



Service User Guide

Full Version

The information in this booklet tells you what you can expect from Highfield and the service they will deliver to you.

Please note - we also have an 'Easy Read' version of the Service User Guide if you would prefer. If you would like a copy, please contact the Registered Manager.

Created to Care

CQC REGULATED



INVESTOR IN PEOPLE

Service User Information

Name of Service User : _____

Address : _____

Telephone Number : _____

The information below shows you the staff structure for Highfield Domiciliary Care Services -

Your Key Worker is : _____

The Care Team is led by a -

Care Team Leader : _____

The team is the responsibility of the -

Care Team Manager : _____

The Care Team Members, Care Team Leader and Care Team Manager work under the direction of the -

Registered Manager : Lorraine Sharples

+ Operations Manager : Peter Heys

Highfield Domiciliary Care Services is owned by the -

Director : Alan Wilkinson

Contact Details

If you ever have a problem and there isn't a member of staff on duty or you just wish to speak to somebody outside of your Care Team, you can ring -

24 hours	: 01254 885 016	Head Office/redirected to on-call
(9am-5pm Monday to Friday)	: 07796 117 112	Registered Manager

Or Visit the -

Head Office : The Base, Queen Street, Gt Harwood, BB6 7AT

Mission Statement

To provide a well planned, person centered and agreed domiciliary service to adults with learning disabilities living within their own home. To provide the appropriate support structure to maintain health, social and intellectual wellbeing. To provide adequate guidance with regards to home making skills, budgeting and life choices thus enabling personal development and promoted independence, ensuring that the individual's maximum potential is reached in all areas of their life.

Alan Wilkinson, 2008

Welcome Statement

Welcome to Highfield Domiciliary Care Services.

All the staff are here to help and support you.

If you are worried about anything, please feel free to talk to any member of your care team or the care team leader. If they are not available then you can ring the office on 01254 885 016 or Alan Wilkinson on 07957 646 445 at any time.

You will be introduced to all of the care team over the next couple of weeks and will be able to ask them about anything you wish - about the house you live in, local amenities, ideas for leisure time etc. They have already been told about the kind of support and help you need so they can provide this from your first day with us.

Highfield always likes the chance to improve its services and we welcome any suggestions people make about the service and support we offer. Highfield also encourages your participation and involvement in the running of your home and will support you to do this.

Alan Wilkinson, 2013

Introduction and Aims of the Service

Please be assured that we are a very experienced care provider. The company first started in June 1986 and was built up to a group of care homes (eight properties in total). The registration changed from care home to domiciliary care services for five of the properties in 2004 with the remaining three properties changing registration in 2008.

Highfield aims to provide an excellent service. We offer a person centred approach to all the service users regarding every part of your lives. Highfield provides service users with the guidance and support to live as independently as possible and promotes new skills to assist you to do this.

Highfield Domiciliary Care Services is committed to -

- Providing an approach that is tailored to you as an individual and will allow you to reach your full potential.
- Assisting you to participate in decision making as much as possible with regards to your individual choices (both daily and life choices) and in the running of your home.
- Promoting and supporting the transition to greater independence in all areas of your life.
- Providing you with a varied and stimulating lifestyle. Helping you to access local activities and educational/training resources.
- Promoting social inclusion with peers, friends and family and supporting such relationships as necessary.
- Supporting you in the development of life skills and improving your confidence with such.

Highfield Domiciliary Care Services is committed to make sure that you -

- Are given a skilled and individual assessment of needs and planning of support which asks for your involvement wherever possible.
- Are given high standard of customer care and quality of service at all times.
- Are valued as an individual as diverse as you may be.
- And your needs are put first.

Key Worker

When being supported by Highfield Domiciliary Care Services you will be given a Key Worker.

You will be consulted with regards to choosing your Key Worker. Where possible, your preferences will be considered. If you feel that the Key Worker chosen for you is not best suited to meet all your needs then you have the right to ask for a change.

What does a Key Worker do?

Your Key Worker will be your main source of support and care.

They will develop a 'therapeutic relationship' with you. A therapeutic relationship is one that helps you in your daily life, promotes your mental health and overall wellbeing. This is a professional relationship rather than a friendship although the relationship you share would hopefully have some of the aspects of a friendship. Things like -

- Being able to trust them and talk to them about any problems you have. Being made to feel like your concerns are taken seriously and that you are not being judged.
- Helping you with things that you find difficult or are daunted by. Offering reassurance, giving practical help (like budgeting, shopping, household tasks or dealing with benefit agencies) or emotional support and being prepared to speak up for you if and when you want them to.
- Feeling accepted and valued as a person - especially at times when you might not feel that way about yourself or if your experiences lead you to believe that you are not valued when really you are.
- Support in trying new things. Your Key Worker should know you well and what activities or courses that you might enjoy or benefit from. If and when you want to try something new, they may give you advice on your options, help to access activities and practical support to go and try new activities. They will also understand that you may not enjoy the activity and it wasn't something you would want to do again.

