



Your Guide

Care at Home Services
from PerCurra



Live your life, your way.



reliable

leading

outcomes

excellence

passionate

innovative

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“
PerCurra’s companionship
service was excellent and
made the biggest
difference to the quality
of Mum’s life.

”



1 THE COMPANY

Mission statement

Delivering excellence in care through the passion of our people.

Our aims and values

We have developed a company to empower you as you make choices and take control of your life when independent living at home becomes difficult.

We adopt a 'client centred' approach which means the services we offer are totally focused around what you want and are delivered by caring, highly trained professionals who respect you and your home.

At PerCurra we consistently push the boundaries of excellence and take pride in achieving more than you ever thought possible. With our fresh thinking approach we will continue to lead the way in care service delivery.



“

The difference with PerCurra was staggering. The general standard of care was higher than anything I had experienced before.

”

2 OUR SERVICES



Daily living support & companionship

Assistance with everyday tasks and some friendly company makes such a difference to your quality of life.



Personal care services

Our expertly trained personal carers respect your dignity when carrying out sensitive tasks.



Learning disability support

Our specialist teams understand the complex needs and differing areas of learning disability.



Live-in or 24/7 support

Round the clock care services or someone keeping you company at home makes you feel happy and safe.



Hospital to home support

Our support during this critical time can help minimise the risk of having to return to hospital.



Respite, sickness cover & holiday

Relax & recharge. We can take over the care of a loved one or arrange holidays away from home.

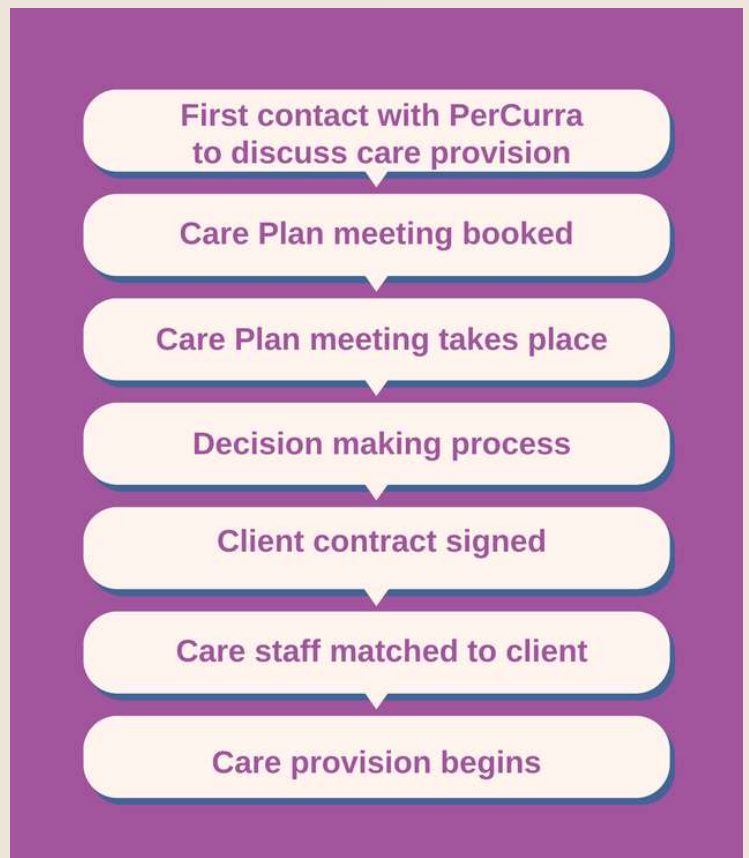
How we develop your Care Plan

We conduct meetings within your home environment wherever possible so that you feel relaxed and at ease. These meetings can include family members, friends or other people involved in your care.

While your Care Plan is being established you will be supported by a PerCurra Care Manager or Assistant Care Manager. After the induction process, the Care Co-ordinator assigned to you will support your ongoing care and any changes to your requirements.



Our care planing process:



How we ensure the quality of your service

During our first meeting with you we listen to what you need and how you would like your support delivered. Together we will develop your personalised Care Plan.

We will ask you about the following aspects of your daily life:

- Personal care and physical well-being
- Sight, hearing and communication
- Continence
- Mobility, dexterity and the need for disability equipment
- Mental health and cognition
- Medication requirements
- Personal safety and risk
- Specific condition-related needs and specialist input
- Dietary requirements and preferences
- Social interests, religious and cultural needs





Our services delivered your way

Developing your personalised service in exactly the way you want it requires open and clear communication between us.

We encourage you to talk to us and we listen carefully to what you say. We need to make sure we are giving you an excellent standard of service at times that are convenient to you. If you should need more specialist support then we can liaise with other service providers to smoothly manage the transition.

