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# CLIENT GUIDE

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LJM Homecare - Lincoln

Merlin House

Wigsley Road

Lincoln

LN6 9HD

01522 700400

[info@ljm-homecare-lincs.net](mailto:info@ljm-homecare-lincs.net)

## Policy Outline

We endeavor to enable individuals to remain in their own home for as long as possible. Not only do we offer support to these individuals, we are also there to support family members and friends. LJM Homecare Lincoln is a family run business and is portrayed in every aspect of the care we deliver!

We have a dedicated team of caring and loving individuals who make it their first priority to deliver the best possible care.

# Client Guide

## INTRODUCTION

Our aim is to ensure you receive the best service possible from LJM Homecare Lincoln. LJM Homecare Lincoln is regulated and inspected by the Care Quality Commission (CQC) in England.

Please do not hesitate to contact us regarding any issues:

- Concerns or feedback you may have.
- If you think your requirements have changed.
- To cancel or change the attendance of a Care Worker.

If your Care Plan was initially agreed with your Social Services department, you or we will have to discuss any changes with them.

If, due to unforeseen circumstances, your care worker does not arrive at your home at the time expected, please allow at least 15 minutes and then call the office or the out of hours number. This is for the Care Worker's own safety as well as for your individual care needs.

We hope that you will be happy with the level of service we provide to you and welcome any comments you would like to pass on to us, at any time. If you require additional information, please do not hesitate to contact us.

## AIMS AND OBJECTIVES

LJM Homecare aims to provide an exemplary service to you. We do this by endeavoring to get it right first time, every time and meeting or exceeding your expectations.

This document summaries basic information about LJM Homecare for users of our Domiciliary Care Service, people who are considering using our service, and the relative, friends, carers and representatives of users and potential users.

LJM Homecare aims to provide a duty of care, assistance and support for people who cannot wholly look after themselves. We provide our service in your own home, at times convenient to you, and in ways you find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of the service users are paramount.

## PRINCIPLES

We aim to provide personal care, assistance and support in ways, which have positive outcomes for service users and promote their active participation.

We review our operations regularly to ensure that we are successfully achieving our stated aims. We welcome any feedback from our service users, their relatives, friends and representatives.

We aim to provide for each service user a package of care that contributes to his or her overall personal, healthcare needs and preferences. We will co-operate with other services and professionals to help enhance each service user's independence and to ensure where possible that the service user is able to participate in the community.

Before we provide services, we assess the service user's potential and, needs and preference. We aim to ensure; that the care LJM Homecare provides meets the assessed needs of each service user, that needs are re-assessed as necessary and that the care, assistance and support provided has the flexibility to respond to changing needs.

We are committed to provide top quality service and to continuously evaluate the level of the care required.

Qualification and standards for our managers and staff are based on the national occupational standards.

Service user's are **NOT** to be discriminated against for any reason such as Race, Age, Religion, Sexual orientation Physical and Financial circumstances.

We encourage and support access of Friends, Relatives, Religious leaders etc, and to assist, where necessary in making such arrangements.

## CONTACT DETAILS

### YOUR LOCAL OFFICE

Your Registered Manager	Lindsay Nearn
Care Manager	Alyson Elvidge
Assistant Manager	Jackie Sanderson
Care Co-ordinator	Tony Lake
Carers Manager	Sammi Christopher
Clients Manager	Rebecca Rogers
Senior Care Worker	Daniel Holmes Kim Brown
Address	Merlin House Wigsley Road North Scarle Lincoln LN6 9HD
Our opening times	Monday to Friday 09:00 - 17:00
Our telephone number	01522 700400
Website address	<a href="http://www.ljmhomecarelincoln.co.uk">www.ljmhomecarelincoln.co.uk</a>
Geographical areas covered	Lincoln and surrounding villages
On Call (Out of Hours)	07788 173889

### REGULATORY BODY

Name	Care Quality Commission (CQC)
Address	CQC Citygate Gallowgate Newcastle upon Tyne NE1 4PA
Our telephone number	03000 616161
Website address	<a href="http://www.cqc.org.uk/">http://www.cqc.org.uk/</a>

## Care Support Workers

Care Support Workers are required to have as a minimum:

