

# Complete Care Ltd

## Service User Guide

**COMPLETE CARE LTD**

May 2018

## **WELCOME TO Complete Care Ltd**

**This document has been prepared to provide the kind of information that you and your relatives and friends will find useful when you begin to have care and support at home.**

**Perhaps you have other matters that you also need to know about. In this case, please just let us know and we will do our best to answer your questions.**

*Steve Parry*  
**Director**

## **INTRODUCTION**

We are pleased that you have chosen Complete Care to support and care for you. Our aim is to provide the level of care and support you need to ensure that, as far as possible, you maintain your independence and individuality.

Your rights to freedom of choice, privacy and personal dignity will be respected at all times by each of our staff members with whom you come into contact.

As you start your service there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

### **About us**

**Our Office Hours are: 9am – 5pm, Monday to Friday.**

Our offices are based in Onchan at 21b Village Walk, Onchan, IM3 4EB. The telephone number is 01624 674119.

We are an independent, family-owned company formed in 2007 to provide home-care services (also known as domiciliary care). We help care for people who, because they are getting older or have a disability or illness, find it difficult to cope with domestic responsibilities and/or their own personal-care needs. We provide personal care, social care and practical care in people's homes and help them to stay as independent as possible. Our services are designed mainly for people who are physically frail or housebound. We provide care services to people who choose and pay for their own care (private clients), and to people referred to us direct by adult social care departments. Please note that Complete Care do not provide nurses and your Care Worker will be able to assist with only none nursing needs.

## **OUR PHILOSOPHY OF CARE**

We in Complete Care believe that by developing an atmosphere of individual care and attention for our service users, we will contribute to their well-being and comfort so that they are enabled to enjoy life to their fullest potential. We strive to enable a positive contribution to society, to improve the health and wellbeing of individuals and wider groups. We promote choice and control for individuals and help to develop life skills required to integrate and live to the full within society. We facilitate personal dignity, privacy and respect and empower people to gain, regain and maintain independence. We work in partnership with Service Users or those acting on their behalf and allied professionals.

## **EXAMPLES OF SERVICES WE PROVIDE**

### **End-of-Life Care**

Our approach to end-of-life care (also known as palliative care) enables us to support people with their progressive incurable illness to live as well as possible until they die. We support the needs of you and your family and work very closely with other professionals to manage your care needs in your own home, focusing on your physical, psychological and spiritual comfort. We empathise with the concept of a 'good death' where a person dies in a place of their own choosing, with their loved ones, friends and carers around them. We continuously emphasise respect and dignity in these circumstances, ensuring that preferences and choices are acted upon as part of a person centred approach to care.

### **Continuing and Complex care**

Our staff are able to deliver specialist care services in support of a wide range of specific, complicated needs. Specialist services may include full medication management, using hoists, assessing equipment needs, moving and handling manoeuvres, assisting with mobility, falls prevention practice, and using continence equipment. Most of our staff are trained to identify activities that maintain independence at home of the person with Alzheimer's Disease, Vascular Dementia, Lewy Body Dementia and Pick's Disease. This understanding of the signs and symptoms of dementia, and the effect that these have on the person with dementia and their carers, allows the increasing complexity of the condition to be managed at home.

### **Home-from-Hospital and Rapid Response**

Your care support worker can help and assist you when you come out of hospital or if you are recovering from an illness, even overnight. We will work with you to regain your strength and independence by providing advice, guidance, information, and hands-off support rather than doing things for you. This process is sometimes known as re-enablement. We have developed a rapid but thorough assessment process to aid your return from hospital back home, ensuring that you are safe and that your well-being is our priority.

### **Pop-in Visits**

If you are maintaining your independence but just need some occasional help, advice or guidance, your care support worker can visit you for an hour during the day, at a time that suits you, to check that you are feeling fine and that you have everything you need, including your medicine. Our medication management programme ensures that you have your medicines at the time when you need them, and in a safe way. We ensure that information about the medication being prescribed to you is made available to you or others acting on your behalf. Our staff are trained and supervised in the safe administration of medication.

### **Services we are not able to provide**

We have explained what we can do. There are also things that we cannot do.

Our care support workers will not carry out tasks that need the skills and expertise of clinical professionals.