As already said, the relationship between you and your Key Worker may share similarities with a friendship but in other ways it is quite a different 'working' relationship -

- Unlike a friend, your Key Worker is accountable to you, to their colleagues and the managers and other external agencies (social services, CQC etc). Your Key Worker has a legal responsibility to follow your care plan and work within the guidelines to offer you appropriate support.
- Staff are here to support you in developing the skills that will enable you to live a more independent life. We believe that it is important that staff are warm and friendly but it is important to understand that staff are not employed to be 'friends'. Staff are here to support you in forming of your own friendships with your peers - as helping you to widen your social network improves self esteem and social skills.
- Your Key Worker is paid for the work that they do with you. Unlike a friendship, you would never be expected to return the support as you might do with a friend. Because of this, it is not allowed for staff to discuss their own private or personal problems with you as this may leave you feeling burdened by their difficulties. Your Key Worker will get the support they need from the management team, their colleagues and their own support systems outside of work (friends and family etc).
- Under the staff Code of Practice, staff are told not to give out their personal phone numbers or home addresses to you. Staff are also under guidance not to socialise with you except for in work time when they are supporting you on a planned activity as part of your timetable/care plan.
- The staff Code of Practice also says that staff are unable to accept gifts, or to borrow or take money from you or loan money or their own property to you.

Fire Procedure

Highfield Domiciliary care Services follow the rules made by the local council about Fire Safety -

- The fire alarms are tested each week.
- Fire safety drills/practices are held at random (a minimum of two a year) and you will be expected to evacuate (leave) the building and assemble at a safe place. Details of your assembly point can be found on your notice board.
- In the event of a real fire, you should evacuate and go to the assembly place as you do in a drill.

Fire Safety Plan

In the event of a fire, the plan is to exit through the nearest door and go to the assembly point.

A member of staff will notify the fire service and the management team.

If there is no member of staff present, evacuate the building - either taking your mobile phone (only if safe to do so) or asking a neighbour if you can use their phone - and telephone the fire brigade.

Try to keep calm, do not panic.

Don't go back for your things.

Do not run or push past others.

You will be given guidance and support to ensure you are familiar with and understand the Fire Procedure and Fire Safety Plan. We want you to be involved and participate in the fire policy and safety plan and if you have any concerns during the drills or when reading this then please tell a member of staff. By carrying out the drills/practices you will be better prepared to manage the situation if a real fire ever occurs.

Medication

This section refers to any medication you may be given by your consultant or GP.

You may be used to looking after your own medication - be 'self medicating' or you may have had your medication administered by other people - given to you at set times of the day. Whichever is the case, how your medication is stored or administered is something that can be negotiated with you and your social worker or other people involved with your support.

It may be that sometimes you require encouragement or reminding to take your medication or you may need this support more regularly but otherwise you are able to store and administer your own medication. However, some people find it difficult to take their medication properly and this might be because of a number of reasons. Some people find their ability or how safe they feel to self-medicate is affected by their mood - in this case flexible arrangements can be made - again these would be in negotiation with you and possibly your Key Worker or other people involved in your support.

If you ever buy 'over the counter' medication, please make sure that the staff are aware of this before taking it - it *MAY* effect your regular medication or vice versa.

Staff are here to support you in taking your medication and if you have any concerns regarding the medication you have been prescribed please tell them. The sooner you inform the staff of any concerns or difficulties, the sooner they can help you.

Health & Safety

Every evening staff undertake health and safety checks around the communal areas of your home. These checks are done to ensure, as best we can, the safety of the people in the building - tenants, staff and visitors. These checks include checking all the doors are closed at night. Staff will also turn off all the electrical appliances that can be turned off (not the fridge or freezer) are turned off. Staff will also check that all exits are clear and free from obstruction (in case of an emergency).

For reasons of health and safety, it is important that staff are aware of who is in and who is out of the building. Therefore, it is important you cooperate with staff and let them know of your whereabouts. If you cooperate with staff in this way, we can avoid unnecessary intrusion and better ensure that your privacy, dignity and safety are preserved.

We also provide a tenant's Health and Safety Checklist - these checks are intended to be undertaken by you and with the support of the Registered Manager. The purpose of the checklist is to help you make sure your home and belongings are safe and well maintained and to identify any repairs or replacements before they become a hazard. We believe that the Health and Safety Checklist is a valuable tool - that the checks provide a useful service to you as a tenant as well as preparing you for more independent living.

It is your responsibility to make sure that your room is kept clean and tidy. If you have problems maintaining your room then a member of staff may be able to assist you in developing the necessary skills to do so. A vacuum cleaner and cleaning materials are available for you to use.