- Induction programme covering the requirements for the Certificate in Care.
- Training will be updated in-line with the Skills for Care guidelines. All Care Support Workers will have a personal development plan drawn up which will include training updates.
- All Care Support Workers undertake a QCF2 in Health and Social Care and are automatically enlisted onto our rolling programmes.
- Care Support Workers will undergo an enhanced DBS (a risk assessment will be undertaken if any section does not state none recorded).
- Two written references are obtained (one of which must be from the most recent past employer) which will be verified upon receipt.
- Two forms of identification will be obtained (which must include a photograph, signature and address).
- Visa stamps, Home office documents.
- Care Support Workers who hold a valid Driving License must also provide business class insurance.
- Health Declaration.
- Care Support Workers will have full training and will undergo shadow working before working on their own initiative.
- They will undergo regular spot checking and field observations.
- They will receive at least four supervisions per annum, one to include direct observation of care provision.
- Probationary review
- Annual Appraisal

This process of thorough interviewing and document screening allows us to ensure Care Support Worker applicants are suitable to work with vulnerable people, along with continual training and monitoring which ensures they provide a continued quality service and constantly adhere to Company Policy.

## LJM HOMECARE POLICIES AND PROCEDURES

LJM Homecare has a full set of policies and procedures, which ensure the delivery of quality services. A complete set of our policies and procedures can be seen at our offices and we can make alternative arrangements for you to see them if you wish. LJM Homecare Locations all provide services within the following Service User Bands:

Dementia  
Older people  
Physical disability  
Eating disorders  
Learning disabilities or autistic spectrum disorder

Younger adults  
Mental Health  
Sensory impairment  
Misuse of drugs and alcohol  
Palliative / End of Life Care

## TASKS CARE SUPPORT WORKERS MAY OR MAY NOT PERFORM

We have detailed below some of the tasks that our Care Support Workers will or will not be able to perform for you. Many of these may be dependent upon the Care Support Workers receiving additional training.

Tasks Care Support Workers may carry perform include:

- Personal care and hygiene
- Assistance to get up and go to bed
- Shopping
- Help with showering/bathing
- Meal preparation
- Prescription collection
- Pension/Benefit collection
- Domestic cleaning
- Laundry
- Social support and companionship
- Assisting/prompting prescribed medication
- Applying prescribed creams/lotions

Tasks Care Support Workers may not perform include:

- Cut toe or finger nails
- Give injections
- Change sterile or non sterile dressings
- Insert or withdraw catheters
- Give suppositories/pessaries or enemas
- Assist with peg feeding (unless specially trained to do so)

## POSSIBLE WITHDRAWAL OF SERVICE

Very occasionally it becomes necessary for the office to withdraw service from you. Such action would normally only take place on account of a serious health and safety risk or your unacceptable behaviour, or very exceptionally, when the services being provided are insufficient to meet your needs. Persistent non-payment of invoices (if self-funding) may also incur withdrawal of service. Given the sensitive nature of care implications surrounding a withdrawal of service, this action will only be taken after full consultation with, and notice to you, your representative and any relevant professional involved with your care.

## CHARGES AND PAYMENT

If your care is determined by Social Services, they will calculate any contributions towards the cost of your care, and will explain to you how the charges will be collected.

If you pay for your own care, we will provide you with the scale of charges before your care package commences. Terms and Conditions of service are included in this pack.

## INSURANCE

LJM Homecare has public liability and employer's liability insurance in accordance with statutory requirements. Full details can be obtained from your local office, please note that we cannot be responsible for any loss, damage or breakages to your property. We recommend that you have your own insurance for your property and contents.

## STAFFING STRUCTURE

LJM Homecare Lincoln's office has:

A Care Manager who is responsible for the day to day management of the service

Care Co-ordinators who are responsible for maintaining and distributing the roster of services to be provided.

Carer Manger, Client Manger and Senior Carer Workers who are responsible for the monitoring of service provision and the supervision of Care Support Workers.

Care Support Workers who deliver the service to you.

## GIFTS AND GRATUITIES

LJM Homecare staff are not allowed to receive any gifts or money directly from our Service Users. Staff are advised this in our LJM Homecare policy and during training.

## INTERNAL AUDIT

LJM Homecare undertake internal on an annual basis

The Audit is mapped against National Legislation, LJM Homecare policy, and industry best practice.

## HOW ARE SERVICES ARRANGED

Most of the people for whom we provide services are referred to us from Local Authority Social Services Department or Health Care personnel, but service users or relatives may refer themselves to LJM Homecare at any time. Please call our office to discuss this further.

When we receive a referral or a request to provide services from either an individual or an organisation we will record all details available and arrange an initial visit at your convenience.