Who delivers your care is just as important as how they deliver it. We take the time to get to know your likes and interests and those of our staff. By doing this we can match our staff to you.

Fee structure

A fee structure sheet is provided in your documentation and the fees you pay will be discussed during your first meeting. Invoices are then raised every four weeks and sent to you, or the organisation managing your budget on your behalf, via post or email – it is your choice.

Payment must be received by us within 14 days of the invoice date

Equipment provision

Although PerCurra do not directly supply equipment to be used within the home, we will ensure that our staff are trained to correctly use any equipment that is required

3 OUR STAFF

Staff expertise

To ensure the highest standards of care provision, our care professionals undergo training in the following areas:

- Care Certificate training
- Person centred care
- Administering medication
- Moving and positioning
- Safeguarding adults and children
- Infection prevention and control
- Basic life support
- Privacy and dignity
- Equality and diversity
- Communication, record keeping and confidentiality
- Health and safety, including risk assessment





“
PerCurra staff are exceptional.
Reliability-wise they are spot on!
”

Support & supervision

Newly appointed PerCurra staff, who do not already hold a relevant qualification, complete the Care Certificate within their first 12 weeks.

Our Managers and Care Co-ordinators who support and supervise our care teams, receive training in mentoring and coaching techniques. This ensures they have the skills needed for these roles.

Other specialist training is provided when required.



Continuous care provision

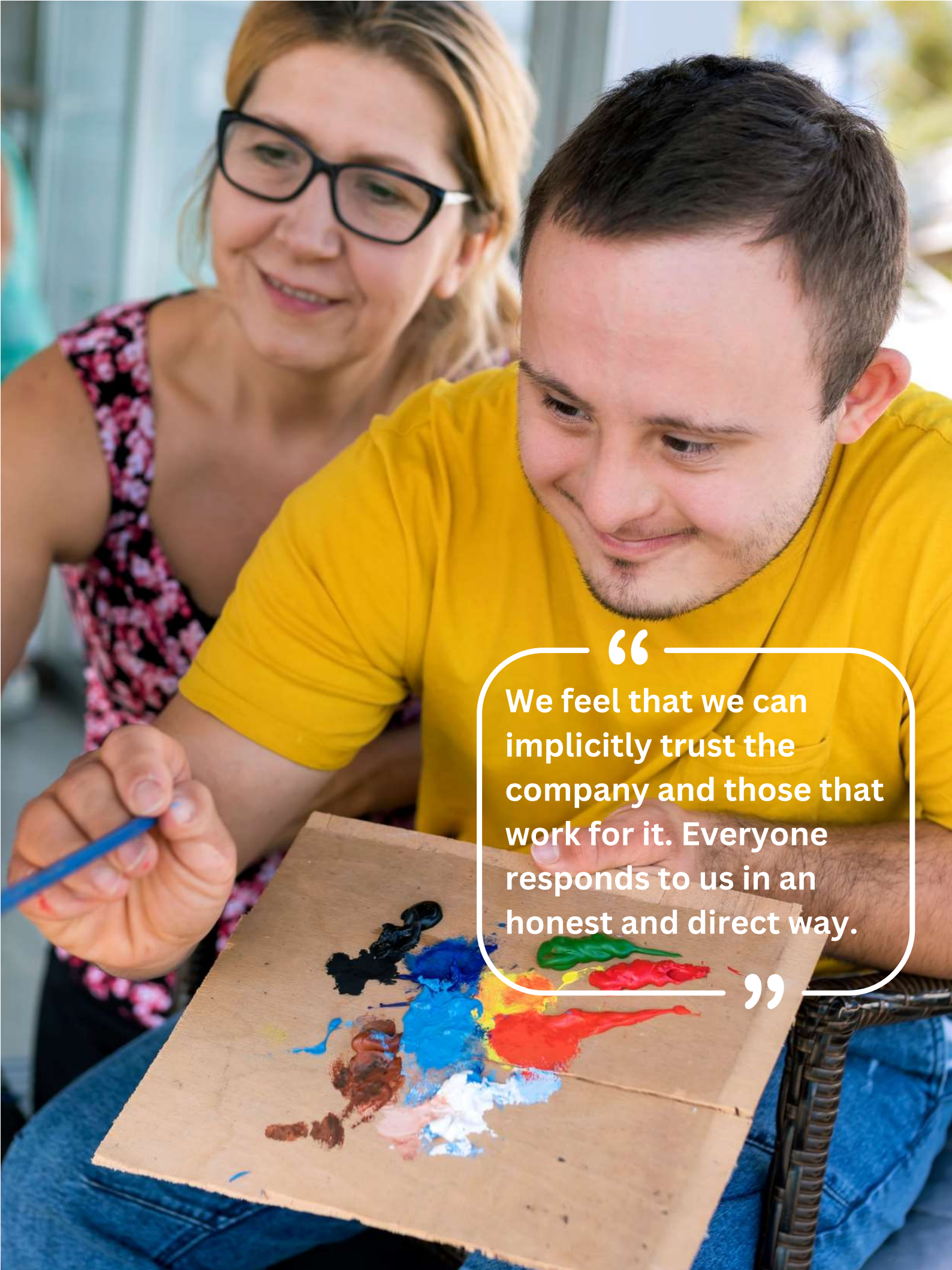
It is important that you enjoy continuity of care from PerCurra so we aim to allocate more than one Care Assistant to you to allow for holiday or sickness absence. In this way confidence and trust is established.

