other hand, if the agency wishes to cancel/terminate the service with the service user for whatever reason, the arrangements will be as follows:

- Contact the social worker of the service user and report reasons for termination
- Serve the service user with 2 weeks notice verbally and also in writing, clearly stating reasons for termination, and the process of recouping all the agency's properties, such as folder, working equipment (gloves, aprons, etc.), outstanding invoices owing to the agency and the likes, thereafter.

## **Review of the Service**

The agency will provide services on the basis of an agreed service user plan of care. This is based on an assessment of the service user's needs, undertaken before the service starts or as soon after as possible. The needs of the service user will be reassessed from time to time, at least annually, and the service user may request a review at any time of the service being delivered if it is felt to be too little, too much or inappropriate. If it is agreed that the service should be changed significantly, the service user's plan of care will be modified accordingly and an updated care plan issued. In the case of service users whose fees are paid by a local authority, any reassessment and change to the service user's care plan will be carried out in conjunction with relevant social services staff.

## **Fees Payable**

The service user or whoever is responsible, agrees to pay the hourly fee of the agency as agreed prior to the commencement of the service. The charges are comprised mainly of the care worker's remuneration but also include the agency's commission, employer's national insurance contributions and any travel, or other expenses as may have been agreed with the service user or advocate.

There will be a minimum charge of 1 hour or the allocated time for the call, whichever is lower, if there happen to be an uninformed or late cancellation by the service user.

If during the course of service, the care worker is required to provide services for the service user of a type different to what is stated in the care plan of the service user, the service user and the care worker would need to inform the care manager of the agency.

At the end of each week of the service (or at the end of the call where it is for a period of one week or less or is completed before the end of the week) the service user shall sign the agency's timesheet confirming the number of hours worked by the care worker during that week or that period, where the service user has opted out of our call monitoring system.

Signature on the timesheet by the service user indicates that the service user:

Consents with the services provided by the care worker

Confirms that the care worker has worked the number of hours shown on the timesheet

Authorises the Company to pay the care worker for the number of hours shown on the time sheet

Agrees to pay the Company's hourly charges in full without dispute or deduction in respect of hours shown on the timesheet.





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Failure to sign the time sheet does not clear the service user's obligation to pay the charges in respect to the hours worked, if the hours worked can be confirmed via other means, such as, records made in the daily activity records or via electronic logging in and out system.

The fees will be paid by the service user or their advocate, or of the local authority, which has accepted financial responsibility.

## **Insurance**

The agency has Professional Indemnity Insurance cover, Public Liability Insurance cover and Employer's Liability insurance cover. Details and breakdown of cover policies are found enclosed in the Service User Welcome Pack.

## **Rights and Responsibilities**

The agency's rights and legal responsibilities towards any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential and whether foreseeable or not) which may be suffered by the Client from or in any way connected with the Company seeking a Temporary Worker for the Client or from the introduction to or Engagement of any Temporary Worker by the Client or from the failure of the Company to introduce any Temporary Worker or with any act, error, omission negligence, dishonesty, misconduct or lack of skill of any care worker introduced to the Client by the Company is outlined in the Service User Handbook.

## **Staff Supervision**

The care workers helping the service user will be under the supervision of their direct line manager, to whom any complaints or comments about the service should in the first instance be addressed. You will be given a copy of the agency's complaints procedure, also found in the Service User Handbook.

## **Monitoring, Quality Assurance and Complaints**

The agency is eager to provide a good and professional service and to make improvements wherever possible. The agency is responsible for the quality of the care provided by its staff in line with its contractual responsibilities as set out above.

Any concerns or complaints for any shortfalls in the service for which the agency is responsible should be made in the first instance to the management of the agency, which will investigate and address the issue in line with its complaints procedures. The Pastoral Officer is responsible for all complaints and grievances.

If your local authority is helping to fund your care you also have the right to take any complaint to the local authority as the agency's service commissioner through your designated care manager or through the local authority's complaints procedure. You might seek to do this if you are dissatisfied with the quality of service or the responses to any concerns or complaints you have made to the agency's management.

## **Supplies and Equipment**

Explora Haven will supply all required equipment appropriate to carry out services outlined in individual's service plan. For health and safety purposes, equipment provided by the agency is disposable. Below are listed equipment provided by the agency: gloves, aprons, foot covers, hand sanitisers and anything else that would seem reasonable.





