



A Guide for Service Users

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About us

Kinetic Medicine Home Care is an independent company that provides care services to people that need extra support to live independently in their own homes. We are based in Bristol in the South West of England and provide our services mainly to people within the BS16 area of the city. By limiting our services to this area, we offer a personal, quality care service that truly understands your specific needs. We also only specialise in visits of two hours and more; this means that we can really get to know you and spend the time with you that you deserve. It also means that our carers are never in a rush and that the care you receive is exceptional.

Our home care and support services offer short or long term assistance in the activities of daily living (ADLs) for adults. You may need our support for a number of different reasons including age related frailty, disability, respite care for your family or because you need help to feel part of the local community. Perhaps you have a family member who is your regular carer but you need our services while they are at work or having a day off. If we are unable to provide you with the service that you require, we will put you in touch with a provider that can.

You can rest assured that any services you receive from us will be agreed after careful consultation with you and the people that are important to you, such as your family. Your care will be tailored to meet your needs and allow you to live your life as independently as possible. You should always feel like you are in control the service we provide; we will review your care needs annually or whenever you ask us to.

Kinetic Medicine Home care is registered with the Care Quality Commission (CQC) and subject to assessment and regulations by them. Further details regarding the CQC are available within this guidance and upon request.

Service Initiation

When you ask us to provide a care service to you we will firstly arrange to visit you, listen, discuss and agree what the details of your service should be. From our initial meeting we will create a personal care plan with you that will outline day to day details about how you want your care provided – this plan will help direct your carers while they are with you. The care plan will also detail the days and times our carers will visit you and the names of your carers and service manager. We will provide you with a copy of the care plan for your records. If your usual carer/s is not available we will arrange an alternative with you.

We will contact you within four to six weeks of your care commencing to check that you are satisfied with the service and that we are meeting your needs. Of course you can contact us before this if you feel you need to.

If one of our carers makes a visit to your home that is part of your care package but is unable to gain access we will contact everyone who may know where you are until we are certain you are safe. This may include family, friends and neighbours – that's why it is important for us to have contact details for your family and other trusted people in your life or health care professionals such as social workers. To avoid such a situation it is vital that you contact us if you know that you will not be home when a visit is scheduled.

During your care plan meeting, we will make a risk assessment of your needs and home environment to identify any hazards or health risks – we are required to do this by law and we take it seriously. We will not commence any services until we are happy that our staff and you are safe or that we have minimised risks that cannot be removed altogether. Please understand that we may ask you to make some small changes in your home to allow us to start providing our services safely. Such measures may include removing trip hazards, repositioning furniture or similar changes. We will only ask you to make changes that are necessary for us to provide a safe service.

Your carer is required to make notes about the work that they have undertaken on each visit to your home. They will record this information on a '*communication sheet*' that is kept, with your permission, in your home. When these forms are complete the carer will return it to the manager so that we can keep track of the services and be confident that we are still meeting your needs. 'Communication Sheets' record information about what the carer has done while in your home, any observations regarding your well being and can also be used to pass information to other carers or your family members.

You will normally be asked to sign a timesheet to verify your carer's attendance. If you are unable to sign a timesheet then an alternative method of verification will be agreed during your care plan meeting. You should not sign a care workers timesheet in retrospect and should also not sign it if the service has not met your expectations.

Insurance

Kinetic Medicine is insured by Towergate Patrick a specialist home care insurance provider. This cover includes public liability, employer's liability and professional indemnity insurance. If you would like further details of our coverage please contact the service manager.

Types of Care

We will work with you to ensure that your care is tailored to your needs and meets all your expectations. We encourage social interaction and recognise the benefits of being part of the local community and having a good circle of friends. We offer individual or combinations of the following types of care and support.

Personal Care

- Support with washing, including bathing and showering, dressing and undressing/ getting up in the morning and ready for bed in the evening, toileting and feeding, application of non prescribed creams and ointments, prompting you to take prescribed medication.

Domestic Care

- Cooking, shopping, laundry, ironing, light household duties, personal correspondence, help with handling utilities etc.

Night Sitters

- Providing reassurance throughout the night

Friendship Care

- Enabling you to become more involved in the community, for example shopping trips, day outings, visits to friends and social events, visits to dentist and doctor etc or a carer to come in and check everything is OK, sit and have a cup of tea and a chat.

This list is to give you an example of the type of service we can provide; it is by no means exhaustive. If the service that you require is not mentioned here please contact us. We can normally help or put you in contact with someone who can.

We believe that our people make us different, during our recruitment process we always:

- check the employment history of our staff
- undertake enhanced CRB checks
- verify relevant professional registrations
- provide appropriate training

If you have any compliments or concerns about our staff we want to know.

