



Domiciliary Care Services

Statement of Purpose

Implementation Date

First issued April 2003, last reviewed December 2009

Name and Address of Agency

Guild Care, Methold House, North Street, Worthing, West Sussex BN11 1DU

Tel: 01903 528600

www.guildcare.org email homecare@guildcare.org

Registered Domiciliary Care Team Manager:	Lynne Shaw
Operations Director:	Bob Phipps
Chief Executive:	Suzanne Millard

Guild Care is a provider of Domiciliary Care Services and is registered with the Care Quality Commission.

Address: South East Region
Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

As a responsible organisation, Guild Care holds Employers Liability (up to £10 million), and Public/Product Liability (up to £10 million) Insurance cover.

Aims and Objectives

Guild Care has 75 years experience and accumulated expertise in providing care and support to older people, and is proud of its reputation for delivering quality services. Guild Care's range of services include Residential and Nursing Care Homes, Sheltered Accommodation, Domiciliary Care, a Healthy Living Programme for older people and carers and carers support services.

Guild Care's `Purpose and Values` are as follows

Guild Care's Purpose

Guild Care is a local charity working with service users and carers to provide innovative care and support of the highest quality for people in Worthing and the surrounding area.

Guild Care's Core Values are to

1. Actively encourage the people who use (and those who may potentially use) our services to become involved in the planning, design and delivery of those services.
2. Encourage the people who use our services to maintain their independence even though this may involve calculated risk taking.
3. Value all our staff, volunteers and supporters and take steps to ensure that they feel involved, have appropriate training and development opportunities and a sense of belonging to Guild Care.
4. Safeguard our independent charitable status and seek to develop new and innovative services in response to the needs of older people and carers.

Nature of Services

We are committed to making all our services personal to the individual, based on their own choices and preferences.

Guild Care's Domiciliary Care Services were first established in 1994, since when they have provided care and support for people in the Worthing area, either privately, or on contract to West Sussex County Council Social Care Services and also provide services with NHS West Sussex.

Our Domiciliary Care Services provide an important range of preventative and caring support to adults, short-term and long-term. This includes practical domestic tasks as well as personal care (dressing and washing) and, where appropriate, assistance with medication in liaison with relevant health care professionals. Several staff have particular experience, skills and training to provide rehabilitative services in partnership with therapists and other Health professionals, or to meet the needs of older people with mental health problems and dementia. Services are provided seven days per week, 365 days per year, with out-of-hours availability of a senior member of staff at all times services are operating. We do not normally provide services in households with children, but may sometimes be able to make special arrangements to do so on a planned basis.

Practical Domestic (Housework) tasks commonly include

- Personal shopping
- Personal laundry
- Collection of pensions and banking
- Payment of bills
- Hoovering and dusting
- General tidying of rooms
- Checking on fridge contents and ensuring cleanliness
- Washing and drying up and putting away crockery etc
- Cleaning of bathroom and WC areas
- Essential sewing repairs
- Assistance with writing or reading correspondence
- Collecting light snacks

Personal Care may involve

- Bathing, Washing and Dressing
- Changing pads and clothing
- Emptying and cleaning commodes
- Emptying catheter bags
- Assistance with cleaning teeth
- Cutting finger nails (subject to health assessment)
- Shaving
- Washing and drying hair
- Assistance to get up and go to bed
- Assistance with eating and preparing meals
- Encouragement and reminders to take medication
- Encouragement to take recommended exercise (after assessment)
- Escorting to appointments

The above lists are not exhaustive, and are all subject to initial assessment to ensure we can carry out tasks to the satisfaction of the service user, and within regulatory (including Health and Safety) requirements.

We do not provide Domiciliary Nursing Care and therefore do not dress wounds, care for pressure sores, insert suppositories, fill medication dispensers, undertake stoma care, fit contact lenses or catheters.

Policies and Procedures

Guild Care Domiciliary Care Services operate within the context of a wide range of Policies and Procedures which are intended to support good practice in relation to Care skills, Personnel management, Health and Safety, and Finance and Administration. These policies are required and are regularly inspected by regulatory and commissioning authorities, including:

Care Quality Commission
West Sussex County Council Social Care Services
Worthing Borough Council (Environmental Health Department) on behalf of the
Health and Safety Executive
NHS West Sussex
Guild Care also supplements statutory policy requirements with additional policies for the guidance and support of staff and to promote the well being of service users.

Important policies include:

Code of Conduct
Recruitment and Selection
Training and Development
Equal Opportunities
Whistle Blowing

Safeguarding Vulnerable Adults
Handling and Management of service users' money and valuables
Unacceptable Behaviour by service users
Health and Safety
Manual Handling
Risk Assessment
Confidentiality
Gifts and Gratuities
Quality

All policies, including several that are not specifically referred to above can be made available on request.

Assessment and Care Planning

Guild Care Domiciliary Care Services are designed primarily to support older people and their carers, however we are also able to support younger adults with care or support needs of a Domestic or Personal Care nature (see above for lists of tasks). We are not able to work with people who display challenging behaviour or who have acute mental health problems, and we would not normally work with families with children.