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The service user will provide everything that is needed and necessary to help care workers work with ease in their respective homes.

## **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, but not limited to, 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).
- Key holding
- 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 their line manager. Before the end of work on the same day the line manager will then contact the service user to discuss the way forward.

### **Procedures for medication administration**





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The Organisation 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 National Minimum Domiciliary Care Standards. There is a clear written policy supported by training for staff.

## **Requirements to protect the 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 point 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 Key holders 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. This information is securely 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 Organisation**

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





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to receive any feedback from Service Users about the service. The service user will receive regular monitoring and review visits from the review officer or the field supervisors to ensure the service is being provided as intended and that it continues to be appropriate.

## **Staff Holidays and Sickness**

On occasions of staff holidays or sickness Explora Haven undertakes to send a replacement care worker. In the event of staff being replaced due to sickness absence, we will ensure that the service user is contacted 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.

## **Entering and Leaving the Premises**

During the initial assessment, when care is planned, access to the service user's home, the security of the home and the security of the staff should be considered and any difficulties, hazards or risks identified. An agreement should be reached and entered in the service user plan about how the home care worker will effect entrance to the service user's home and this should include details of any adaptations or alterations agreed to by the home owner to minimise risk. When gaining access to service users' homes, staff should at all times adhere to the agency's policies on Security, Key Holding and Identity Cards.

Care and support workers should ensure the security and safety of the home and the service user at all times when providing personal care.

1. During the initial assessment, when care is planned, the security of the home should be discussed and an agreement reached about how the home care worker will affect entrance to the service user's home. This should be entered in the service user plan.
2. Home care staff should:
  1. Always carry their identification badge and show it to the service user on entry
  2. Always encourage service users to adopt safe home security practices wherever possible, including using door safety chains, even when they know that it is the home care worker at the door, and requesting identification.
3. Staff should never:
  1. Agree to leave a key outside a house, in a safe place or on string by the letterbox
  2. Attempt to effect forced entry to the home.
4. If it is decided that the home care worker should hold a copy of the service user's key, the permission of the service user or their relatives should be made in writing and a suitable entry made to the service user plan. Key holding should never be embarked upon without the express





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permission of the home care worker's line manager or supervisor or without an entry being made to the service user plan.

5. Staff who hold keys for service users should:
  1. Label the key with a code, never with the name and address of the service user, in case the key gets lost
  2. Be careful that they keep the key in a safe place at all times
  3. Inform their line manager immediately in cases of the loss or theft of keys.

## **Protocol for Entering a Service User's Home**

Home care staff should:

6. Knock or ring the doorbell or call out before entry, even if they hold a key and can let themselves in
7. Always show their identification badge on entry
8. Offer to check that windows and doors are secure before leaving a premises
9. Always check that the door is secure as they leave.

## **Identity Card Policy**

In this organisation identity cards are provided for all care and support staff entering the homes of service users. The cards should:

10. Display a photograph of the member of staff
11. Display the name of the person and employing organisation in large print
12. Display the contact number of the organisation
13. Display a date of issue and an expiry date, which should not exceed 36 months from the date of issue
14. Be available in large print for people with visual disabilities
15. Be laminated
16. Be renewed and replaced within at least 36 months from the date of issue
17. Be returned to the organisation when employment ceases.

## **Procedures in the Event of Inability to Gain Access**

The following procedure should be followed in cases where the home care worker attends premises but cannot get in or receive an answer from the service user.

18. The home care worker should check in their diary that they have the right day/time/address.
19. The care worker should then knock several times and try to raise the service user by calling through the letterbox.





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20. If there is still no answer the care worker should try phoning the service user or their relatives, or getting the agency office to do so.
21. If the problem is not resolved by phone the home care worker should report the situation to their line manager or supervisor, who will continue to attempt to contact the service user and/or their relatives.
22. If there is cause for concern as to the service user's wellbeing, the care worker should report this to the agency office and their line manager and/or supervisor, and the police should be contacted, either by the office or by the home care worker themselves.
23. On no account should the home care worker attempt to effect forced entry to the home. In the case of an emergency they should always contact the police or an ambulance and wait for them.
24. If the person appears not to be answering or is out deliberately to avoid receiving the arranged service, this could indicate a need for a review of the service agreement and care plan.