These tasks include:

- cutting your toenails;
- syringing your ears;
- removing or replacing catheters;
- all injections;
- changing or filling oxygen cylinders;
- lifting you from the floor on their own;
- tracheostomy care – such as changing tubes or oral suction (using a tube to remove mucus from your throat);
- changing dressings;
- giving you medication in your back passage or vagina;
- filling MDS boxes for medication.

### **Live in Care**

Live-In Care is the realistic alternative to residential care. When you require companionship or personal care in the comfort of your own home and at various times throughout the day, then Live-In care may be the answer for you. Live-In Care provides the utmost flexibility and although we will agree a Care Plan with you to identify key daily and weekly tasks, no two days need be the same and you may chose with your Care Giver how each day is approached. The Care Giver will normally be available between 7.30 am and 10.00 pm at night and we will agree with you when breaks and rest periods will normally be taken through the day. If assistance is needed on occasion in the night then this can also be accommodated but where regular assistance in the night is needed,

this will need to be taken into account in organising the daytime rota and rest periods. Your Live-In Care Giver will need their own room with television to allow them to rest during their own time off when they are not out.

## **INTRODUCTION TO THE CARE TEAM**

Complete Care is owned by Steve and Julie Parry

### **STEVE PARRY – COMPANY DIRECTOR**

Steve founded Complete Care in 2007 and continues to be involved in the strategic and operational side of the business. Steve has 17 years' experience in business management, having previously worked for a blue chip multi national bank. During this time Steve worked to develop his management and business skills and continued professional development. However, through personal involvement and experience Steve decided that he wished to apply these skills, knowledge and experience to establish a company in the care industry.

### **MARIE CRABTREE- DEPUTY CARE MANAGER**

Marie started with the company in August 2012 initially doing hands on care work for clients with dementia. She used her previous 18 years administration experience to help set up the office in Onchan. Marie has successfully completed numerous training courses such as Dementia, Suicide Intervention & Level 2 in Safe Handling of Medicines. Marie has also completed her QCF Level 5 in Leadership for Health and Social Care Services in December 2017. Marie is involved in staff recruitment, assessing clients and putting packages of care in place to ensure their needs are met.

### **SONIA BLAKE – CARE COORDINATOR**

Sonia Blake has been with the company since September 2014, having previously worked in Complaints in the banking & insurance industry for 10 years. Sonia oversees the administration on a day to day basis and ensures the Client Rota's are completed, constantly liaising with Clients and Carers. She has recently completed her QCF Level 3 in Health and Social Care and is currently working towards her QCF Level 5. Sonia will come out to your home or visit you in hospital, to assess your needs and create your package of care.

### **TRACEY WOODS – SENIOR ADMINISTRATOR**

Tracey started with Complete Care in October 2016 and provides administrative support for the office. Tracey worked for an International Bank for 18 years with various roles including Customer Services Manager and Operational Assurance Officer. More recently, she has worked for 5 years as an Educational Support Officer in a finance office for the Department of Education – she also qualified as a Level 3 in School Administration. Tracey's main role is staff rotas and admin support.

### **SARAH KAIGHEN – ADMINISTRATOR/CARE ASSISTANT**

Sarah joined the company in December 2016 as a care assistant and was then asked to do a few hours admin in the office. Although Sarah is still keen to do some hands on care work, her main role is admin support. She is also a valuable asset to our Office Team.

**CARE ASSISTANTS** perform the tasks relating to your care. They are there to help and support you with any of the difficulties of daily life that you are currently finding hard to manage on your own. Our care assistants are trained to be understanding and sensitive to your emotional and physical needs. One care assistant will become your main carer so that you always have one person with whom you become more familiar.

We confirm that all our staff are encouraged to continue with Life Long Learning and to undertake such training to ensure they are competent to meet the needs of our service users.

Below is a summary of some of the qualifications held by our team of Care Staff

NVQ/QCF Level 2 Health and Social Care NVQ/QCF Level 3 Health and Social Care Level 2 Dementia Awareness Chair Based Exercise Instructor Level 2 Safe Administration of Medication
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### **OUR REGISTRATION**

Complete Care Ltd is registered with the IOM Inspection and Registration as a Domiciliary Care Agency.

### **STARTING SERVICES**

People are referred to us in various ways including; referral from Social Workers, Social Services and other government bodies. We also have enquiries through advertising in social media and recommendations from current or previous clients and their families.

