



Clifton Homecare Ltd

Serving clients in the South Fylde locality; South Shore; Blackpool, St Anne's on Sea, Ansdell, Fairhaven, Lytham, Wrea Green, Warton, Freckleton, Clifton and Newton and surrounding areas.

30 Orchard Road, St Anne's on Sea, Lancashire, FY8 1PF

01253 722945

Contact: Margaret or Caroline (Registered Manager/Managing Director)

24 hours a day, 7 days a week, 365 days a year

Policy dated: 13th April 2024

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Introduction

This guide will provide you with an overview of Clifton Homecare Ltd and how we can support you in maintaining your independence in your home. This service user guide should be read in conjunction with the statement of purpose.

Welcome

Clifton Homecare are a family run business utilising health and social care expertise dating back to 1991, Established in 2013, Clifton Homecare was founded by Margaret and Caroline Brady and between them, the mother and daughter team have over 60 years' experience in the health and social care sector. Until February 2013 Margaret owned and ran a local residential home which was renowned for the high-quality care given to clients living at the residential home and the excellent meals prepared for the residents and people in the community. Caroline is a health care registered Paramedic and has over 20 years' experience of working for the North West Ambulance Service. Prior to and during this time Caroline assisted with the management of the residential home. Both Margaret and Caroline are involved with the daily management of Clifton Homecare and like to be 'hands on' ensuring an outstanding quality of care is provided to clients, families and friends.

This service user guide has been written to provide you with the information you need when choosing a care provider. We hope this gives you all the information you need. If, however, you have any questions or would like any element of the information explaining then please do not hesitate to contact Margaret or Caroline on 01253 722945. We look forward to meeting you and helping you to live the life you so desire.

We provide care services to private clients who are funding themselves, clients funded by Social Services (in which case direct payments can be used to pay for your care) and continuing health care funded clients.

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If you wish to see testimonials and case studies from other clients please ask and these can be provided for your perusal.

Unique Home Care Service

Clifton Homecare offers a very unique service whereby we are on call for our clients 24 hours a day, 365 days per year. We can be contacted on our landline, 01253 722945 even outside your allocated care times/ office hours in case of emergency. If you have a Lifeline, we can be a designated contact and will be available to respond to urgent needs, for example if you were to fall. For clients with families who live a distance away this proves to be an invaluable service offering complete peace of mind. Our emergency response does not negate the need for the emergency services if they are required, i.e. if you fall and injure yourself or are experiencing chest pains. Please note we ask that you contact us out of office hours, i.e. evenings and at weekends only for urgent or emergency issues.

Clifton Homecare will charge £57.75 per hour in the event of a call out and the minimum charge will be £57.75 per event. Time spent managing a situation will be charged at £27.50 per hour after the first hour of care provided.

Vision

Our vision is to be an exceptional Health and Social Care leader, maximising wellbeing for all.

Mission Statement

Clifton Homecare and the team aim to provide a personalised level of care that we would be happy with for our loved ones or ourselves. Our vision is to be an exceptional Health and Social care leader maximising wellbeing for all. We carefully select carers to clients in order to build and sustain long-lasting, trusting relationships which allows for a comfortable environment in which care can be provided. It is not possible to only allocate one carer per client though. The number of carers we allocate will depend on the care package and may

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change in order to compensate for annual leave and sickness and employee wellbeing.

Business Aims

Please see statement of purpose for the aims of the business.

Clifton Homecare is committed to supporting vulnerable people so that they can continue living their lives with dignity and independence and be participating members of their own communities. Clifton Homecare is committed to meeting the needs of those people entrusted to our care. **The values underlying our support to vulnerable people include:**

Family and a sharing of common kinship

Our vision is to provide care to a standard that we would expect for our own family or ourselves. Our work ethics ensure that we work as a strong team, this is underpinned by a common belief that our clients and their families are part of the Clifton Homecare family. Working together, we build strong bonds with our clients to ensure that they feel part of that family which ensures they receive the highest quality of care.

