



Carers and Companions
Ilkley Community Enterprise is a registered charity. Charity number 1151706



Carers and Companions

Service User Guide

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Podręcznik użytkownika usługi

服务用户指南

Dienstbenutzer führt

**This guide is available in a variety of formats including
Large print, languages, colour scheme, audio and brail**

Address: 54 Skipton Road Ilkley, West Yorkshire, LS29 9EP

Tel: 01943 609484

Email: carerscompanion@aol.com

Website: www.carersandcompanions.co.uk



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Contents

Page 3	Welcome
Page 4	Aims and Objectives of Carers and Companions
Page 5	Overview of the Process for Delivery of Care and Support
Page 6	The Nature of the Services Provided by Carers and Companions
Page 9	People for whom the Service is provided
Page 9	Key Contract Terms and Conditions
Page 10	The Quality Assurance Process
Page 11	Specific Information on Policies and Procedures
Page 14	Hours of operation
Page 14	Insurance cover
Page 15	Complaints, comments and compliments
Page 16	Contact details

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Welcome

Welcome to Carers and Companions Ltd. Carers and Companions are based in Ilkley, West Yorkshire. We are a domiciliary care company providing care, companionship and support to people of 18 and over, enabling them to live at home and maintain a level of independence and freedom.

Carers and Companions began in 1997 when Penny Clark felt she needed support, to help her mother who was suffering from dementia. Penny started to recruit local people to help care for her mother. Since then the company has gone from strength to strength and has become a leading care provider within the Wharfe Valley Area.



(Penny and her mother in 2002)

Philosophy of Care

Penny's philosophy of care centred around three key themes; working in partnership, being 'hands on' with Service Users and promoting care as a professional career.

It is imperative that Carers and Companions works with Service Users, families, other professionals and significant others as we are working towards a common goal which is the best interest of the service user. By collaborating and working in partnership we can ensure that individual's rights are being upheld.

It is very important that care, support workers and managers have an insight into the individuals we provide care for. We collect a lot of information about each of our service users so that we can build up a true picture of that person's values, beliefs, interests etc. Managers will visit service users in a care worker role to build up relationships and monitor how closely we are providing a service that promotes the persons 'individuality'.

Care work and the responsibilities undertaken are not always highly regarded. We feel that to provide a quality service we have to hand pick people who will be able to fulfil such an important and special role. Carers and Companions promote the care worker role as a career through on-going professional development, supervisions and support. By providing care workers with up to date skills and knowledge they will be able to provide a flexible service that meets the needs of our Service Users.

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Aims and Objectives of Carers and Companions

Carers and Companions aim to

“Deliver a service of the highest quality that will improve, sustain the quality of life of each of our Service User’s”

“Promote the individuality of each of our Service Users”

To achieve our aims we have set the following objectives:

1. To provide a service that fully satisfies the needs and expectations of individuals in their own homes.
2. To actively seek and value the contribution made by informal carers, families and relevant others in care planning.
3. Develop partnerships and effective joint and integrated working practices
4. To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each individual’s right to independence, privacy, dignity, fulfilment and the right to make informed choices.
5. To continuously seek ways in which our services can be improved.
6. To develop and retain a team of professional Care Workers who will be able to respond to individuals changing needs.
7. To respond and develop from feedback from our service users, their families and relevant others in the care planning.
8. Undertake regular care and risk assessments with Service Users and make amendments to suit individual needs.
9. Protect our service users from harm and abuse through having a robust recruitment procedure
10. Managers will visit, in a care worker capacity, individuals using the service on a regular basis to monitor and gain feedback
11. Ensure care workers skills and knowledge is up to date through an on-going supervision and training programme.

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Overview of the Delivery of your Care

A Manager or Care Co-ordinator will visit you to undertake an initial assessment of your needs. We would welcome a family member or significant person to contribute to the initial assessment and help build a care package to suit your needs.

The assessment will involve the Manager or Care Co-ordinator asking you questions to determine your preferences, needs and wishes to incorporate these into the care package.

The Manager or Care Co-ordinator will conduct a risk assessment of your home environment and mobility to identify any specific handling techniques or equipment that may be needed for your care to be provided.

The Manager or Care Co-ordinator will describe and explain the responsibilities of the Care Workers who will be visiting you and discuss any concerns or queries you may have.

