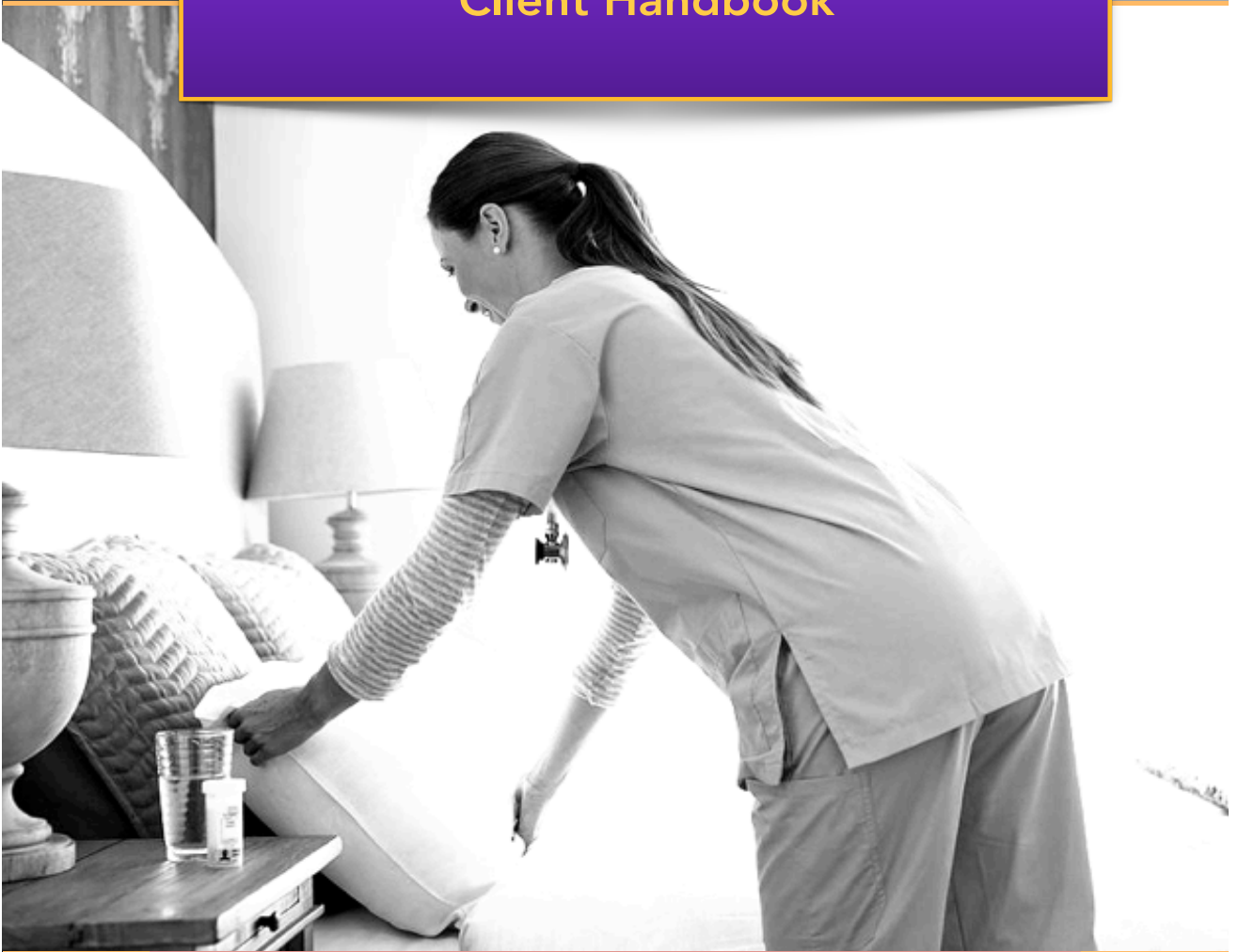


Contrast Care

Client Handbook



www.contrastcare.co.uk

contrastcare@outlook.com

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What should a client / care provider relationship be based on?

Anyone seeking to obtain a Care at Home service has a basic right to information before they employ or contract with a care service. The Care Inspectorate guidelines regarding what information should be exchanged between a client and a care provider are shown below.