Learning, Growth and Development

Continuous professional development is taken seriously by the team at Clifton Homecare. The care team receive regular high-quality training in many relevant areas, in addition to the mandatory subjects.

This continuous development helps to ensure care staff are knowledgeable, which in turn maximises confidence and competence levels for all. Caroline personally delivers most of the training at Clifton Homecare and she herself is eager to ensure that her competences and knowledge are regularly refreshed. Caroline regularly supports individual team members whether they be 16-year-old apprentices or employees in their 70's.

Ambitious people are welcomed into the team they are encouraged and supported to develop themselves on both a personal and professional basis.

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Inclusivity

Being fully aware of the risk's social isolation present, the team at Clifton Homecare are passionate to provide opportunities for all.

Social outings are organised regularly either on an individual, small group or a larger group basis. Clients are also given the opportunity and support to go away on holiday with likeminded people.

Clifton Homecare have an adapted mini bus to help ensure that less mobile/wheel chair dependant clients can participate in these activities.

Individuality is celebrated, and person-centred care forms the basis of the care we provide.

Honesty and Transparency

Here at Clifton Homecare, honesty and transparency is at the heart of everything we do.

We work with an open culture which ensures that we share any concerns or issues in a way which enables continuous improvement and service development.

This ensures that our team develops and improves our service delivery to benefit our clients and their families.

Principles of Care at Clifton Homecare

Respect: The team at Clifton Homecare strongly believe all our clients, family and friends should be treated with respect and be treated as we would like our loved ones to be treated. Following the assessment of your requirements, suitable team members will be chosen to provide your care and support. The management at Clifton Homecare will supervise and co-ordinate your care plan especially in the first week of care provision. We aim to provide the best care possible for our clients and to maximise the quality of their life. A quote we like

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at Clifton Homecare written by Thomas S Monson in 1973 in Pathways to perfection, discourses of Thomas is,

“When we treat people merely as they are, they will remain as they are. When we treat them as if they were what they should be, they will become what they should be”.

Margaret and Caroline at Clifton Homecare have dedicated their lives to providing high quality social care and providing peace of mind for clients and their families/friends and will continue to do so with passion, commitment and dedication.

Dignity: Dignity is not easy to define however Clifton Homecare supports the Dignity in Care; Dignity Challenge and uses the ten key points identified in order to provide clients with dignity at all times.

- Clifton Homecare has zero tolerance of all forms of abuse.
- Clifton Homecare supports people with the same respect we would want for ourselves or our families.
- The team at Clifton Homecare treats each person as an individual by offering a personalised service, tailored to meet care requirements.
- Clifton Homecare enables people to maintain the maximum possible level of independence, choice and control.
- Clifton Homecare listens to and supports people to express their needs and wants.
- Clifton Homecare respects people’s rights to privacy.

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- Clifton Homecare will ensure people feel able to complain without fear of retribution.
- Clifton Homecare will engage with family members and carers as care partners.
- Clifton Homecare will assist people to maintain confidence and a positive self-esteem.
- Clifton Homecare will act to alleviate people's loneliness and isolation.

Privacy: Clifton Homecare recognises your right to be left alone, undisturbed and free from intrusion and public attention. You have the right to privacy with regard to both your personal affairs and belongings. Written permission, in the form of a General Data Protection Regulations contract will be sought for access to your records.

Confidentiality of Information: Clifton Homecare will not disclose any personal information about you to a third party unless this has been agreed with you, unless there is a threat to life or you are deemed to be at risk of harm. Agreement to disclose information should only be sought if it is for your benefit, e.g. for the purpose of assisting in your support.

Fulfilment of Aspirations: Your social, emotional, cultural, political and sexual needs are accepted and respected.

Consultation

You will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. You will be fully involved in and kept fully informed with respect to the individual assessment of your support needs. You have a right to be involved in a careful and thorough assessment of your needs and wishes, and to be informed of the

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outcome. Clifton Homecare's commitment will be to find the best and most cost-effective way of meeting your needs and aspirations. You will be supported to make informed choices about the future.