The assessment of needs will be documented and copies will be placed in a file that is kept in your house. Care Workers will access the file to record what tasks they have undertaken when visiting you. This also provides information for other people such as family, Doctors, District Nurses, Physiotherapists and Occupational Therapists who may be involved in your care package.



Your care package and risk assessments will be reviewed formally once per year, or earlier if required, by a Manager or a Care Co-ordinator to check if anything has changed. Managers and Care Co-ordinators will visit you on a regular basis, in a Care Worker role, to monitor your care plan and risk assessments.

If your care is being commissioned by a local authority, this assessment will be in partnership with their assessment team.

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The service type Carers and Companions provides

We provide domiciliary care services for people over the age of 18. This service provides personal care for people living in their own homes. The needs of people using the services may vary greatly, but packages of care are designed to meet individual circumstances.

The person is visited at various times of the day or, in some cases, care is provided over a full 24 hour period. Where care is provided intermittently throughout the day, the person may live independently of any continuous support or care between the visits.

The services offered by Carers and Companions

Personal Care

- Assistance with washing, bathing and showering
- Assistance to dress and undress
- Continence management
- Brushing and cleansing teeth or dentures
- Assistance with grooming such as hair brushing, shaving and application of moisturising creams.

Medication

- Administer medications from a dosette box or medication in original containers with MAR chart guidance.
- Assist with medications by opening dosette boxes, packets, bottles for the individual to administer independently
- Prompt medication by reminding the individual to administer independently

Dietary

- Prepare food and meals at the individuals house
- Assistance with feeding and drinking

Social Support

- Companionship service
- Assistance with planning and shopping



To clarify what Care Workers can and cannot do for individuals we have produced the following guide to inform and ensure that we do not offend or cause embarrassment when a particular request has been made

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Moving and handling tasks to include

- Help individuals in and out of bed, on or off chairs, commode if the individual can stand and transfer with minimum support
- Use equipment e.g. hoist, slide sheet, turntables, slide board to transfer individuals

Moving and handling tasks do not include

- Physically lift an individual. Undertake exercises with an individual
- Physically helping an individual up/down stairs

Personal care tasks includes

- Washing parts of the body individuals are unable to reach
- Enable individuals to have a strip wash or bed bath
- Assist to bath if the individual is physically able to get in and out of bath independently
- Use a suitable bath seat, shower chairs to shower

Personal care does not include

- Provision of assistance into a bath when the individual cannot do so without physical support from care worker

Assistance with dressing/undressing/grooming includes

- Help with all dressing and undressing tasks/ apply moisturising cream
- Assistance with elastic stockings
- Assistance with artificial limbs following professional instruction.

Does not include

- Putting in contact lenses
- Cutting hair
- Cutting finger or toe nails

Assistance with oral hygiene and shaving includes

- Cleaning of teeth or dentures
- Shaving facial hair

Does not include

- Shaving or trimming of non-facial hair, unless specified in certain contracts

Toileting and continence management

- Assist individuals to use and access toilet, commode or toilet aids
- Empty commodes
- Change catheter leg bags, night bags and incontinence pads.
- Change and empty stoma bags

Does not include

- Administering enema medication, unless specialist training has been completed.

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Medication support includes

- Following the specific medication risk assessment for administering, assisting or prompting an individual with medications

Medication support does not include

- Filling of dosette boxes
- Administering medications via intra muscular, intra Venus, intra dermal and vaginal routes into the body

Preparation of meals includes

- Preparing nutritious meals
- Heating up frozen meals
- Feeding and washing up of items used to prepare and serve the meal.

Preparation of meals does not include

- Complex meal preparation
- Washing up items for other family members.

Laundry tasks include

- Putting the washing machine on, following instructions from individual
- Hang up laundry , put laundry away

Laundry does not include

- Hand washing items
- Washing or drying laundry of other members of the household.
- Ironing, unless agreed in the care plan

Shopping includes

- Purchasing items on a shopping list provided by the individual

Shopping does not include

- Assisted trips, unless prior arranged
- Shopping for anyone other than the individual
- Purchase large or heavy items

Assistance with finance includes

- Picking up money from an individual to undertake shopping tasks

Assistance with finance does not include

- Using a cash machine to draw money out for an individual
- Using betting shops or purchasing lottery tickets

Other tasks Care Workers cannot do.