Our Manager or a Senior Member of staff will assess all service users prior to the provision of services where possible. Once this assessment has taken place and all parties agree that the service can meet your assessed needs, a start date will be arranged. An initial individual service plan will also be agreed prior to the start of services and this will be reviewed, and amended during the first weeks as needs, and preferences, become known. We will aim to review Individual Service Plans every six months which is above requirements for Minimum Standards or sooner if required.

Service users are offered the opportunity to experience services on a trial basis in order to assess the suitability before they, or their representative, make a decision to sign their contract.

A contract will be given to you to read and sign with a copy for you to retain. In the case of an emergency admission or other unusual circumstances the assessment and draft care plan will take place within 48 hours of start of services.

Service Users must ensure their household insurance is adequate and complies with their legal responsibilities. The Organisation, by law, holds a Public and Employers Liability Insurance, which covers malpractice.

### **SERVICE USERS FINANCES**

Staff may need to handle money on your behalf, and the company operates a strict policy which staff are bound to follow. Details of this policy are available on receipt.

Prior to your service, day to day cash handling will be discussed with you and safe systems of recording will be implemented if required. In these instances, staff will be issued with a record book in which they record all transactions made on your behalf. They will ask you to sign this every time they buy something on your behalf and retain the receipts.

### **HEALTH AND WELLBEING**

As well as our experienced staff members who will look after you, additional support is provided, when required, by a number of other healthcare professionals from a variety of disciplines to ensure that you are provided with comprehensive care. Examples may include Doctor, Specialist Nurses, Physiotherapists, and Occupational Therapists. This helps to ensure you are provided with comprehensive care.

For some, the subject of death is a very sensitive issue and one that is therefore often avoided. However, we know from experience that addressing the issue can bring great peace of mind to older people. You will therefore be given the opportunity to discuss these matters if you so wish.

### **HOSPITAL VISITS**

If you need to attend hospital for any reason, arrangements can be made with your family or friends for them to accompany you there safely. If this is not possible, and the appointment is a pre-planned appointment, there will be an additional charge for a staff member to accompany you. Naturally, in an emergency, we shall ensure that a staff member is made available without any cost.

Should you require to spend time in hospital, service will normally be reserved for you. Depending on the length of time you may have to spend in hospital may have to consider reallocating your carer. This would always be fully discussed prior to action being taken.

If you, or your relatives, are concerned in any way about this, please discuss the matter with our Care Manager.

### **MEDICATION**

Where care staff are to administer medication, all medication should be supplied in a Monitored Dose System from the pharmacy of your choice. Your medication will be managed by a responsible staff member who will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

However, you may wish to take care of your own medication and retain responsibility for taking it yourself.

### **ONSET OF ILLNESS**

Whilst carrying out the pre service assessment we will gain your consent to ask for a medical consultation should it become necessary. We will also ask for your consent to inform your relatives if you have been taken ill, or sustained an accident and that they be informed of your progress during the course of your illness. However should we consider it necessary Complete Care will make informed reasonable judgements and refer you for medical consultation if we believe we are acting in your best interest in the case of an emergency.

### **GENERAL**

We will encourage you to let us know your views on the various aspects of your service. We consider that what you feel and think are important and to ensure that your views and opinions are known, and taken into account, we hold regular reviews and audits of your service plan.

Both you and your relatives can put forward ideas and suggestions for improvement in the services that we provide and these will always be given consideration, and where possible implemented. However, as you will appreciate, it may not always be possible to respond positively to your suggestions, in which case we will let you know why not.

From time to time we will actively seek your views on how we are providing for your needs. We will issue to you a 'Service user Opinion Survey' and ask you, or a relative, to complete and return it to us.

### **PERSONAL CARE**

Your personal care and health care is planned in consultation with you, our staff members who will look after you, and your relatives if appropriate. Other appropriate health care professionals are also involved in the planning of your health care where necessary.

To ensure that we provide the highest level of care for you, our staff will record the details of your care in your Individual Service Plan along with details of your personal choices regarding the normal activities of daily living.

All service users are actively encouraged to become involved in the care planning process and will be consulted at each stage of the care plan. A copy of the service plan will be made available to you and with your consent, your family or friends. We will ask for your agreement for signature when a change or a review takes place.

Our aim is to incorporate spiritual needs into each plan of care so that needs can be anticipated and met at the end of lives. Should the need arise we will provide a palliative pathway that provides acceptable care from the home supported by specialist individuals. Supporting this end of life care we work in partnership with The Hospice, Isle of Man.