Personal Choice

Clifton Homecare's team will support you to exercise your personal choice in opportunities and lifestyle and ensure you are central to all decisions being made. If, for reasons of mental frailty you are not able to participate fully in planning your care, consideration will nevertheless be given to your wishes if these have been expressed and are practical to fulfil. We welcome designated advocates in this context. Please note Lasting Power of Attorney's will need to provide evidence of the Lasting Power of Attorney (LPA); whether this is for Health and Wellbeing or Financial purposes. We will need to see evidence of the donor and recipient(s). Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress. Please note advocacy details are:

Security

- **Review:** You will have a regular review of your individual circumstances with Clifton Homecare; this where possible will take place remotely; over the telephone or using technology and platforms such as zoom/Microsoft teams. WAS THIS IN LOCKDOWN
- **Services information;** You will be fully informed about the services provided by Clifton Homecare
- **Legal Rights:** You will be fully informed about your legal rights.
- **Medication:** You will be fully informed about your medication needs and be supported in making decisions in relation to medical treatment whenever possible.
- **Family and Friends:** You will be supported to maintain access to family, friend, facilities and the overall community.

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- **Complaints:** You will have access to a formal complaints procedure (see separate complaint policy and procedure) and will be able to be represented by a friend or advocate if you so wish.
- **Supporting your Independence:** You will be supported to take risks on the basis of your own, informed opinion. You will have the opportunity to think, act and make decisions. This will include the capacity to incur a degree of calculated risk.

Advocacy details are:

The principles outlined above must be guided by prior commitments imposed by health and safety or statutory requirements, for example the Mental Capacity Act (2005).

Standards that you can expect

The Standards noted below are defined by the Care Quality Commission (CQC) and can also be found on the CQC website; <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/fundamental-standards>

1. Person-centred care

You must have care or treatment that is tailored to you and meets your needs and preferences.

2. Dignity and respect

You must be treated with dignity and respect at all times while you're receiving care and treatment.

This includes making sure:

- You have privacy when you need and want it.
- Everybody is treated as equals.
- You're given any support you need to help you remain independent and involved in your local community.

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3. Consent

You (or anybody legally acting on your behalf) must give your consent before any care or treatment is given to you.

4. Safety

You must not be given unsafe care or treatment or be put at risk of harm that could be avoided.

Providers must assess the risks to your health and safety during any care or treatment and make sure their staff have the qualifications, competence, skills and experience to keep you safe.

5. Safeguarding from abuse

You must not suffer any form of abuse or improper treatment while receiving care.

This includes:

- Neglect
- Degrading treatment
- Unnecessary or disproportionate restraint
- Inappropriate limits on your freedom.

6. Food and drink

You must have enough to eat and drink to keep you in good health while you receive care and treatment.

7. Premises and equipment

The places where you receive care and treatment and the equipment used in it must be clean, suitable and looked after properly.

The equipment used in your care and treatment must also be secure and used properly.

8. Complaints

You must be able to complain about your care and treatment.

The provider of your care must have a system in place so they can handle and respond to your complaint. They must investigate it thoroughly and take action if problems are identified.

9. Good governance

The provider of your care must have plans that ensure they can meet these standards.

They must have effective governance and systems to check on the quality and safety of care. These must help the service improve and reduce any risks to your health, safety and welfare.

10. Staffing

The provider of your care must have enough suitably qualified, competent and experienced staff to make sure they can meet these standards.

Their staff must be given the support, training and supervision they need to help them do their job.

11. Fit and proper staff

The provider of your care must only employ people who can provide care and treatment appropriate to their role. They must have strong recruitment procedures in place and carry out relevant checks such as on applicants' criminal records and work history.

12. Duty of candour

The provider of your care must be open and transparent with you about your care and treatment.

Should something go wrong, they must tell you what has happened, provide support and apologise.

13. Display of ratings

The provider of your care must display their CQC rating in a place where you can see it. They must also include this information on their website and make our latest report on their service available to you.

