



MBI Homecare Ltd

Domiciliary Care

Service User Guide

In Compliance with Regulation 4 (1) and Schedule 1 – The Domiciliary Care Agencies Regulations 2002



Contents

1. Welcome
2. The Aims of MBI Homecare Ltd
3. MBI Homecare's Profile
4. An Overview of the Delivery of Your Care
5. The Services We Provide
6. Standards that You Can Expect
7. The Quality of Service to You
8. Compliments, Comments and Complaints
9. Key Policies and Procedures
10. Main Terms and Conditions of Service
11. Care Quality Commission
12. Hours of Operation
13. Details of Insurance Cover
14. Directory of Addresses





Welcome

Welcome to MBI Homecare Ltd. This guide gives you the information you need about MBI Homecare and explains how we can support you in maintaining your independence in your own home.

We will provide you with the assistance you need as detailed in your Support Plan. This has been drawn up and agreed with you, following an assessment of your needs by either Coventry City Council or a Manager from MBI Homecare Ltd.

This guide also gives you information about what you can expect and what to do if you are unhappy about the care you are receiving.



The Aims of MBI Homecare

The aim of MBI Homecare is to assist you in living as independently as possible in the comfort of your own home, as well as to enable you to have a full and interesting life. We believe that staying in your home, with your own possessions and familiar faces visiting, is the best environment for you to receive support and care.

To achieve this, we recruit and train the highest quality Support Workers to assist you with tasks that you have difficulty with, or carry them out for you if you are unable to do so yourself.

It is our main aim for you to stay happy with the services you receive and to encourage you to develop close relationships with our staff as they become a key part in the delivery of the care you need.



MBI Homecare Profile



MBI Homecare is a newly established provider of Domiciliary Care which was especially created to give you a helping hand.

The aim of MBI Homecare is to provide Support Workers to Service Users in their own homes, who will assist and support individuals in promoting health, in its broadest sense, and maintain or improve the independence of our clients. Our goal is to provide a good value for money service that is reliable and responsive to the Service User's needs and preferences.

MBI Homecare aspires to create a friendly atmosphere where the care and support we provide both enables and gives our clients the confidence to live as full, active and independent lifestyles as possible. We treat people as the individuals they are and thus we aim to ensure that every person who seeks our help has an individually designed, flexible quality care package meeting the unique needs and requirements that they have.

We ensure that at all times the services provided comply with the requirements of The Domiciliary Care Agencies Regulations 2002. In particular, sections 14 & 15 of those Regulations, which refer to the arrangements for the provision of personal care and staffing respectively.



An Overview of the Delivery of Your Care

A member of our management team will visit you and undertake an assessment of your needs. They will carry out a social care assessment with you to identify what support you may require at home in order to best meet your needs. Your Support Worker/s will leave a copy of this assessment in your home for your information and reference.

The assessor will also conduct a basic risk assessment to ensure that work can be undertaken safely in your home. If required, a moving and handling risk assessment will also be undertaken to identify any equipment and/or handling techniques needed for your care to be provided. Your Support Worker/s will leave a copy of these assessments and a care plan in your home for reference.

MBI Homecare 'Care Delivery Pack' will also be left with the support plan pack. This will be used by the Support Worker to record information about their visits and a summary of tasks carried out. It also provides information for other Support Workers, relatives, Doctors and Health Visitors.

Your Care Plan and Risk Assessment will be formally reviewed every three months by a Team Manager and Domiciliary Care Manager to check whether your needs have changed. However, Support Workers will monitor your care plan and if they feel your needs have changed he/she will let your Team Manager know. If your care is being commissioned by Coventry County Council, this assessment will be in partnership with your Care Manager.

The name and contact number of the Team Manager who will be responsible for your care is:
..... Tel:

You can contact this person if you have any queries or concerns about the care we provide to you.



The Services We Provide

PERSONAL CARE including:-

- ✓ Care relating to personal hygiene and toileting
- ✓ Assistance with feeding, eating and drinking
- ✓ Management of urinary and bowel functions
- ✓ Promotion of continence and assistance with incontinence
- ✓ Assistance with mobility and transfers, including help with getting up and going to bed
- ✓ Promotion of independence and social functioning, anxiety and behaviour management
- ✓ Social care needs assessment and ensuring personal safety
- ✓ Encouragement and assistance with cognitive functions
- ✓ Administration and monitoring of medication

SOCIAL CARE

Listening and talking to people is regarded as an important part of delivering care. We can assist the client to keep in touch with their friends and relatives, and help with letter writing, also:-

- ✓ Assistance with planning and shopping
- ✓ Assistance with paying bills and pension collection

DOMESTIC CARE including:-

- ✓ Assistance with cleaning and housework
- ✓ Assistance with laundry and ironing
- ✓ Assistance with management of fuel and heating

PROVISION OF MEALS AND DIETARY CARE

- ✓ Food preparation at the client's home
- ✓ Assistance with feeding

It is the aim of the agency to provide a FLEXIBLE care service, responsive to each individual's needs, and thus if you cannot find the services you require above then please contact us to discuss additional services we can offer.