### **PERSONAL PREFERENCES**

At any time, you can discuss with your care staff any personal preferences that you may have relating to your care, the gender of the person providing that care, diet, or social activities.

Of course, as time passes you may decide that your preferences have altered. In this case, it is only necessary for you to let your carer know what your new preferences are.

Details of your personal preferences will be recorded in your Individual Service Plan, which is reviewed and updated on a regular and frequent basis.

### **PETS**

We would be pleased to discuss your particular needs in this regard.

### **RECREATIONAL ACTIVITIES**

We consider it very important for our service users to have available a range of suitable recreational activities from which to choose. We will encourage and help you to find activities in which you would like to participate.

Alternatively, you may prefer to pursue your own particular hobbies and interests and we will assist you with these in any way we can.

We acknowledge that your views are important and we always listen very carefully to your ideas and suggestions for new activities.

### **RELIGIOUS SERVICES**

Your particular religious beliefs and practices will be respected. If you are no longer able to go to your normal place of worship, we may be able to arrange for your minister or priest to visit you privately.

### **RISING AND RETIRING TIMES**

While we will always encourage you to be up and about during the day and to be in bed at a reasonable time at night, when you rise in the morning and when you go to bed is your own choice. If you prefer rising early or late, we will try to accommodate your wishes. However, we also have to keep in mind the needs of other service users. Therefore the times of your calls will be agreed prior to service commencing.

### **SAFE ACCESS TO YOUR HOME**

If you are unable to admit staff to your home, arrangements will be put in place for their safe access. This may be by the installation of a key safe, or by staff holding a key to your home. If staff are required to hold a key you will be asked to sign a consent form enabling them to do so. The company strongly recommends that a key safe is used. These are the most popular and safe means of allowing others entry into your home. Please speak to the Care Coordinator to discuss your requirements.

In either case all costs involved in the purchase and installation of a key safe or key cutting will be at your own expense.

### **FIRE, HEALTH AND SAFETY**

All staff have training in Fire Awareness. We would strongly recommend that you arrange for smoke alarms to be fitted in your home and prior to your service start date a risk assessment will be carried out of your home and emergency exits identified. You may be asked to remove rugs and other trip slip hazards before your service starts.

### **TELEPHONE**

It is important to keep in touch with relatives and friends and staff will be able to assist you with this. However it is not permissible for staff to give use their own phone for this. It is not possible for you to have their private phone number. If you need to ask for extra help, or have concerns or worries please call the office. The telephone number is **674119**. For emergencies outside of office hours please call the office number **674119** which will divert automatically to the Duty Manager on call. Please be patient as the divert takes a short time to operate.

### **LEAVING OUR SERVICE**

Should the time come when you no longer wish to accept services from Complete Care, this will of course be respected and the necessary arrangements will be made with your GP and the Local Authority, if involved, to end your services with us. We require that four weeks in advance you advise us in writing of your intention to leave the service.

Similarly, if the situation should ever develop where it would be necessary for us to cancel the service for any reason, we would do so by written notice as confirmed in our terms and conditions. This would naturally follow a period of consultation and attempts to prevent this taking place.

There is an expectation that all outstanding fees will be paid prior to departure.

### **QUALITY ASSURANCE**

At Complete Care Ltd, we ensure quality assurance by having the following in place:

- Regular direct observations of each carer providing care in the client's home. The Management Team carry these out once every year as a minimum.
- All carers must keep up-to-date with their mandatory training which can take place via practical workshops and e-learning. Additional training opportunities are encouraged in order to develop our carer's knowledge and practice.
- Staff supervisions take place quarterly or sooner if required.
- Staff meetings take place quarterly or sooner if required.
- The Management Team carry out quality visits – this means that they arrange an appropriate time with the client to visit and ensure that they are happy with the service that they are receiving.
- Care plans and risk assessments are reviewed approximately every 6 months, or sooner if required.

Our service is registered and inspected by:

**Registration and Inspection Unit  
Department of Health & Social Care  
St George's Court  
Hill Street  
Douglas  
IM1 1EF**

**Tel 01624 642422**

The following are examples of other professionals who may also inspect us:

- Pharmacist
- Health and Safety Executive
- Environmental Health
- Placement Officers/Care Managers
- Senior managers of the company who undertake our own quality assurance checks

### **STATEMENT OF PURPOSE SUMMARY**

Our objective is to enhance the quality of life and relieve the stresses experienced by those who have care needs as a result of age, illness or disability.