What people commissioning and providing care at home services should do:

- Get to know you as a person and understand how you like to live your life, in order to provide the right care to meet your needs
- Respect your human rights by supporting your privacy, your dignity and your right to confidentiality.
- Give you the opportunity to be involved in your own care and listen to your views and act on them.
- Establish a truly personalised care and support plan for you. Trained staff should assess your health and wellbeing needs and risks and focus on the outcomes for you.
- Make sure you have easy access to information about these services, before the service starts.
- Have safe systems in place to manage medicines, including appropriate staff training.
- Ensure you are cared for by staff who have the skills, knowledge and training to provide high quality, safe, and compassionate care.
- Have clear service agreements, which establish a 'contract' with you, in place before the service starts. They should monitor and adapt them as your needs change over time.
- Ensure you have a personalised care and support plan which details how your health and wellbeing needs will be monitored and met in a way that meets your needs.
- Make sure that managers have strong systems in place to check and make sure you get the highest standard of care possible.

Mission Statement

We are dedicated to providing a team of compassionate carers to work in partnership with and provide quality care to people in the community. We will work to the highest standards of care and focus on employee excellence by implementing a culture of learning in the workplace.

Our Standards

Contrast Care is registered with the Care Inspectorate under the Regulation of Care Scotland Act. We are subject to annual inspection to ensure we are meeting all required regulation and are following the relevant National Care Standards. All our staff work to the standards set out by the Scottish Social Services Council (SSSC). These standards can be accessed at sssc.uk.com

The staff at Contrast Care support adult and elderly service users who require support at home from personal care to help to get settled for the night, preparing food and assistance in taking medications, light housekeeping, shopping and companionship. As well as care at home, Contrast Care will be promoting a self-directed support option. Using an outcome focused approach; the service will aim to achieve the goals and priorities identified by the individual service users. Outcomes may be personal care or any other form of support, tailored to their own preferences and needs.

Organisational aims & goals

1. Deliver a high quality, person-centred care service that is responsive to individual client needs and improves overall quality of life.
2. Ensure care delivered is respectful of each client's rights to make informed decisions, promoting independence, equality and diversity and ensuring the right to privacy and dignity at all times.
3. By adopting an outcome-focused approach, aim to achieve the goals and priorities identified by the clients at a time that suits them
4. Provide continuity of care with one key member of staff to be assigned to each individual client
5. Ensure the development of knowledge and skills through formal qualifications and by implementing a programme of training and development
6. Provide leadership, guidance and support for staff at all times and encourage staff involvement and ideas.
7. Complaints and feedback mechanism in place for both staff and client to ensure continual improvement

Why Contrast Care?

Contrast care is a local Highland care company. The registered manager and founding member of Contrast Care has worked in the care sector for the past 22 years and therefore has vast experience in this sector. This is primarily emergency care, which requires good listening skills and communication with clients and other healthcare providers. She has a particular interest in stroke, adult support and protection and dementia, having cared for her own mother, who lived with dementia, for many years.

Contrast Care will be offering a flexible, caring, confidential service offering continuity of care with a dedicated staff team in place to support you. We communicate, as required, with health professionals and other members of any existing support networks. We 'put the client at the heart of everything we do' and by doing so ensure client outcomes are achieved. A feedback mechanism will also be in place for both staff and clients. This will identify if the services are at an acceptable standard and if changes need to be made.

Recruitment and appointment of staff

All applicants for employment with Contrast Care are subject to our standard recruitment procedures:

- All staff will go through a rigorous selection process in line with the care inspectorate 'safer recruitment process.'
- A full employment record is required with no unexplained gaps

- All applicants must provide at least two references with one coming from their latest or current employer. If their employment history contains any relevant care experience, then a reference from that employer will be routinely sought.
- All applicants are required by Contrast Care to declare any convictions and to complete Disclosure Scotland forms with appropriate I.D. No one will be recruited by Contrast Care who has not passed relevant criteria, joined the PVG scheme and been issued with a scheme record.
- All staff will complete a programme of induction and further in-house education and training which will provide the skills and knowledge required to deliver care and home support in a compassionate, competent manner. Attendance at all elements of training and education will be retained in a personal staff development logbook. In addition, attendance at external courses and other forms of certified training will be encouraged as appropriate to enable staff meet all necessary requirements of professional standards agencies.
- On recruitment a contract of employment will be issued containing a full job description, all terms and conditions of employment including details of internal procedures such as grievance, disciplinary and whistle blowing.
- Induction will include sessions on Risk Assessment, Safe Moving and Handling and also the ethics and standards expected to be observed as a representative of Contrast Care Ltd.

Confidentiality

Contrast Care staff follow a Code of Conduct that includes preserving the confidentiality of any client information.

Service users have the right to see any personal data that Contrast Care holds about them, whether stored electronically or on paper.

All information regarding our clients will be treated in the utmost confidence.

Each member of staff is trusted to maintain the highest level of professionalism, respect and trust with regard to the handling of confidential information.