Professional nursing tasks, gardening, decorating, household repairs, cleaning, polishing, changing light bulbs, clearing snow

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People the Service is provided for

- Older people
- Adults (over the age of 18)
- People with mental health problems
- People with sensory loss
- People with physical disabilities
- People with learning disabilities



Key Contract Terms and Conditions

Charges for Services purchased by Local Authorities

If all of your support has been arranged by a Social Worker and the Local Authority is the purchaser then there are no fees liable to Carers and Companions from you. There may be an arrangement where you have to contribute towards the cost of your care. If so this will be arranged by your Social Worker and they can give you additional information.

Charges for Private Service Users

You will be charged for work undertaken by Carers and Companions. A price list will have been made available to you to refer to.

A contract for care provision will be issued to you. This details all the terms and conditions that should be observed while Carers and Companions provide a care package for you.

The contract will be signed by a Carers and Companions manager and yourself or representative.

Bank Holiday and Public Events

All Public and Bank Holidays will be charged at twice the normal rate. This is detailed on the price list.



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The Quality Assurance Process

Carers and Companions aim to deliver a high quality service that promotes the individuality of each of our Service Users. We have a quality assurance process in place that allows us to gather evidence to ensure we can meet this aim.

All Care Workers have frequent observations undertaken by a Manager / Care Co-ordinators to monitor the quality of care they deliver to our Service Users. This ensures that we can observe Care Workers while they are working to ascertain if they are providing a high quality service.

Once a year, you will be given a questionnaire, asking you to record your opinions of the service you receive. We will use the results to inform and improve our practice.

We hold regular Service User Involvement events throughout the year at the Ilkley office. This gives Service Users, family members and significant others the opportunity to meet the Care Managers and discuss, clarify or query any issues they may have. We gain feedback from the Service User involvement events to help identify any areas for improvement and to discuss areas that we are doing well

Finally Managers of Carers and Companions will visit you, in a Care Worker role on a regular basis.

If you cannot attend the Service User involvement events or prefer not to undertake a questionnaire you can offer feedback, on the service you receive, to a Manager when they visit you.



We are registered with the Care Quality Commission (CQC) who will carry out regular inspections to ensure the service we provide is of a high quality and complies with the Health & Social Care Act 2008.

We are registered with two Local Authorities who carry out regular inspections to ensure that Carers and Companions comply with their particular contractual requirements.

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Specific Information on Policies and Procedures

Carers and Companions has over 430 policies in place which give guidance and support to the roles and responsibilities of Care Workers, Managers and individuals who use our service. If you require a copy of any of our policies they can be made available to you by contacting the Ilkley office.

The following is a selection of key Policies and Procedures for your information.

Staff Identification

All Care Workers will wear Carers and Companions issued tunic top and display a name badge when they attend to you.

All Care Workers are issued with a unique identification card which they must have on their person when attending to Service Users.

Service Users can request identification verification from any Carers and Companions employee with whom they are not familiar, and not to allow them access unless this identification is forthcoming. Service Users can telephone the office to verify a Care Worker's identity prior to allowing them into your home.



Maintaining Confidentiality

Carers and Companions will ensure that any information you have given to us, about yourself, is kept confidential.

Carers and Companions will hold certain details about you on a computer system; password protected, and locked away in filing cabinets in the main office.

Care Workers receive training to highlight the importance of keeping Service Users information confidential. If a care worker was to breach confidential information about you they would be subject to our disciplinary process.

Information will only be disclosed to others with your consent or if it is required by law.

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Gifts, Gratuities & Bequests to Staff

Care Workers are not allowed to accept gifts, gratuities or bequests from Service Users, family members or significant others. Care Workers will politely explain to Service Users that they are not permitted to accept gifts.

Care Workers are not allowed to accept bequests under wills. Neither are they permitted to act as witnesses on wills or any other legal documents regarding the Service User.

Handling Money

Carers and Companions will not carry out any financial transactions unless it has been agreed as part of a care package.

Care Workers are only permitted to collect money prior to shopping and handing money back to the Service User. The Care Worker will make a record of all monies paid out during the transaction and the change given to the Service User. A proof of purchase will be handed to the Service User.

Care Workers are not permitted to draw money out from a bank or building society for a Service User.

Bad Weather & Contingency Plans

On occasions severe weather conditions such as heavy rain leading to flooding or heavy snow, may impact on your usual time of calls.