We encourage your involvement and participation in the health and safety procedure and if you have any concerns, please bring these to the attention of the staff.

Benefits

We are pleased to provide support to you when you are making claims for your various benefit entitlements such as Income Support, DLA, Council Tax and Housing Benefit etc and any correspondence from these agencies. When dealing with these agencies, we are happy to advocate on your behalf or support you to advocate for yourself.

The staff will work with you to maximize your income and ensure that you receive your full benefit entitlement.

We are not funded to provide household running costs, transport or activities. Your benefits will be expected to cover these. If you need it, your Key Worker will be able to help you to budget for all of these.

Please speak to a member of staff if you have any concerns regarding your benefits.

House Policies

For the benefit of the tenants and the care team, it is necessary to have some conditions about the use of communal areas, the support service and your behaviour towards others. We therefore ask you to read and agree to the following rules (in addition to those in your tenancy agreement).

Visitors -

You are able to have personal visitors. You are responsible for your visitors and must ensure they don't inconvenience anybody else. All visitors must follow the same rules as tenants. Visitors behaving inappropriately will be asked to leave immediately.

Rent -

Any rent you need to pay will be outlined in your tenancy agreement. If you require support to budget for your rent or to access housing benefit this should be noted in your care plan.

Telephone -

We advise all tenants to use the telephone responsibly as the costs are shared between everyone. Your share of the telephone bill will need to be paid when the bill is received.

Kitchen -

Tenants have access to the kitchen at all times though you are expected to respect the facility - by making sure you clean up after using it. Support staff will be able to provide assistance and guidance with regards to using the kitchen safely and appropriately.

Illegal Drugs -

The use of illegal drugs on the premises is against the law. If any tenants are involved with the use of illegal drugs we will not hesitate to call the police immediately.

Alcohol -

The consumption of alcohol in moderate quantities is allowed. However we will advise you if drinking alcohol will conflict with your medication. If you choose to drink alcohol, you must maintain appropriate behaviour at all times.

Laundry -

Tenants are responsible for your own laundry though you may get assistance from staff if it is identified in your care plan.

Noise -

Noise must be kept to a level that does not disturb others. Noise should be kept low, particularly in communal areas and particularly at night.

Access to your bedroom -

There will be times when staff or workmen may need to gain access to your bedroom when you aren't in the house. Such times may be when repairs need carrying out or at times when we may be worried about your welfare or whereabouts. When you are not in and we do have cause to enter your room, we will leave you a note to say why this is necessary and when it occurred. However, if we can ask your permission to enter your room, we will do so beforehand.

Key Holding -

You will be given your own front door key and room key when moving in. You will be expected to keep the keys safe yourself and it is your responsibility to buy new ones if you lose them.

In exceptional circumstances we will hold your keys for you, for example, if you are going on holiday.

In addition to the keys you and any other tenants have, you may also like to sign an agreement saying that the care team are able to hold a key which they can use to enter your house for their shifts - this will save you getting up early in the morning to let them in.

Smoking -

Smoking is not allowed in the house.

The tenants can have some input into where the official 'smoking area' should be (outside).

Money -

Staff are not allowed to lend money to you and money shouldn't be borrowed/lent by another tenant or the housekeeping budget. However, exceptions may be made according to your circumstances. If you are experiencing financial difficulties or are worried about money, payment of

bills or budgeting, please talk to a member of staff. We understand how money worries can be very distressing, so please tell us and we will do our very best to help and support you.

Support -

It is important that you accept the support offered to you and cooperate with the staff. The company is commissioned (paid) to support you in a certain way, according to your care plans and timetables. If you do not allow us to deliver the support we are paid to deliver or your health or wellbeing suffer because we have not been able to do our job, then this will reflect badly on the company and/or the commissioners may withdraw you from our service.

Transport -

In some cases - where identified in your timetable and care plan - Highfield is able to offer you assistance with transport. These costs are to be met by you; individual arrangements can be made/agreed.

Missing Person Procedure -

Staff have a duty of care to all tenants. Tenants are expected to notify staff if they intend to be away from the house overnight. If tenants do not inform staff before 9pm (at the very latest) that they do not intend to return to the house, tenants need to be aware that staff will have no option but to start the 'missing persons procedure' which means you will be reported to the police as a missing person.

Unacceptable Behaviour -

If staff become aware of people causing significant nuisance or become aware of people being involved in illegal activities, the management and/or police will be notified.

Breaching Your Tenancy Agreement -

You and your landlord will have your own agreement which will cover the rules of renting your home. Highfield will support you (if you want us to) to apply for housing benefit to pay the rent and to budget for any additional top-ups or bills etc. However, if at any time you wish to leave your home or your landlord asks you to leave, Highfield will support you to comply with your tenancy agreement and/or find somewhere else to live.