No personal information about a client will be given to any third party without their authority, even if the person is a member of their family.

Staff will not discuss or disclose any information regarding a service user to any third party without their consent, except in certain specific circumstances (such as an emergency or crisis situation) or as may be required by law, e.g., when the public interest outweighs the company's duty of confidentiality.

Staff are only authorised to access client records where authorised, on a need-to-know basis. Client records are stored securely at all times and any documents containing service user information are disposed of securely. A copy of the care action record is kept in the client's home for use during care visits. The security of this information is out with the control of Contrast Care.

The company complies with all the requirements of the Data Protection Act 1998.
Compliance with our Confidentiality Policy is a condition of employment for all Contrast Care staff.

Gifts

In general Contrast Care prohibit the giving and taking of gifts and favours between employees and clients, service users and suppliers. Exceptions are:

- Very occasional small inexpensive expressions of appreciation for specific actions

Risk management

Contrast Care recognise that risk assessment is an important part of our effective health and safety management. It is our policy to carry out suitable and sufficient risk assessment of all our activity including areas in and surrounding client's homes prior to commencement of any activity. All our staff receive training on basic principles of risk assessment, the identification of hazards and how best to remove or reduce risk.

Equipment and Insurance

Contrast Care provides appropriate protective equipment including aprons and gloves to staff.

It is the responsibility of the client/equipment provider (such as local authority) to provide any necessary equipment for care such as hoists, commodes, bath seats, etc. The responsibility for maintaining such equipment in good working order also lies with the client / equipment provider.

The client is responsible for providing all cleaning materials and equipment needed for housework to be undertaken.

Contrast Care holds insurance cover for Employer's and Public Liability and Professional Indemnity.

Whilst providing care our staff members always treat the client's property and possessions with respect, but accidents can and do happen. Contrast Care does not accept responsibility for accidental damage to the client's property or its contents. Clients are advised to hold their own buildings and contents insurance through which any claims for breakages or damage should be made. All accidents and incidents are recorded in an accident or incident report and are recorded in the client care plan.

Hospital Admissions

If you are admitted to hospital for an excess of three days, it is NHS guidance that you will no longer be entitled to your current care package. Instead, you will undergo an assessment by social work to secure a care package. Contrast Care will treat each case individually. Please contact Angela if you would like to discuss further.

Our complaints/compliments policy

Making a complaint or giving compliments are a valuable indicator of the quality of our service and an opportunity to improve that service. We assure all our clients that we encourage them to instigate the complaints procedure whenever they feel that it is necessary.

We do not wish clients to confine complaints to major issues. Indeed, we encourage clients to comment on all matters they feel they need to highlight. Issues like being kept waiting without explanation or being spoken to in a manner they do not like or similar should not be tolerated.

It is our policy that all matters that disturb or upset a client should be reported and recorded and corrective action taken. Only in this way can we work toward meeting our aim of continuously improving our service.

We commit that;

- All complaints are taken seriously
- All complaints are acted on with fairness and impartiality
- You will receive a response within 3 days of a complaint being made and a final reply within 28 days. If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the service provided. You will be informed of what that action is.

How do I complain?

You can complain in person by requesting to speak to a member of the team face to face. You can call us on the number provided or if you prefer to write to us at our office address below.

When complaining, tell us:

- Your full name and address
- As much as you can about the complaint
- What has gone wrong
- How you want us to resolve the matter.

Please address all complaints to:

Angela Davidson
Registered Manager
Contrast Care Ltd
1 The Old Telephone Exchange
Drumchardine
By Kirkhill
IV5 7PX

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Care Inspectorate to look at it. The Care Inspectorate's policy is to encourage complainants to raise matters of concern in the first instance with the provider. However, if the complainant wishes the Care Inspectorate to investigate the matter and it falls within their remit they will investigate in the first instance.

Their remit includes:

- Making sure that all care services has a clear and easily available complaints procedure.
- Ensuring that the services delivered by a registered care organisation meet the standards of the Care Inspectorate

You can contact the Care Inspectorate:

- Call the national enquiries line on 0845 600 9527
- Telephone, write or visit any of the offices

Local Office

Scottish Natural Heritage
Great Glen House
Leachkin Road
INVERNESS
IV3 8NW

Headquarters

Compass House
11 Riverside Drive
Dundee
DD1 4NY

Alternatively you can fill in our complaints form online at
www.careinspectorate.com

Contact details

Registered manager: Angela Davidson

Contrast Care Ltd
1 The Old Telephone Exchange
Drumchardine
By Kirkhill
Inverness-shire
IV5 7PX

07388918983

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