Aims & Objectives

Kinetic Medicine – Home Care was created to support people to live safely and independently in their own home. Accepting support and allowing someone in to your home is a major decision for you and your family. We understand that your wellbeing and independence is of paramount importance to you; it is also our priority.

- We aim to be trusted by our clients and team members because we are approachable, transparent and down to earth.
- Our client's and their families' wishes are of paramount importance to us. Your care package will be specifically tailored to meet your needs and wishes.
- We will always ask for permission, maintain your dignity and treat you and your home with respect.
- We aim to provide a service that is caring, reliable and accountable. We will work closely with other Health & Social Care services in order to ensure you are getting the best care possible (we will ask for consent before we liaise with other agencies)
- Our professional team members make us different. We will offer support and take steps to ensure their safety; we will also provide training for them.

We Recognise:

- Diversity of our community and will work towards having a diverse workforce that reflects this.
- Your right to use our service without fear of abuse or harm and your right to complain without fear of recrimination. All complaints will be dealt with professionally and with sensitivity.
- Your right to privacy and safeguarding of your personal information under the Data Protection Act 1998

We will always continue to improve our policies and will ask you at least annually how you think we can do this. All comments are welcome at all times. We are open to change and sharing best practice among our workforce and other organisations that we work with. At all times we will co-operate with Local Authorities and other regulatory bodies whose responsibility it is to monitor us and keep you safe.

Guidance for Making a Complaint about our Service

There may be times when the services that we are providing are no longer suitable or fall below the standards that you would expect. If this happens, we want to know about it immediately so that we can work with you to make changes to your service and leave you feeling at ease. Likewise, we love to hear that our team is doing a great job and that you are happy with our services. If a particular staff member has exceeded your expectations or you simply want to let us know that they are doing well, please also contact us in any manner that is most convenient for you.

Please remember, if you ever feel in danger or believe that a crime has been committed you should call the Police.

If you are not satisfied with Kinetic Medicine's complaint process, the outcome of your complaint or if you would prefer to not contact us, you can complain to your local social services department or the Care Quality Commission (CQC); their details are provided in this document. The CQC is the regulator for adult social care in England. To provide the services that we do, Kinetic Medicine must be registered with the CQC. They ensure that all care service providers comply with the law and maintain the high standards of care that you can expect.

We have a legal responsibility to let you know about our complaints procedures, please become familiar with this document and if you need any clarification speak with your carer or the manager who will explain the process further. We are required to document and make available to the CQC details of any such complaints, our investigations and how we have resolved them.

Complaints can be made by telephone, in writing, by email or in person. We will accept complaints from you, from agencies and other caring services, carers and family members acting on your behalf. Following any complaint and resolution, you can expect a written response from the manager of our service detailing what steps we have taken; you are encouraged to keep this for your records.

The following process should be followed if you feel the need to make a complaint; however, the manager of the service is always available for to discuss any concerns that you have.

Stage 1a – Speak with your carer

In the first instance, all complaints should be made to the carer who will act to resolve any issues as quickly as possible and make a detailed note of the complaint and the outcome to the service manager and in the clients care plan communication file if appropriate.



Stage 1 b – Contact the Service Manager

If you or your family feel uncomfortable at raising concerns directly to the carer, then the manager of the service can be contacted directly in the first instance by telephone or in writing at:

0117 325 0801 or 07800 826610

23 Bissex Mead
Emersons Green
Bristol, BS16 7DY

Or email greg.mcdonnell@kineticmedicine.co.uk or enquiries@kineticmedicine.co.uk

You will be replied to within 3 working days by the manager to acknowledge your complaint.



Stage 2

The Manager will act to resolve any issue as quickly as possible and this will be documented. You will receive an official written response within 10 working days outlining what we have done or plan to do to resolve your complaint. At this stage the manager will also reiterate your right to seek advice from the CQC.



Stage 3

If you and your family remain dissatisfied with the manger's response, the manager will hold a meeting with the carer/s involved and yourself and family member or nominated individual in order to resolve the complaint. We will make sure that you and your family are happy to proceed with this meeting as we realise that this can be a sensitive time.



Stage 4

If you remain dissatisfied following this meeting then you will be given written notice that you have exhausted the complaints procedure of Kinetic Medicine Health Care and advised to seek a resolution from the CQC and this process will be explained again.

We aim to deal with your complaints or concerns swiftly in order to avoid any prolonged anxiety to you and your family. If you would like some impartial advice there are options available.

Independent Organisations that Service Users can contact for advice:

Care Quality Commission

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 0300 616161

Email: enquiries@cqc.org.uk

Online: www.cqc.org.uk

Responsible for monitoring all domiciliary care services in England and ensuring that they are meeting required standards of care and welfare.

South Gloucestershire and Bristol City Councils have safeguarding teams whose responsibility it is to ensure the safety of vulnerable adults within these areas.