To meet the requirements of the Isle of Man Regulation of Care Act 2013 it is necessary to prepare a comprehensive 'Statement of Purpose', which covers in detail all aspects of the operation of the care services that will be provided.

A copy of the 'Statement of Purpose' is available on request for inspection by the service user and any representative of the service user.

It is also a requirement that a summary of the 'Statement of Purpose' for the care service is provided to service users.

The details shown in this guide summarise extracts from Complete Care Ltd Statement of Purpose as it applies to Domiciliary Care Services. Also, given in the following Appendices are the relevant details of additional information that we are required to provide for reference by the service user.

### **DETAILS AND PAYMENT OF FEES**

DAY DUTY - (8.00am until 7.00pm)

Monday - Saturday £20.00 per hour

Sunday and Isle of Man Public Holidays £21.50 per hour

Christmas Day / Boxing Day / New Years Day £24.50 per hour

Mileage Charged at 35p per mile

NIGHT DUTY - (7.00pm - 8.00am)

Monday - Saturday £20.50 per hour

Sunday and Isle of Man Public Holidays £22.50 per hour

Christmas Eve / Christmas Day / New Year's Eve £24.50 per hour

Sleep-in's negotiable

Mileage Charged at 35p per mile

Our mileage rates are competitive in comparison to some domiciliary care providers and we endeavour to provide you with a carer that lives as close to you as possible. This is to

make it cost effective for you - you will be charged for the journey that your carer makes from home to you and then back home. If you require the carer to take you out in the car or pick up some shopping for you for example, you will be charged 35p per mile for this also. Often, once a carer leaves your home, they may be going on to another client – in which case, you will only be charged for travel from the carer's home to your home because the next client will incur the travel cost from your home to theirs. Please do not hesitate to contact us on 674119 if you have any further queries regarding this matter.

LIVE-IN CARE RATES NEGOTIABLE FOLLOWING FULL ASSESSMENT OF CARE NEEDS.  
PRICES START FROM £1400 PER WEEK

You will appreciate that the level of fees may change in future and of course arrangements that, you will be advised in writing of any such changes to the financial details.

### **INSPECTION REPORTS**

Inspection Reports are available online on the Government [Gov.im](http://Gov.im) website.

### **HOW TO MAKE A COMPLAINT**

It is our objective to ensure that you are provided with a high level of care, comfort, and safety such that you should never feel the need to make a complaint.

However, should you, or a relative or friend, ever have cause to complain, we would urge you to speak to us about it immediately. Complaints are taken very seriously and will be thoroughly investigated. Complaints can be made orally or in writing (including electronically), to any member of staff, including the Registered Manager and Company Director. By email, to [steve@completecare.im](mailto:steve@completecare.im) or [marie@completecare.im](mailto:marie@completecare.im). By phone calling the office on (01624 674119).

You will receive a letter to acknowledge your complaint has been received within 3 days and you will then be advised within 28 days of the action, if any, that has to be taken.

In the first instance, you should speak about the problem to your own carer who will do everything possible to resolve the problem. If you are not satisfied with the outcome, approach the Care Coordinator with your complaint.

At this stage, a staff member will enter your complaint into the formal Complaints Register and record.

If you still feel that your complaint has not been dealt with to your satisfaction, then you should ask to speak to the Registered Manager or you may contact the Managing Director.

You may at any stage register your complaint with the local office of the Registration & Inspection Unit who continually monitors the standards operated in the Domiciliary Care Service.

CONTACT NAME	ADDRESS	PHONE NUMBER
Deputy Manager Marie Crabtree	Complete Care Ltd 21b Village Walk Onchan IM3 4EB	(01624) 674119
Managing Director: Steve Parry	Complete Care Ltd 21b Village Walk Onchan IM3 4EB	(01624) 674119 or (07624) 308459
Inspection and Registration Unit	Registration and Inspection Unit Department of Health & Social Care St George's Court Hill Street Douglas IM1 1EF	Tel 01624 642422
Adult Services Access Team (Safeguarding)	Adult Services 3 <sup>rd</sup> Floor Markwell House Market Street Douglas IM1 2RZ	Tel: 01624 686179