

Domiciliary Care Service User Guide



Created to Care
CQC REGULATED



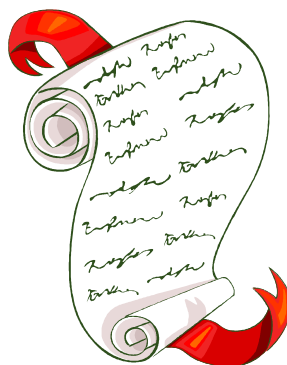
INVESTOR IN PEOPLE

Alan Wilkinson
The Base
Queen Street
Great Harwood
BB6 7AT

Telephone :01254 885016

This is an important booklet.

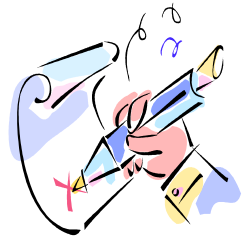
This booklet aims to tell you how your Care Team Members will support you and is made up of a list of promises made to you by those at Highfield Care Services.



If there is anything at all that you don't understand or you wish for further information, we can arrange for someone to explain things to you.



When you have read the booklet or when it has been read to you, you will be asked to write your name at the back. This is to show that you understand and agree to the things that it promises.



Before you sign your name, you have chance to add other things we may not have written about but you may find important the way you wish to live your life here.

Please understand that not everything you ask for may be possible. We will do what we can though some things you ask of us may not be allowed by other people.



But we promise that both now and in the future we will try our best to provide you with these things if we can.

Here are some of the promises we can guarantee to make and keep:

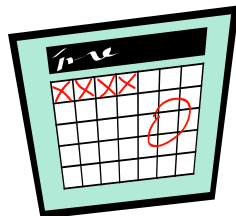
There will be a team of people who will support you every day. They will all be trained in their role and will be aware of your needs, likes and dislikes.



One of these people will be allocated to you and it will be their job to help you above all others. This person will be your key worker.



Your Key Worker will be able to help you to write a timetable of things you will be doing each week.



The timetable will include lots of areas of development and will help you to become more independent:

Learning new things that YOU are interested in.



Going out and making friends.



Going shopping.



Helping around your house and making sure it is kept clean and tidy.



Doing your laundry.



Taking part in fun activities and days out.



Relaxing at home; watching tv, chatting, listening to music or reading



To be able to make this schedule as you want it, once a year all the people you know well and those who have helped you will get together with you and will write down any changes you want and agree on ways that they will continue to help you.



This is called a PCP meeting (Person Centred Plan).



It will be all about you and all that you want to achieve.



WE PROMISE

That if you are poorly or you need help with taking medicine we will be there to support you.



And if you need to visit the Doctor or Dentist and want us to come with you, we will.



WE PROMISE

To respect your home and enter as an invited guest.



Though in some cases you may wish to offer the care team a spare key to be able to get in, especially in the mornings.



WE PROMISE

To support you to access all the money and benefits you are entitled to.



To help you arrange any payments for the care you receive or other commitments.



If necessary, we will help you to budget and pay bills but only if it is written in your care plan.



If you want, we can also support you in opening a personal bank account (if you don't already have one) and help you save for things like holidays away, Christmas presents or anything else you want.



WE PROMISE

To let you have your say in how we are performing. You will have the chance to complete a yearly questionnaire. You may need help from others to complete this and we can advise you on who may be able to help—family, college staff, Community Nurse etc.



To offer you as much or as little support as you need (identified by your Social Worker in your service application). We have over 20 years experience (from 1986) and know how to give you a care plan depending on your individual needs—whether it's 24 hours a day or 1 hour visits.

WE PROMISE

That we are correctly insured and have all the necessary certificates and licenses in place to operate safely and legally. Highfield buys its insurance from Zurich. A copy of the certificate can be found in the office if anyone would like to see it.



We keep it with our certificate of registration from the Commission of Social Care Inspection (CSCI). CSCI is the office that regulate care services and make the rules we need to follow. They make sure we are doing a good job!



You should know that if you are ever unhappy about anything to do with your care, you can always ask someone to put it right for you.



The people to ask are:

Your family

Your Social Worker — 875 252

Your Doctor—885 764

The Day Centre or College Staff

The Care Team — visiting you daily

The CQC inspector — 03000 616161

Alan — 885 016 or 07957 646 445



WE PROMISE

That no one will stop you from speaking to any of these people if you are unhappy. It is your right to talk to them in private if you wish.

FINALLY

If you no longer wish to receive the support from us or if you feel we are no longer helping and supporting you as we should then...



WE PROMISE

To help you find a new care provider or a new place to live. A provider that you think could perhaps be more able to look after you and meet your needs.



IN RETURN -

We ask that you make a promise to us -

That you promise to respect the place you live and the people you live with.



That you treat the staff and anyone you live with well.



That you cooperate with the staff and management and allow them to do their job properly.



That if you are out and don't require a staff visit, that you let the office know so we do not waste valuable time and resources (it may be that you can swap your visit to another time).



I have read or have had read to me the Service User Guide and understand what Highfield is promising to provide to me as a Service User and what Highfield expects from me in return -



Name : _____

Signed : _____

Date : _____

Social Worker on behalf of purchasers :

Name : _____

Signed : _____

Date : _____

Highfield Scheme Representative :

Name : _____

Signed : _____

Date : _____