We will endeavour to arrive at your home as soon as we physically can get to your location. Carers and Companions may have to put contingency plans into place such as prioritising Service Users who are immobile, live alone, have mental health needs and people who require pain relief medication at a set time.

In extreme circumstances, i.e. where it is not possible for any Care Workers to travel, the manager will inform both the Service User and his/her family.



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Safeguarding Adults

Carers and Companions and Care Workers have a legal duty to safeguard individuals from abuse. Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse can be classified into the following categories, physical, sexual, psychological, financial, neglect, discriminatory and institutional.

Carers and Companions have a responsibility to build a 'net of safety' through developing good practice in preventing and responding to abuse. We have a designated Safeguarding Adult Manager who leads the development of this work.

If an incident of abuse is disclosed we have to respond by working with the service user and partner organisations to develop an adult protection plan. This may involve liaising with other organisations such as the police, adult protection unit, local authority and advocacy services.

Health and Safety

Carers and Companions have to follow the Health and Safety at Work act 1974 and subsequent amendments to provide a safe working systems and a safe working environment for Care Workers.

We meet this obligation by undertaking risk assessments of all work activities, environments we work in and the moving and handling activities that must be undertaken by Care Workers.

If we have identified a risk we will consult with the Service User to put control measures in place that will reduce the level of risk for Care Workers. We will document all risk assessment that are undertaken and keep a copy in your care folder.

Advocacy

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need.

Advocates and advocacy schemes work in partnership with the people they support. Local advocacy groups have developed for different groups of people who feel they are being ignored, overlooked or treated badly.

Care Workers are not permitted to act as an advocate for Service Users.

If you require more information about securing your rights, representing your interests or obtaining the services you need please contact the Carers and Companions office who have a range of contact details for local advocacy services

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Hours of Operation

The office is open Monday to Friday from 9 am to 5 pm. Outside of these hours an answer machine is available for you to leave any messages. In the event of an emergency you or your relative can contact the out of hour's emergency telephone number on 07867523671.

When to contact the out of hour's telephone

- If the Care Worker has not arrived within 30 minutes of the time you usually have your call and you are unable to contact the main office.
- If you need to cancel a service for that evening or before the office opens the next morning
- If you need to verify the identity of a Care Worker prior to allowing them into your house.

Details of Insurance Cover

Carers and Companions have the following insurance cover

Public and Products Liability Insurance £10,000,000 any one event

Employer's Liability Insurance £10,000,000 any one event.

It is expected that all service users have a normal household contents insurance policy to cover your possessions against accidental damage. Carers and Companions cannot be held responsible for accidental breakages while carrying out care duties.

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Making a complaint

If you wish to make a complaint, comment or compliment you can contact any one of the managers at the Ilkley office. Details are found overleaf.

In the event of you having to make a complaint this will not affect the service you are receiving.

Your complaint will be acknowledged and contact will take place within 48 hours of receiving the complaint

An investigation of the complaint will take place within 14 working days

Every effort will be made to resolve the complaint and to provide a full response to the complainant within 28 working days.

If the Manager is unable to satisfactory resolve the complaint within 28 working days then the complainant has the right to refer the complaint to the contracting authority or government body, details of which are as follows.

Contract Compliance Adult Services
4th floor, North Wing
Jacobs Well
Nelson Street
Bradford
Tel: 01274 435400

Care Quality Commission
City Gate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161

If you are still not satisfied with the final outcome of your complaint you could be in a position to take you your complaint to the Ombudsman

Local Government Ombudsman
Beverly House
17 Shipton Road
York
YO30 5TZ
Tel: 01943 380200

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Contact details

Carers and Companions have three managers who can be contacted. We pride ourselves on working as part of an equal management structure.



David Edwards, Registered Manager
(B.A. Hons. Education & Training, Level 5 Diploma in Leadership and Management in Health and Social Care, QTLS, Certificate in Education)



Mickala Baker, Care Director.
(Level 5 Diploma in Leadership and Management in Health and Social care)



Sandra Brown, Manager.
(Registered Managers Award, NVQ Level 4 in Health and Social Care)

All of our managers are based at the Ilkley office location and can be contacted via

Telephone number: 01943 609484
Out of hours number: 07867 523671
Email address: carerscompanion@aol.com
Fax number: 01943 602129