Before you start your care package you will receive a visit from the Community Care Manager or Senior/Team Leader who will carry out a Needs Assessment and Risk Assessment and agree your Care Plan with you. This will be reviewed every 12 months or when your care needs change, the review date will be agreed with you. However, you will also receive a Service User Review every three months which will be arranged by appointment at your convenience, this is to ensure that your care package continues to meet your own personal needs. It is also an opportunity for you to discuss any problems you may have, if there is anything you wish to discuss before this please do not hesitate to phone the office to arrange an earlier visit.

Following the initial visit we will allocate to you a Care Support Worker or a team of Care Support Workers (depending upon the level of care required) who have the skills, training, experience and availability to meet your needs. The Community Care Manager/Senior or Team Leader will introduce your Care Support Worker to you. We will commence your care package as soon as possible and agree with you, all visits and access arrangements. You will be provided with a folder containing your personalised care plan, and all risk assessments that have been carried out, this folder will also contain the visit record sheets which the Care Support Worker(s) will complete after every visit.

## WHAT IF YOUR CARE SUPPORT WORKER CAN NOT ATTEND?

If your regular Care Support Worker is not able to attend due to absence, you will be advised in advance who will be covering temporarily. If your Care Support Worker leaves our employment we will discuss with you the provision of an alternative Care Support Worker. In an emergency situation, for example sickness or other unforeseen circumstances, we will endeavour to telephone you in advance to advise of your alternative Care Support Worker.

We make every effort to ensure that your services are not disrupted and also to keep the number of Care Support Workers known to you to a minimum. However, in exceptional circumstances we may need to introduce new Care Support Workers to you. We maintain a register of fully trained workers who are willing to cover for periods of holidays and sickness.



## SCOPE OF SERVICE OFFERED

Moving and Handling

Health and Safety

Personal Care

Domestic Care

Communication Needs

Administration or Prompting prescribed medication

Applying prescribed creams or lotions

Shopping or Pension

## PRIVACY

Staff will enter a Service Users property and rooms, within the property, only with express consent.

A Service User has the right not to have to interact with, or be interrupted by, a Care Support Worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.

We respect the fact that a Service Users possessions are private, and always act in accordance with the principles that our Care Support Workers are guests.

Our staff respect a Service Users rights to make telephone calls and carry on conversations without being overheard, or observed, by a Care Support Worker.

We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

## DIGNITY

We arrange for Service Users, who require assistance, with personal needs such as dressing, bathing and toileting to be assisted and supported, by the Care Support Worker of their choice and, if desired and if possible, of the sex of their choice.

All our Care Support Workers are to provide personal care in a manner that respects the Service Users need for independence and dignity

We ensure, if asked, that Service Users receive the necessary assistance with dressing, and maintaining their clothes, that a Service Users preference must be maintained at all times.

We will try to provide assistance and support for Service Users with cosmetics, hair care and other elements of their appearance so they can present themselves, as they would wish

## INDEPENDENCE

We help Service Users to manage for themselves, where possible.

We encourage Service Users to take as much responsibility as possible for their own healthcare and medication

We involve Service Users fully in planning their own care, devising and implementing their care plans and managing records.

We will respect the personal preferences and cultural sensitivities of each Service User

## SECURITY

All our Care Support Workers carry an identity badge, which contains their photograph and the details of our office, you should not allow entry to your home to anyone claiming to be from LJM Homecare who is not able to produce an LJM Homecare identity badge.

We always carry out thorough Risk Assessments, in relation to premises, equipment and the activities of the Service User who is being assisted and supported.

## CIVIL RIGHTS

We will encourage our Service Users to make full use of health services in always appropriate to their medical, nursing and therapeutic needs.

We will provide easy access for our Service Users and their relatives, friends and representatives to give feedback or complain about our services.

## CHOICE

We will provide individual care plans for each Service User.

We will manage and schedule our services so as to respond to Service Users Preferences.

We respect Service Users personal preferences and choice where possible.

We hope to cultivate an atmosphere and ethos in our service delivery, which welcomes and responds to cultural diversity.

We encourage Service Users to exercise informed choice in their selection of the organisation and individuals who provide them with care, assistance and support.

## DIVERSITY

We aim to respect the ethnic, cultural and religious practices.

Discriminatory behaviour by the company and by individual staff is outlawed.

Assisting and supporting Service Users to celebrate events, anniversaries and festivals that are important to them.

## COMMENTS, COMPLIMENTS AND COMPLAINTS

To ensure that the service we provide matches your needs and expectations, we welcome any comments you care to make. You are perfectly entitled to make a complaint at any time. If you wish to complain or make any comment about the service you receive from LJM Homecare, please contact us.