The Services We Provide

All of the above services are provided by Support Workers making personal visits at agreed times to meet the needs of you and your chosen life style. The visit can vary in length from 15 minutes to one or more hours. Several visits can be made throughout the day on one day or up to seven days per week, following an assessment of needs that will identify the services required. Full 24 hour per day cover can also be arranged.

However, we are not authorised to carry out the following:

- ✓ Bowel Evacuation
- ✓ Changing Sterile Dressings
- ✓ Performing Catheterisation
- ✓ Giving Injections
- ✓ Cutting nails
- ✓ Administering Suppositories
- ✓ Administering Enemas
- ✓ Lifting from Floor Unaided
- ✓ Ear Syringing

We provide services for the following service users:

- ✓ Older people (over 65 years old)
- ✓ Adults (over 18 years old)
- ✓ People with Mental Health Problems
- ✓ People with Dementia, Alzheimer's Disease
- ✓ People with Learning Disabilities, Autism, Dawn Syndrome
- ✓ People with Hearing and Eyesight difficulties

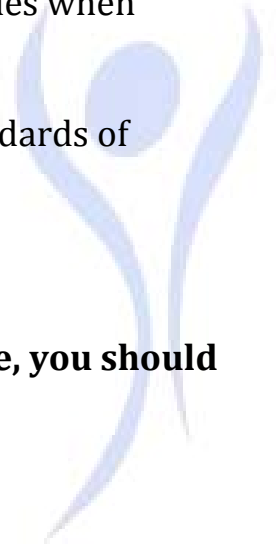


Standards that You Can Expect

Your Support Worker should:

- ✓ Complete the tasks set out in your support plan
- ✓ Arrive as near as possible to the time stated in the care plan. If, however, they are delayed by an emergency or road conditions every effort will be made to contact you
- ✓ Wear a uniform with the MBI Homecare logo badge and carry a photo identity card
- ✓ Be polite and courteous
- ✓ Maintain a good standard of appearance
- ✓ Keep all your personal and financial matters strictly confidential
- ✓ Respect your rights and dignity and promote your independence at all times
- ✓ Respond to changes in your needs and help to put you in touch with other agencies when necessary
- ✓ Show respect for your home, belongings personal preferences and personal standards of behaviour
- ✓ Have the knowledge, skills and competence to carry out their work with you

If you have concerns about any aspect of these or other sections of your care package, you should contact the management team at any time, using the number below.



The Quality of Service

MBI Homecare always seeks to ensure you get the best possible care at all times.

As a result of this every member of staff undertakes quality assurance visits and quality control checks. These visits enable us to improve services by acting upon your feedback. Every six months a Team Manager or senior Support Worker will visit you to ensure that your needs and expectations are being met. You will have the opportunity to talk with them directly and have a friend or relative present. You may also contact any of the team at the Head Office at any time to express any views or concerns.

Once a year, you will be given a questionnaire asking you to record your satisfaction or otherwise with the care you are receiving. The results of the survey will be collated and presented to the senior management group and a copy will be forwarded to CQC.

Either a Team Manager or a senior Support Worker will also undertake a quality control check on all Support Workers. This involves them visiting and assessing Support Workers on duty to monitor the support we deliver. If this visit is planned to take place in your home, we will contact you to discuss this and seek your consent.

All of these quality measures are strictly confidential and are treated very seriously by MBI Homecare, as they form a major part of the way we ensure the quality of the care that we deliver to you.



Compliments, Comments and Complaints

MBI Homecare welcomes any comments, compliments or complaints about the services delivered or suggestions on how to improve the care services provided.

All comments, compliments or complaints about the service provided within any Service User's home can be made verbally, in writing or by telephone and will be treated seriously. Compliments or complaints can be made to MBI Homecare, your local Social Services Department or the Care Quality Commission.