All new referrals for services will be recorded and basic information taken by our office staff. A referral can be made by anybody, the potential service user themselves or somebody on their behalf (but with their permission). A senior member of Guild Care staff will then arrange to visit and assess to ensure we can meet the needs of the person concerned, and to discuss the possible pattern and costs of the service. We can then agree what services will be provided, when they will be provided, and the terms and conditions that apply. This agreement will be recorded in the 'Care Plan' and jointly signed. We will also provide a statement to clarify the terms and conditions applying to the service (including the costs) within the context of our Service User Guide which will also contain a summary of this Statement of Purpose and our Complaints Procedure.

Management and Staffing

The registered provider and members of the Senior Management Team of Guild Care are qualified to degree level, and also have professional, managerial and financial qualifications. The Registered Manager is also qualified and is highly experienced in Social Care.

Our senior Guild Care Domiciliary Care staff, between them have NVQ qualifications in Care, and NVQ Assessor qualifications, as well as being trained in supervision and management and to provide `in-house` care practice training (including Manual Handling). All individual staff receive induction and foundation training to the required national standard, and most are now working towards or have received NVQ care awards.

Guild Care is, a registered NVQ Centre, and provides training in both care and management to its own staff and those of other organisations.

Guild Care is very aware of the fact that the quality of the service is dependent on the skills and personal qualities of staff in the front line. Great attention is therefore paid to the recruitment and selection process. All job applicants must complete an application form that is scrutinised for relevant experience and to ensure there are no unexplained gaps in

the persons' career history. They must also complete a personal health declaration and a form to declare any offences. Applicants are interviewed in person by two senior supervisory staff, must provide two written references (at least one of which must be checked for authenticity), and be checked against both the Criminal Records Bureau (CRB) at enhanced level and the Safeguarding Vulnerable Adults (ISA) register according to regulatory requirements, before employment can be confirmed. All staff are then employed on a 'probationary' basis for at least six months. New staff will not work unsupervised until they have completed the induction process, including mandatory 'Skills for Care' induction, and been out to work with an experienced colleague.

Once staff are confirmed in post, they will register to undertake NVQ awards in Care, and continue to receive individual supervision and appraisal, as well as attending mandatory staff meetings and further training as required.

Quality

Guild Care is committed to quality in all aspects of its service provision, and develops a positive approach from all its' staff through the training, supervision and support structures described above.

However, Guild Care particularly wants to define quality in relation to the personal preferences of people who use our services.

On an individual basis, we are committed to delivering what we have agreed with the service user in the Care Plan. Above all, we want our services to be reliable and dependable, and responsive on a day to day basis to take into account any particular issues of concern to the service user. This means arriving when we say we will, and providing the right amount and type of service in a professional and courteous manner. We will aim to provide regular staff who are known to the service user, and who understand the particular needs, including any cultural, religious, physical or complex requirements, of the person. When the regular staff members are unavailable through ill health, annual leave or training requirements, we will aim to negotiate an acceptable alternative arrangement.

Our senior staff will keep Care Plans under review on a regular basis, as agreed with the service user or whenever needs change, but not less than annually.

Our senior staff will also conduct annual written surveys of all service users, and other surveys of randomly selected service users or to focus on particular aspects of the service from time to time. We will also telephone service users on a regular basis to check that the service we provide is up to standard, and to encourage feedback.

Feedback about services

Feedback about any services is encouraged in accordance with Guild Care's `Complaints, Concerns and Commendations` Policy. This provides the framework for responding positively to any matter raised by a user of service, or someone raising issues on their behalf. It is also possible for anybody to refer a matter direct to the Chief Executive of Guild Care via a `Talkback` form. People who use our services can also, of course, refer any concerns direct to the Care Quality Commission, or to the relevant local or health authority if they are purchasing the service on behalf of the person using them.

These areas are fully discussed with service-users when we first arrange services, and full information is left in the person's home, including a summary of our Policy.

Commendations

If a person has been particularly pleased about any aspect of our services, we really want to know. It is always helpful to know so we can try to do it more often and so we can thank our staff.

Concerns (Stage 1 of complaints procedure)

We ask people to tell any member of staff about the problem. It can often be better to tell someone who knows about and understands the situation and the service user, and this may be the person involved on a regular basis. Any member of staff who receives a concern or complaint will always tell their supervisor about it and it will be recorded. It may be possible for it to be sorted out straightaway, but this may not always be possible and the outcome may not be satisfactory for the person concerned.

Complaint (Stage 2 of complaints procedure)

If, after Stage 1, a person is still unhappy with the situation, the Registered Manager (Guild Cares' Domiciliary Care Manager) should be contacted. This can be done by telephone, by personal appointment, or in writing. It is always helpful to provide full details and to give some indication of how the person thinks the problem can be resolved.

The complaint will be acknowledged in writing within three normal working days, and may also need to be referred to the regulatory authority (details at front of this document) if serious, or to the 'purchasing' authority if they are responsible for commissioning the service.

A formal response or progress report will be made within 14 working days.

Appeal (Stage 3 of Complaints Process)

If the matter remains unresolved after Stage 2 of the process, it may be referred to the Chief Executive for further final scrutiny and response.

Mutual Respect

We recognise that our staff do an important valuable job every day every week throughout the year, and we want to respect their need for support through our organisational approach, but also by asking our service users to behave with courtesy and respect to all our staff.

Above all, Guild Care wants to provide services in a spirit of partnership and mutual respect. This involves listening carefully to the views and wishes of people who use our services, and respecting any special requests. We want to treat people as individuals and want to respect and meet different personal, religious and cultural requirements while we deliver services.