We aim to provide an appropriate team size which allows you to develop the relationship with our Care Professionals.

Holiday and sickness cover

If a member of your usual care team is unavailable due to holiday or sickness we will provide another member of staff.

If this occurs we will, where possible, introduce the person prior to the call so they can shadow a member of your care team.



“
We feel that we can implicitly trust the company and those that work for it. Everyone responds to us in an honest and direct way.
”

4 YOUR SAFETY

Safety and security

All staff employed by us are subject to:

- Checks by the Disclosure and Barring Service (DBS)
- Independent Safeguarding Authority (ISA) Checks or other relevant service for Wales and Scotland
- 3 written references – 2 employment and 1 personal
- Declaration of fitness to work

All our employees carry photographic identification cards. This gives you peace of mind that you are in safe hands when allowing PerCurra personnel into your home.

Insurance arrangements

The activities of PerCurra, as a company, are subject to the following insurance cover for client, employment, employee, and public liability

Professional Indemnity: min £2 million

Employment Liability: £10 million

Public liability: £ 10 million

Health and safety

We have a Health and Safety policy which is communicated within the induction programme and monitored during the working practices of our staff.

As the majority of our staff are field-based employees we provide guidance and policies for remote workers.





Confidentiality

We are committed to ensuring that clients' privacy is protected. PerCurra is a data controller and is registered with the Office of the Information Commissioner as required under the Data Protection Act 1998. The data collected during the Care Assessment Process is stored and processed in accordance with the Data Protection Act and used to provide and manage the services provided by us. For monitoring purposes, this data may also be shared with the Care Quality Commission (CQC) in England or the relevant Care Inspectorate if you are in Scotland or Wales. We will consult with you prior to any monitoring being carried out on your files.

Under the Data Protection Act 1998 you have the right to a copy of the data held about you by PerCurra, for a small fee. If you have any concerns about the use of data for these purposes or would like a copy of the data you have supplied directly to PerCurra, please direct such concerns or requests to the Managing Director of your branch.

Contract

Before the start of your contract with us we supply the following:

1. A written agreement which covers the following:
 - The services to be provided to you
 - Our liability
 - Your liability
 - Our obligations
 - Your obligations
2. Client Support Plan
3. This Guide to our Services
4. Fee Structure Sheet

5 QUALITY ASSURANCE

We are committed to delivering the highest standards of care to you and will keep in regular contact to ensure your satisfaction.

We value your feedback and also comments from your family or other people with an interest in our service. It is always a great pleasure to pass on praise to members of our teams. If you are unhappy with our service at any time please let us know immediately. We aim to take swift and appropriate action to put matters right.

Complaints procedure

Any formal concerns or complaints should be addressed to The Managing Director of your PerCurra Branch. Whether your complaint is made in person, in writing or by telephone we will make sure:

- It is recorded
- You receive an acknowledgement within two working days
- We will endeavour to investigate your complaint within 28 days but if this is not possible we will keep you informed of our progress
- In all cases you receive a full written response that tells you what action we will take
- We will review our service to see how we can improve it



Independent investigation

If you are not satisfied with our own investigation you may contact one of the following organisations:

In England

Local Government &
Social Care
OMBUDSMAN

www.lgo.org.uk/how-to-complain

In Scotland



www.lgo.org.uk/adult-social-care

In Wales



www.ombudsman.wales



“
The care, support,
dignity and genuine
kindness given to Mum
by all caregivers has
been outstanding.
”

TESTIMONIALS



The element of trust when you invite someone else to be involved in a relative's care is huge. PerCurra's companionship service was excellent and made the biggest difference to the quality of Mum's life



I would like to express my thanks for all the help I have received over the past weeks and especially to my Carer. He has helped me since I was discharged from hospital and has carried out his duties in a most caring and helpful manner. I have been very impressed with the service provided by PerCurra and would not hesitate in recommending them.



If I had only had this wonderful team when I first needed help our lives would have been so much easier and happier.



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