You have the right to make a comment or complain about:

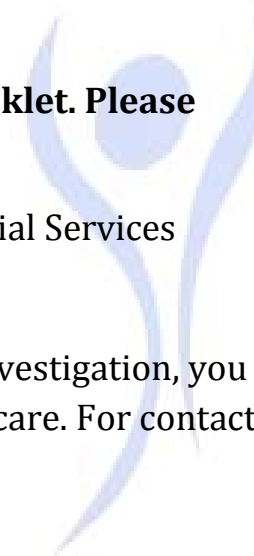
- ✓ Services you have received
- ✓ Lack of service
- ✓ A plan or decision affecting you or someone close to you.

It is your right to have your complaint fully investigated. Unless we know of your concerns we cannot help you, so please let us know.

You will find a form for compliments, comments and complaints at the end of this booklet. Please use the form to tell us what you think of our services.

You also have the opportunity to complain to the Care Quality Commission or your local Social Services Department at the addresses listed in the 'Useful Addresses' section.

If you are dissatisfied with the way the complaint is dealt with or with the outcome of the investigation, you have the right to appeal. To do this you can telephone or write to the Manager of MBI Homecare. For contact details see below.



Key Policies and Procedures

Maintenance of Confidentiality

We will respect any information you give us about yourself and will keep it confidential.

Your Support Worker will restrict access to information to staff within MBI Homecare and other relevant professionals. Any breaches of confidentiality by any member of staff will be dealt with through the company's disciplinary procedures.

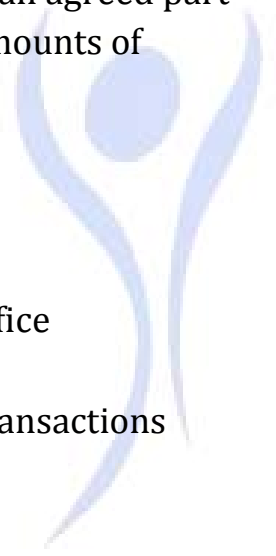
Some of your details that may be held on file or on computer include: name and address, telephone number, next of kin, GP and details of your care package. Any messages received are also logged on the database of MBI Homecare. Information will only be disclosed to others with your consent or if it is required by law.

Handling Your Money

No financial transactions will be carried out by a Support Worker on your behalf, unless it is an agreed part of your care package. Even in these circumstances, we limit financial transactions to small amounts of shopping and only within agreed financial limits, this includes:

- ✓ Collection of benefit and/or pension
- ✓ Shopping
- ✓ Paying Utility Bills
- ✓ Deposit and/or Withdrawal of money from the Bank, Building Society or Post Office

Support Workers are issued with a Financial Transaction form, which details any financial transactions undertaken by the Support Worker on your behalf.



Gifts and Hospitality

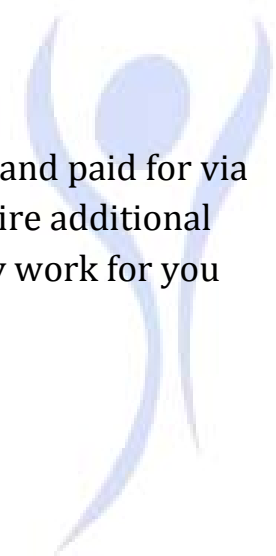
On occasion you may wish to express your gratitude to a Support Worker by making a gift. MBI Homecare feels it is extremely important to maintain a professional service and limits what might be acceptable for our Support Workers to receive. We recognise, however, that in some circumstances to refuse a gift may be seen as offensive, for example at Christmas or a birthday. In such circumstances receipt of the gift should be notified to Head Office and recorded in the Home Care records. A maximum gift value of £10 is deemed acceptable.

Bequests in Wills

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

Additional Services

You can purchase further services from MBI Homecare over and above the care being given and paid for via Social Services. These will have to be paid for separately by yourself or relatives. If you require additional services please contact your Head Office. Support Workers are not allowed to undertake any work for you through a private arrangement, even though you may offer to pay for this.



Helping With Medication

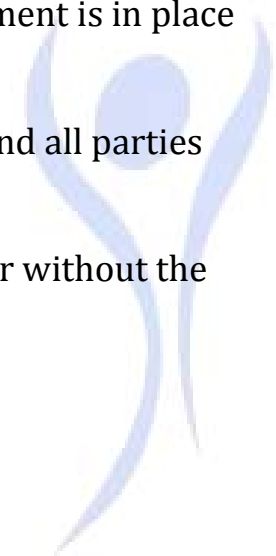
Support Workers can provide assistance to you with your medication when identified as part of your care package. For this to happen, you or those close to you must arrange for your pharmacist to have your medication dispensed into a dosette box or blister pack so that you can be helped with your medication safely. You will also need to arrange for repeat prescriptions. Support Workers are not allowed to assist with medication unless it has been dispensed in a dosette box or blister pack.