Disputes with Other Tenants -

We ask that tenants respect their housemates and treat others as they wish to be treated. We hope that all housemates will help to create and maintain a pleasant living environment for all. Remember that for you and the other tenants, this is your home. Understanding and following the house policies will go a long way to ensure all residents can live together in an appropriate manner. However, we understand that disputes may happen between you and the others. In such circumstances, disagreements may be simply resolved by discussing any issues with the other person concerned in a polite manner. If you wish, staff may be able to facilitate a meeting between you to try and sort the matter out. If the matter is a serious one, you may wish to make a formal complaint, in which case staff can help to follow the complaints procedure.

Ideas, Suggestions and Complaints

We Welcome Your Views -

Highfield Domiciliary Care Services aim to provide excellent services which meet the needs of our service users. To meet our aims we need your feedback and your participation. Here are some of the ways you can do this -

- At service user meetings
- By talking to your Key Worker, Team Leader or Team Manager
- By filling in a comments or complaints form
- By completing the annual service user questionnaire
- By writing it in your 'I Need To Tell You' book

We are always grateful for feedback and suggestions as how we can make the service better and we view all comments and even complaints positively as these help us identify and correct our failings. By letting us know if you have any complaints we can investigate the matter and hopefully resolve it quickly.

Our comments and complaints procedure is there to be used and we will support any service users or other people to use it. A full version of our comments and complaints procedure is available upon request.

In addition we also appreciate compliments. If you think there is anything you are especially pleased about with the staff or service we provide then please ask to fill out a compliments form or include it when completing your service user questionnaire.

Abuse or Poor Treatment

We recognise that abuse is a sensitive subject but it is also a subject that needs to be addressed. We believe that it is important that you know that abuse is something we take very seriously and that any complaints, allegations or concerns will be treated respectfully, sensitively and that your comments will be treated as confidentially as possible.

Highfield aims to support and protects individuals from neglect, abuse or poor treatment. We are aware that these objectives may sometimes be in conflict but be assured that if there are grounds to suspect that a service user is being abused, the safety of that individual will be the main priority.

Highfield aims to safeguard service users from any form of abuse or exploitation including physical, financial, psychological, sexual, discriminatory abuse, self harm, neglect, inhumane or degrading treatment through deliberate intent or ignorance in accordance with written policies and procedures.

The Department of Health's 'No Secrets' Codes of Practice underpin Highfield's policies and guidelines regarding the safeguarding of service users. A copy of 'No Secrets' is available upon request.

At Highfield Domiciliary Care Services we agree that we will work to the following principles -

- Everyone has the right to live their life free from violence, fear and abuse.
- Everyone has the right to be protected from harm and exploitation.
- Everyone has the right to independence, which involves some degree of risk.

Through working in partnership with other agencies and organizations, Highfield Domiciliary Care Services is committed to -

- Ensuring that there is a consistent and effective response to any concerns, allegations or disclosure of abuse.
- Supporting staff in reporting and investigation incidents of adult abuse.
- Preventing abuse from occurring in our organisation.
- Offering close support to any whistleblowers.
- Ensuring that staff have knowledge and understanding of adult protection and receive training in implementing the Adult Protection Procedures.
- Contributing towards adult protection investigations, conferences and protection plans.

The term 'abuse' can be understood in different ways. The following statement provides a starting point in understanding some of the different things the term 'abuse' might be used to describe -

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse of an adult may consist of a single act or repeated acts over time. It may occur as a result of failure to undertake action or appropriate care tasks. It may be physical, psychological or an act of neglect. It may occur where an adult is persuaded to enter into a financial or sexual transaction to which they have not or cannot consent. Abuse can occur in any relationship and may result in significant harm or exploitation of the individual.

Adapted from No Secrets - Protection of Vulnerable Adults - Department of Health (March 2000)

Highfield has a full Protection of Vulnerable Adults Policy which is available upon request.

For Your Information

Highfield Domiciliary Care Services is regulated by the 'Care Quality Commission' (CQC). These are the people who set the rules for how we deliver your care and support. They visit our head offices every year and check up on staff, their training and the support they deliver. They also ask to speak to people from time to time about what they think of the service we deliver.

CQC give care providers a certificate to license our service, this can be found in the head office if you would like to see it.

If you ever wish to speak with a CQC Inspector, you can phone them on 03000 616161 anytime.

All care providers need to have comprehensive insurance. Highfield is covered by Zurich and the insurance certificate to prove this kept at the head office if you would like to see it.

Note from the Director

Thank you for reading this guide. I am sure it will be of some use to you now or for reference in the future. Keep the guide handy for any time you may need it again.

I promise we will always do our best for you; to provide you with the care, support and guidance you need to live as fulfilled and independent life as possible.

Lastly, on behalf of myself, the management and the care team, I would like to say a big WELCOME and THANK YOU for choosing Highfield as your care provider.

Alan Wilkinson, 2013