



# *Client* Handbook



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At Contrast Care, everything we say and do is guided by our values. Our values support our vision, shape our culture and ensure we are all working towards the same goals. Contrast Care values are more than just words. They are embedded in our recruitment process and they are pivotal in all that we say and do.

## Values Statement

### **Commitment to quality of care**

We provide the highest quality of care by providing individualised care & support to meet the needs of each client. We do this by active listening and by adopting good communication. In the process, we ensure the client is at the heart of everything we do. We focus on training to enhance employee excellence as well as admitting and learning by our mistakes and building on our successes. Our clients are supported to make informed choices about their care and support.

### **Togetherness**

Henry Ford said 'coming together is a beginning; keeping together is progress; working together is success. Here at Contrast care, we have built friendships with each other and being part of this team gives us a sense of belonging. We have the right attitude to perform well for our clients and each other. We work as a team delivering the highest standard of care and work towards our vision of being a leading health care provider.

### **Compassion**

We treat all our clients in a kind, humane and considerate manner and put them at ease in sometimes quite difficult circumstances. We go above and beyond to meet their needs, as our guiding principles are clearly to serve our clients and inspire happiness and confidence. We do not wait to be asked, because we care.

### **Respect & Dignity**

Each client is treated and respected as an individual. We understand each person has their own identity, needs, wishes, choices, beliefs and values and that 'One size fits all' does not work when it comes to providing care and support. We prioritise our client's needs and seek to empower them to reach their full potential. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do. Everyone has the right to speak their mind and be kept safe from harm, as well as the right to respect and dignity. We ensure an individual's rights are respected by us and others involved in their care.

### **Making a difference**

We support our whole community and believe in equality for all. We recognise that we all have a part to play in making our communities and ourselves healthier. We have the right attitude and understand that even a smile and a friendly face can make a huge difference to someone's day and life.

## Introduction

Contrast Care Ltd was registered by the Care Inspectorate on 7th April 2016 to provide a Care at Home support service to adults and older adults who live in their own homes. The registration was updated on 2nd March 2022 to include a Housing Support Service.

My name is Angela, and I am the Registered Manager and founding member of Contrast Care Ltd. I have worked in the care sector for 30 years and have a vast experience in this sector having worked as both a State Registered Paramedic and as part of the management team in a large NHS organisation.

I have a particular interest in stroke having worked closely with Chest, Heart and Stroke Scotland promoting the signs and symptoms of stroke, and I also specialise in Adult Support and Protection, having gained a Post Graduate Certificate in the subject.



**Angela Davidson, Director Contrast Care Ltd**

The inspiration to start the care company came from caring for my own mother who lived with dementia, for many years. This experience gave me a good insight and understanding of the deep emotions involved in caring for your own family and expecting the best possible care for them. My background has given me an understanding of the importance of person-centred care and having the right support in place, at the right time. We, at Contrast Care, always ensure our clients, and their families are treated as we would our own loved ones. They are at the heart of everything we do.

We ensure our clients are receiving the highest quality of care by encouraging them to be partners in their own care and keeping in touch with them and their families through regular reviews and meetings. We offer a flexible, caring, and confidential service tailored to meet individual needs and we have a robust quality assurance process which enables us to listen to our staff, clients, and other stakeholders. By doing so, we can garner others' views and make improvements to our services, where required.

## **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 Public Services reform Act 2010. We are subject to annual inspection to ensure we are meeting all required regulations 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](http://sssc.uk.com).

The Health & Social Care Standards (HSCS) set out what people should expect when using health, social care or social work services in Scotland. They are underpinned by five principles, reflecting the way that everyone should expect to be treated:

Dignity & Respect  
Compassion  
Be included  
Responsive Care & Support  
Wellbeing

These Standards are extremely important to ensure that everyone in Scotland receives the care and support that is right for them. They will be referenced throughout this handbook to give a few examples on where we are achieving our aims and objectives and to demonstrate compliance with the standards.