Safe Keeping of Keys

MBI Homecare does not allow Support Workers to hold keys to a Service User's property. In emergency situations MBI Homecare will hold keys for a short period of time until the Social Services Department or the Service User installs a door entry system or key safe. In these situations a written agreement is in place between the purchaser and the company.

Where keys are held a sufficient number of keys will be required to cover for emergencies and all parties will complete a signed agreement.

Under no circumstances should you give a key to your property directly to a Support Worker without the express written agreement of MBI Homecare.



Main Terms and Conditions of Service

Charges for Services Purchased by the Local Authority

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 MBI Homecare Ltd from you. There may well be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care, following an assessment of needs. If so this will be arranged by your Social Worker and they will provide all the necessary details to you.

Charges for Private Service Users

You will be charged for work undertaken by an employee of MBI Homecare Ltd. All rates are inclusive of National Insurance Contributions, commission and all other costs unless agreed in writing as an addition to the booking form. All charges are subject to regular review and variations will be notified to you in writing from time to time. All charges must be paid to MBI Homecare Ltd. Payment must not be made to the Support Worker unless authorised in writing by the company.

Bank Holiday and Public Holidays

All Public and Bank Holidays will be charged at twice the normal rate. In addition to Bank Holidays and Public Holidays the Bank Holiday rates will also apply to the Saturday and Sunday of Easter weekend, the 24th of December after 17:00 hours and 31st December after 17:00 hours. Where Christmas and New Year holidays fall on or immediately prior to/after a weekend, MBI Homecare Ltd will advise you of the rates applicable.



Timesheets

It is in your interest to ensure that MBI Homecare Ltd timesheet is signed at each visit. Failure on your part to countersign the timesheet will not affect your liability for payment. The timesheet acts as a record of the time worked, upon which the charge to you is based and is final and binding in any event, whether countersigned by you or not. Any queries must be raised by you with the office within 3 days of the date recorded on the timesheet concerned.

Accommodation and Meals

You are required to provide meals for MBI Homecare Ltd Support Workers on duty and adequate facilities to rest and sleep for MBI Homecare Ltd Support Workers on sleep-in duties.

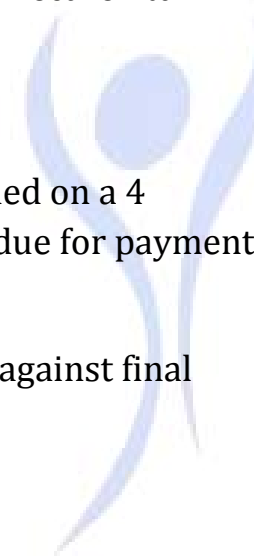
Where Support Workers are providing extensive care, (minimum of 4 hour continuous shift), over normal mealtimes or 24 hour care packages, you are expected to allow the Support Worker/s the use of facilities for the preparation of food.

You may not deduct the cost of the meals or any other type of benefit in kind for our MBI Homecare Ltd member of staff from the MBI Homecare Ltd invoice.

Payment

Payment for services provided will be itemised on a MBI Homecare Ltd invoice which is issued on a 4 weekly basis. Each visit will be listed along with the individual charge for the visit. Fees are due for payment immediately on receipt of our invoice.

MBI Homecare reserves the right to require a deposit in an amount to be agreed as security against final payment.



Penalties for Late Payments

If no payment is received within 7 days after the date of the invoice, and unless MBI Homecare has specifically agreed different terms, a 10% surcharge will be levied on the invoice.

Travel Expenses

All travel expenses due to Support Workers for providing personal care to you are incorporated in the charges levied to you. However, where it is necessary for a Support Worker to use their car or public transport to shop or collect pension monies on behalf of you, the actual bus fare or travel allowance at the rate of £0.30 per mile will be added to the amount payable on the 4 weekly invoices.

Equipment

MBI Homecare Ltd will provide the appropriate protective gloves and aprons to Support Workers. It is your responsibility and/or the Local Authority Social Services Department to provide all other necessary equipment e.g. hoists, commode, bath seat etc. It is also your responsibility and/or the Local Authority Social Services Department to maintain such equipment in good working order.

You will be responsible for providing all cleaning materials and equipment to be used to undertake housework.