LJM Homecare recognises that our Service Users have the right to complain about any aspects of their care. It is also important that all complaints are dealt with quickly and effectively and are recorded appropriately. LJM Homecare are committed to ensuring that our Service Users are confident that their complaints will be dealt with in a sensitive manner.

A complaint made in writing is a formal complaint. This should be directed to the Registered Manager. On receipt of a formal complaint the Manager will be responsible for logging the complaint and will contact the Service User concerned, the Care Support Worker and the Police if appropriate.

Write to the Service User concerned to acknowledge receipt of the complaint within two working days.

Record the complaint in the complaints file; file a copy in the in the Service Users file; and, if applicable a copy in the file of the Care Support Worker.

Investigate the details of the complaint and aim to resolve the complaint within ten days, where this is not possible, due to a more complex situation, the Manager must inform the Service User of the outcome of their complaint within 28 days.

The Service User may wish to ask a friend or relative to write out the complaint which, if possible, should be signed by the Service User. Alternatively the Registered Manager can help the Service User to put the complaint in writing. The Service User will be given a copy so that it can be agreed that it is an accurate account before it is signed.

If the Service User feels unhappy about making the complaint and they do not know someone who is prepared to advise the service of their complaint, LJM Homecare will find someone from an independent organisation to act as an advocate for the Service User.

## CONFIDENTIALITY

LJM Homecare have a commitment to keeping in confidence any information it holds or any information that you choose to tell us. We have a Confidentiality Policy, which all members of staff must adhere to at all times. Our Policy precludes all workers from divulging any information about anything they have heard, seen or read in connection with their delivery of service to you. However, there may be occasions when a Care Support Worker or other LJM Homecare employee believes that to withhold information about you may affect your safety or well-being, but such circumstances are exceptional. Our Care Support Workers have all received specific training in disclosure and the Safeguarding of Vulnerable Adults. (SOVA)

## DISCLOSURE OF ABUSE OR SUSPECTED ABUSE

If you are being abused or are concerned about the care you are receiving, please contact us immediately. Care Support Workers who work with vulnerable people may at times observe bad practice or perceived abuse carried out, either by colleagues or others. Care Support Workers are instructed on induction that they are required to report immediately to their Registered Manager any abuse or suspicion of abuse to a Service User, even in the event of lack of evidence or where a Service User has made no complaint. In addition, Care Support Workers are required to report any incidents of bad practice, which may affect your health, safety or welfare.

## FINANCIAL TRANSACTIONS

Where your care plan specifies that shopping or collecting benefits be undertaken on your behalf by our Care Support Workers, all amounts of money given and received, together with receipts must be entered, agreed and signed by both parties using the financial transaction record form in your care plan. Care Support Workers are specifically prohibited from using their own loyalty cards when undertaking shopping tasks. Care Support Workers are not permitted to have access to your PIN for the purpose of obtaining cash from cash dispensers, banks or post offices. If your benefits are paid by payment transfer, we will need to agree alternative arrangements for collecting your benefits if this is a requirement of your care plan.

## QUALITY ASSURANCE

We operate a strict quality assurance procedure that ensures you receive the highest standard of care. The process is outlined below, and if you have any queries or would like further information, please contact us.

All Care Support Workers undergo orientation and induction training and are provided with any specialist training as may be required to meet the needs of our Service Users.

Supervision and monitoring takes place to ensure that Care Support Workers arrive at the expected time, remain for the duration agreed, and complete the required tasks.

Service Users will be informed of any delay to service provision, changes in time or date of service delivery, or change of Care Support Worker.

Care Plans will be completed to reflect your needs. The plan will be completed in consultation with you and /or carer or advocate.

Care Support Workers are provided with the required information that enables them to provide a quality care service and are required to read your Risk Assessment and Care Plan.

All Care Support Workers are required to adhere to our code of conduct at all times.

Training needs of our workers are analysed at annual appraisal, or identified during supervision.

We ask you to complete an annual satisfaction survey, which is confidential, and we will visit you on a regular basis to ensure that your needs are fully met.

Our staff are not permitted to actively discriminate on the grounds of Race, Sex, Colour, Religion, Culture, Sexual Orientation, Disability, Financial status or Political Opinion.

All Care Support Workers are encouraged to 'do with' rather than 'do to' you and to agree what outcome is expected from the service delivered. Where risk becomes a factor in promoting independence this will be discussed with you.

The convenience of Care Support Workers will not limit your rights to make choices about how and when care is delivered. Individual needs will be recognised and recorded in your Care Plan.