South Gloucestershire Council – Vulnerable Adults Team

PO Box 2083
The Council Offices
Castle Street,
Thornbury
Bristol
BS35 9BR

Tel: **01454 868009**

Online: www.southglos.gov.uk

Bristol City Council – Vulnerable Adults Team

City Hall (formerly The Council House)
College Green
BS1 5TR

Tel: 0117 922 2700

Online: www.bristol.gov.uk

Policies & Procedures

Here are some of our policies that our clients ask about the most; if you need clarification please contact the Care Manager.

Access to you home

If you are unable to allow your carer access to your home, they may need to let themselves in, for example if you have mobility issues and are unable to answer the door. We would prefer not to hold your keys and will seek alternative methods with you such as secure key boxes and this will be discussed and agreed with you during the course of your care planning.

If there is no other option but for us to hold a copy of your house keys then either you or your nominated person will be required to sign a consent form. Please rest assured that when your care worker is not holding your keys, we will keep them secure at our office and any use will be thoroughly recorded. You can ask for your keys back at any time.

Gifts & Hospitality

Your carer is in paid employment when they are in your home. It would be dishonest and unethical for any of our employees to accept or benefit in any financial or material way from this position of trust. It is important to us that we maintain a professional relationship with our clients; therefore please do not be offended if any substantial gift is politely refused. Employees are required to report any gifts or hospitality from our clients. People often find it difficult at not being able to express their gratitude in this manner to carers that are doing an excellent job for them. If you are ever in doubt about this policy please contact the care manager to discuss.

Assistance with Medication

If you need help with you medication then this must always be written in your care plan and signed by you or your nominated person. Our staff must follow guidelines when assisting with medication and will refuse to help with this if it is not documented in your care plan or they do not have the appropriate training to do so; this is for your safety and for their own. If you know that you require help with medication we will match you with a care assistant that is able to assist you and this will be agreed during your care planning.

Help with Finance

If your care worker is required to handle money on your behalf, for example, drawing your pension or other benefits and shopping then this will be clearly documented in your care plan.

Our care workers are not permitted to:

- Witness or sign wills, act as a power of attorney or executor or accept any legacy
- Become involved in gambling such as lottery, football pools or placing bets on behalf of the service user
- Sell goods or services to the service user or make purchases from them
- Borrow money or property or assets from the service user
- Use their own loyalty cards when shopping for the service user
- Use a service users bank card or PIN number even if requested

Confidentiality

All the information that we learn and document about you will be necessary as part of delivering your care package and will be treated in the strictest confidence and not passed on to any third parties without your written consent. However on occasion, if we have concerns regarding your health or welfare we may need to share information with your GP or social worker, for example. We will normally ask for permission before we do this, however on occasion this may not be possible if we feel that you are at risk.

You have a right to request a copy of any information held by us about you as set out by the Data Protection Act 1998. Further information is available from the Care Manager or the Information Commissioner's Office (ICO) on **0303 123 1113** or **01625 545745**. The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. Kinetic Medicine is registered with the ICO.

Equipment

We will provide our carers with personal protective equipment such as gloves, aprons and hand gels. If you require equipment we can put you in touch with the local authority that will often provide funding for this or if you are self funding we can help by giving advice or putting you in touch with an independent brokerage service that can advice you how to best purchase equipment.

Monitoring our service

We are committed to continually monitoring and improving our services and you are a big part of this. As our client you are often best placed to suggest improvements to our services and let us know what we are doing well. We will provide you with regular opportunities to tell us what you think, including:

- A satisfaction survey every 6 months
- Day to day feedback – we are always approachable and willing to listen
- Annual review of your service plans and anytime when requested
- Supervision of our staff
- Regular staff meetings and performance reviews
- Staff training

'If we don't know about it, we cannot change it – please do not hesitate to contact us'

Direct Payments

Have you heard of Direct Payments? This is when funding for your services is given to you directly by your local authority. It is then up to you how you best spend this money on getting the care that you need. Please contact your social services office to find out if you qualify for direct payments.

If you qualify for Direct Payments or you are self funding, we will provide you with a contract that you or your nominated person will be required to sign on your behalf. This contract will detail the cost of the service we provide, invoicing arrangements, payment methods and frequency. It will also outline our mutual responsibilities and you will be given a copy of this for your records.

Call out Service

Outside of our normal service hours we have an on call service that can deal with urgent matters. Contact 07800 826610, your call will be diverted to an on call staff member. This service is charged at a premium rate which is detailed in our price plan

If you have any further questions relating to any of the points in this guidance or simply for an informal chat regarding our services, please contact:

0117 325 0801 or 07800 826610, alternatively you can email us at enquiries@kineticmedicine.co.uk and find us online at www.kineticmedicine.co.uk