## **Aims of the service**

The service provides high quality care and support to adults or older adults who live in their own homes in the community. The clients are fully involved in how they are supported, and are encouraged to maintain independence, wherever possible. The service is flexible and aims to achieve the goals and priorities as identified by the individual client's needs and preferences. This can range from personal care outcomes, food preparation, administration of medications, housekeeping and managing household bills, if applicable. This will be provided through scheduled visits to the clients' home, with frequency dependent on individual requirements.

## **Objectives**

We will achieve our aims by aligning our service with the Health and Social Care standards and principles.

### **Health & Social Care Standard 1 - I experience high quality care and support that is right for me.**

Contrast Care delivers a flexible, person-centred, high quality support service that is responsive to individual client needs, improving overall quality of life.

We actively involve the client and family/representative at the initial assessment stage, listening to their wishes and feelings, and providing them with full and complete information which enables them to make decisions about their own care. This ensures our care and support plans are person-centred and focus on the rights, needs, choices, wishes and health and well-being of our clients. Support plans are reviewed whenever a change is identified but always within a six-month period, ensuring the client's information is up to date. If required and with consent, Contrast Care staff will make contact with appropriate health care professionals as required, ensuring any concerns are highlighted expeditiously.

Contrast Care is committed to the delivery of a quality service that maintains the privacy and dignity of, and respect for, clients at all times. Our staff are mindful that they are in the client's home by invitation only: the role of the relationship is therefore that of a respectful guest. We pride ourselves on continuity of care. By adopting this approach, the clients get to know the carers well and likewise, the carers will know the clients they support very well and are therefore able to build a trusting relationship.

Clients are fully involved in healthy meal planning, with careful consideration of cultural and dietary needs. Clients are encouraged to have a choice of healthy meals and snacks available, including fresh fruit and vegetables. Staff involve the clients in food preparation where possible, promoting independence. During mealtimes, the clients feel relaxed and unhurried so they can enjoy their meal.

### **Health & Social Care Standard 2 - I am fully involved in all decisions about my care and support**

Clients are encouraged to live independently, and to their full potential, maintaining close relationships and participating in their local community where possible. They are involved in developing and reviewing their own personal care plans and risk assessment process, alongside family if required and agreed.

At Contrast Care, we actively encourage our clients to be partners in their own care. By empowering them to fully engage and participate in decisions about their care, we can share knowledge and ideas and in the process, achieve better health and wellbeing outcomes. This participation gives people who use our services an equal and more meaningful role in all aspects of the services provided, from the planning to the actual delivery. We continue to respect the rights of clients who have been assessed as lacking capacity to make certain decisions or who are thought to lack capacity, by considering their best interests at all times. We, therefore, strive to help clients make their own



decisions and to support them in controlling their own lives and value risks as an essential part of a fulfilling lifestyle. It is acknowledged that everyone is entitled to take risks, and we continually assess and plan to ensure that concerns about risks are not getting in the way of our client's living their lives how they choose.

### **Health & Social Care Standard 3 - I have confidence in the people who support and care for me**

Clients are always shown respect and compassion.

All client concerns regarding their protection and safety are acted on swiftly, with all necessary referrals made and recorded.

All staff are members of the PVG scheme, which is updated every three years. Staff are recruited safely as per the Contrast Care recruitment policy and have an excellent workforce committed to the aims, values and service delivery requirements of the company

There is a culture of learning in Contrast Care, which ensures all staff are continually improving and supports them to deliver a consistent, high standard of care, with the clients at the forefront.

#### **Training**

The training and development of staff is a priority. Therefore, all persons employed by us in the provision of a regulated activity receives appropriate support, training, professional development. After completing the induction and their initial training, regular refresher training is in place for staff.

We stand by our mission statement by focusing on employee excellence and implementing a culture of learning in the workplace. It is by this commitment to development that we can be assured our staff are using their knowledge and skills to deliver the best possible care and support. Staff are continually improving their knowledge and skills and have undertaken many additional courses. Many staff have completed or working towards an SVQ 2 or 3. Inductions, supervisions, appraisals and practical observation of staff will also form part of the training plan.

Staff receive regular supervision meetings and are subject to practical assessments ensuring they are complying with all that is expected of them in their role. They meet the SSSC codes of conduct expected of them.