## HEALTH AND SAFETY

LJM Homecare has a responsibility to ensure that all reasonable precautions are taken to provide safe and healthy working conditions to comply with our statutory requirements. We also have a duty to ensure that you are protected at all times. To this end, all Care Support Workers carry an identity badge, which contains their photograph and the details of the office.

Prior to the commencement of service delivery our Community Care Manager/Senior or Team Leaders undertake a first assessment visit. This visit includes a Health & Safety Risk Assessment that will identify any issues that present a risk either to you or to our workers. If you have mobility problems, this assessment will include a detailed moving & handling assessment. This will be required if you are unable to stand or move around unaided and will specify any equipment required to assist you. This assessment will be agreed with you and any actions required will be detailed in your Care Plan.

Our Care Support Workers are provided with disposable gloves and aprons for use when undertaking personal care tasks under the infection control requirements, our Care Support Workers are instructed in the safe use and storage of hazardous substances such as cleaning agents and bleach.

LJM Homecare asks you to co-operate in informing us of any potential risk or change in circumstances that may affect your health and safety or that of our workers. Care Support Workers are made aware of their responsibility in refusing to undertake any task that they consider unsafe and to inform the office immediately.

## MEDICATION

Care Support Workers may assist with or prompt prescribed medication if it is an integral part of your Care Plan and if you agree that your Care Support Worker can do this for you. We have a comprehensive policy, which is available on request. The medication required, the route of administration, the dosage, the frequency, and the level of assistance with administration must all be recorded fully in your care plan. A detailed medication log will also be completed for you. Your Care Support Worker will not be permitted to purchase or administer over the counter medication on your behalf unless this is a specific requirement detailed in your Care Plan. The overall responsibility for your medication rests with your general practitioner. Any Care Support Worker who is required to assist with or prompt medication will receive specific training to enable them to undertake this task.

## NON-DISCRIMINATION

LJM Homecare will not allow Service Users to be subject to discrimination for any reason and expect you to be treated equally and fairly. We will at all times take your individual cultural needs into consideration when developing your individual plan of care. If you have any concerns regarding discrimination please contact us immediately.

## DATA PROTECTION

In accordance with the Data Protection Act 1998, LJM Homecare operates policies and procedures which prohibit unauthorised access to, or disclosure of Service Users' personal information. You have the right of access to personal information held about you. If you wish to access information please contact us.

Any personal data you provide is used by LJM Homecare to identify appropriate LJM Homecare Care Support Workers and services. We may also use data to conduct market research and to keep you informed of the latest social and healthcare developments, legislative changes and LJM Homecare initiatives by mail, telephone or email. If you do not wish to receive details of these, please tell us.

None of your personal details will be shared with any other party without your explicit permission.

## TERMS OF BUSINESS FOR SERVICE USERS

These terms of business are the principle provisions governing the services provided by individual Care Support Workers appointed by LJM Homecare to its Service Users.

LJM Homecare has complied and maintains a register of Care Support Workers who are available for work in establishments and are introduced by LJM Homecare for this purpose.

LJM Homecare uses systems of supervision and quality control of its Care Support Workers.

Any changes to your requirements must be agreed in advance between you, LJM Homecare and the organisation that is funding your care. (if applicable)

You are entitled to request a change of Care Support Worker at any time. If you have such request please contact us.

This agreement and all rights under it may be assigned or transferred by LJM Homecare providing LJM Homecare gives fourteen days notice.

LJM Homecare is a member of the United Kingdom Home Care Association and Staff are trained to adhere to the National Care Standards Codes of Practice, a copy of which is available on request.

LJM Homecare shall be entitled to vary these terms and conditions at any time.

All Care Support Workers are under contract with LJM Homecare for the provision of care services.

### *The following points apply to private of self-funding service users only*

LJM Homecare will render an account to the Service User for services provided by the Care Support Worker and LJM Homecare. All accounts are payable within seven days of the date of the invoice.

LJM Homecare will give a minimum of fourteen days notice of any increase in the fees payable for their services.

LJM Homecare will give a minimum of twenty-four hours notice to withdraw the service, save in the case of substantial breach of any express or implied term by the service user in which case the services may be withdrawn immediately.

The Service User shall give a minimum of twenty-four hours notice to terminate the service.

## ACCEPTANCE FORM

I declare I have read and understood the information provided to me in this service user guide

### SERVICE USER

Name of service user

.....

Signature of service user

.....

Name of representative

.....

Relation to service user

.....

Signature of representative

.....

Date

.....

### COMPANY REPRESENTATIVE

Name of LJM Homecare representative

.....

Signature of LJM Homecare representative

.....

Position of LJM Homecare representative

.....

Date

.....