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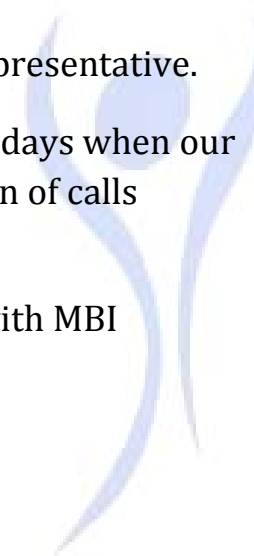
You will be responsible for providing all cleaning materials and equipment to be used to undertake housework.

Other Aspects of your Agreement with Us - All Clients

You will be asked to give details of your next of kin or any person you wish to act as your representative.

The support plan will detail the specific tasks that MBI Homecare will provide to you on the days when our services are commissioned. This will also include the approximate starting time and duration of calls required.

You have the right to inspect all the records we hold relating to you. This is in conjunction with MBI Homecare's Control and Access to Records Policy, and in line with the Data Protection Act.



Care Quality Commission

CQC is a National body, which regulates the conduct of Domiciliary Care Agencies, and other social and nursing care services, in England and Wales.

There are a number of Regional Offices from which Commissioners carry out their duties. The address of the CQC Regional Office, which is responsible for regulating your care, can be found in the Directory of Addresses at the end of this document.



Hours of Operation

Our office address is: **Steeple House, Unit 10, Percy Street, Coventry, CV1 3BY**

MBI Homecare Office is open Monday to Friday from 9am to 5pm. 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 should use the emergency telephone number to contact the “out of hours” Manager at 07882414459.

OUT OF HOURS EMERGENCIES

When should you call MBI Homecare’s out of hours’ service?

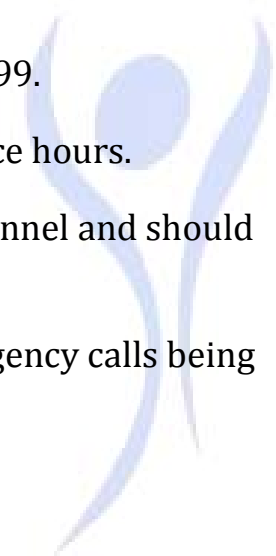
- ✓ If your Support Worker has not arrived within 20 minutes of the time the service was booked for and you are unable to contact the main office.
- ✓ If you need to cancel a service for that evening or before the office opens the next morning.
- ✓ If you are concerned and wish to verify a Support Worker’s identity prior to allowing them into your home.

If you are feeling unwell or have had an accident you should contact either your GP or call 999.

If you wish to confirm the name of a carer that will be visiting please call during normal office hours.

It is important to understand that the out of hours’ service will be operated by branch personnel and should therefore only be used when essential.

Calling the out of hours’ emergency service number when not essential could prevent emergency calls being received from other clients.



Details of Insurance

MBI Homecare Ltd holds insurance cover provided by CAPITA in compliance with Regulation 23 (2b) – The Domiciliary Care Agencies Regulations 2002

Insurance cover includes:

Public/Products Liability including Malpractice & Treatment Risks £5,000,000

Employers Liability £10,000,000

Disclaimer

MBI Homecare Ltd Support Workers will always, whilst providing care to Service Users, treat their property and possessions with respect. However, on occasions accidental damage and breakages can occur. You are therefore advised that MBI Homecare Ltd accepts no liability or responsibility for this type of damage. Therefore, we recommend to Service Users that breakages and damage should be processed through your own buildings and contents insurance.

Directory of Addresses

Local Authority

Coventry City Council, Earl Street, Coventry, CV1 1RR

Tel: 02476 83 3333; www.coventry.gov.uk

CQC

Care Quality Commission, National Correspondence Citygate Gallowgate Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161; E-mail: enquiries@cqc.org.uk; www.cqc.org.uk

General Social Care Council (GSCC)

General Social Care Council, Myson House Railway Terrace Rugby, CV21 3HT

Tel: 01788 572119 www.gsc.org.uk

Local Health Care Authorities

Coventry & Warwickshire Partnership Trust, Wayside House,

Wilsons Lane, Coventry, West Midlands, CV6 6NY Tel: 02476368944

Coventry PCT, 67a Deedmore Road, Coventry, West Midlands, CV2 1XA

Tel: 02476 843100 www.coventrypct.nhs.uk





MBI Homecare Ltd

If you wish to make a compliment, comment or a complaint, please fill in the information below and send it to your local branch.

Name.....

Address.....

.....

Telephone.....

Service User's Name.....

Relationship to Service User.....

Please circle or delete as appropriate: Compliment/Comment/Complaint Details. Please feel free to continue on a separate sheet if necessary.