### **Health & Social Care Standard 4 - I have confidence in the organisation providing my care and support**

A robust and transparent quality assurance is in place, whereby all feedback is encouraged, and any learning is used to improve the service provided. This complaints and feedback mechanism is in place for staff, clients and our stakeholders. We undertake six-monthly client, staff and stakeholder surveys and use the feedback as a learning curve.

At Contrast care, we ensure our clients receive the highest quality of care. We know we achieve this by the many testimonials we receive regularly from both our clients and their families. We have continually improved our service since the company started in 2016, which is evident in our care Inspectorate grades.

All clients know how to make a complaint and are supported to do so, if required

Contrast Care recognises the risk of isolation to the health and well-being of our clients so encourage them to maintain contact with their loved ones wherever possible, and work alongside our healthcare partners to ensure appropriate services are put in place.

All information regarding our clients will be treated in the utmost confidence. The company complies with all the requirements of the Data Protection Act 1998 and follows a Code of Conduct that includes preserving the confidentiality of any client information. Clients have the right to see any personal data that Contrast Care holds about them, whether stored electronically or on paper.

When there is more than one provider of care and support, all inter-agency partners are aware of our commitment to our clients and to assist, when possible, in a smooth transfer of information between inter-agency partners and other providers.

We believe recruitment is pivotal in reaching our goals and that the caring, compassionate nature we look for in a care worker comes from within, a quality that cannot be taught. We develop and recruit from within the company, giving all our staff the opportunity to progress to a management level.

All applicants for employment with Contrast Care go through a rigorous selection process in line with the care inspectorate 'safer recruitment process.'

## **Infection Control**

Contrast Care believes adherence to strict guidelines on infection control is essential in ensuring the safety of both clients and staff. It also believes that good, basic hygiene is the most powerful weapon against infection, particularly with respect to hand washing. Everyone in the company is required to make infection control a key priority and to always act in a way that is compatible with safe, modern and effective infection control practice. The management at Contrast Care ensures that all staff working in the homes of clients have access to sufficient facilities and supplies of appropriate equipment to ensure that they can implement effective infection control procedures and techniques

## **Gifts**

This organisation believes that its clients have a right to expect that the organisation will be run on an honest and sound financial basis with robust procedures for dealing with and protecting the financial interests of clients.

It is not uncommon for clients who have developed, sometimes long and close, relationships to individual staff to offer gifts or gratuities, or to seek to include a member

of staff in their will. Such activities can, however, lead to accusations of coercion, exploitation and fraud. It is vitally important to this organisation that its staff uphold the highest standards at all times, always acting in an honest manner and keeping in mind the best interests of clients.

Therefore, in this organisation:

- Personal gifts should never be accepted by a member of staff if the value of the gift is estimated to be more than £10.
- Organisation staff should never, under any circumstances, accept valuables belonging to a client or monetary gifts.
- Any gift given to a member of staff must be declared as soon as is reasonably practicable and details recorded in the Gifts Record in the office. This must include the date that the gift was given and its monetary value, and it must be signed by the recipient.
- Organisation staff should never become involved with the making of a client's will or with soliciting any form of bequest or legacy from a client. They should never agree to act as a witness or executor of a client's will or become involved in any way with any other legal document. If a client does need help with making a will, or requests help from organisation staff, the client should be referred to an impartial or independent source of legal advice, such as the local Citizens Advice Bureau or local law society, which will hold lists of local solicitors.

## **Equipment and Insurance**

Contrast Care provides appropriate protective equipment including masks, 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. The client is also responsible for providing all personal care items, for example, dry wipes, wet wipes, flannels and towels.

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, it is at the discretion of the NHS as to how long the care package will remain open. Should you have an extended stay in hospital and subsequently your care package is closed, we will always do our best to ensure you return to Contrast Care on your discharge, should you wish to do so.

## **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.

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:**

Contrast Care Ltd  
3 Mid Street  
Beaulieu  
IV4 7DP

E-mail: [enquiries@contrastcare.co.uk](mailto:enquiries@contrastcare.co.uk) Tel no. 07388918983

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 have 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 on:**

National enquiries line on 0845 600 9527 or in writing.

**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](http://www.careinspectorate.com)





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