Seeking Homecare Service

The first step is to arrange to visit you in your place of residence; home address, hospital, or care home. A member of our office administration and senior care team will discuss with you to identify your individual requirements and the range of services we are able to provide at Clifton Homecare. This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and Clifton Homecare as to whether the necessary service can be provided. In common with all records regarding clients, the assessment(s) will be made with your full knowledge and co-operation, and the records will be shown to you and be available at any time. We will ask for you to sign the paperwork once in agreement with the care plan formulated. Your signature is required to confirm the care plan is accurate unless you have an LPA managing your care package.

The information gained will form part of your support plan which will allow Clifton Homecare to gain an understanding as to how your health and wellbeing could be improved.

A risk assessment of the environment in which care is to be delivered will be carried out prior to service commencement. This is to ensure the environment is safe and appropriate for Clifton Homecares' team to work in. This provides the opportunity for the identification of aids or adaptations which would be beneficial for you in your home environment which would make life safer and more convenient for you. This assessment does not negate the need for occupational therapy assessments if offered or arranged by the NHS.

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During the assessment period appropriate carers will be chosen to provide your future care. Senior care staff will then work with your chosen carers in the initial period of service provision to ensure any issues with service provision are identified and resolved quickly.

Once service provision commences your support plan will be reviewed regularly and we will speak to you and/or nominated family/friends to ensure our services are meeting your expectations. Alternatively, you can contact Margaret or Caroline to discuss your care plan and any changes you would like to make. Please note we will endeavour to speak to you as soon as is possible but a meeting either over the telephone/ internet platform or face to face may need to be booked via the office team.

During each visit it is a *legal requirement* for Clifton Homecare's team to document the care and support given. Completion of such records means carers can communicate with each other more effectively ensuring continuation of care and allows for communication with others visiting you at home such as the GP or District Nurses. Completion of such records should take no longer than 5 minutes and your co-operation with record completion is appreciated. This is also an effective method of recording the time spent delivering care to you, to allow for efficient invoicing of services.

Clifton Homecare will work alongside healthcare and allied professionals such as social or support workers involved in your care or health status.

Client's personal fulfilment

The aim of Clifton Homecare is to actively help you lead a fulfilling life within the limits of your abilities and wishes and to recognise and cater for you should you wish not to be active or socialise.

Staff will take an interest in things you have done in the past and discuss current interests, particularly those you wish to retain. They will assist you in developing skills and following you in your interests. In order to help with this, we ask that

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you provide a summary of your life history. You can provide as much information as you are comfortable to disclose.

Clifton Homecare will aim at all times to provide a stimulating environment and to focus on maximising your potential. We will attend to your complete needs irrespective of how your disabilities affect you and will ensure your care package is inclusive at all times.

Services offered by Clifton Homecare

- Partial/complete assistance with personal care
- Prompting or administering medications (including advanced techniques; providing specific training is available to our team. One example of this is peg feed administration)
- Domestic chores
- Shopping or helping you to shop (we encourage independence)
- Meal preparation, assistance with eating and cleaning up afterwards as necessary
- Assistance with pet care
- Encouragement and support to go out and participate in activities
- Transport to outings and appointments
- Emergency contact via phone or Lifeline 24 hours a day
- Day and night care; Night care is available as a sleep in or a wake/watch. A **sleep in** is where a carer will go to bed but is **on hand to assist** (a maximum of two times in the night) as and when necessary and **wake/watch** is where a carer is awake all night to monitor (where the carer will be required to assist three times or more frequently), carry out assessments or permissible treatments as appropriate. **This is appropriate for clients who need frequent attention in the night hours.**

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Charges and payment methods

For pre-arranged care the hourly rate is £27.50. For three quarters of an hour the rate is £20.90

Bank holidays (including festive days) are charged at double time.

For emergency call out there is a one-off fee of £57.75 for a carer to attend your home. The hourly rate after this is £27.50 and time incurred will be invoiced at hourly intervals.

Clifton Homecare appreciates that you will at times need to cancel your allocated care slots. In order to ensure we can provide our staff team with guaranteed, contracted working hours we do charge cancellation fees. The fees are: full cost for the first two days of cancellation, half charge for days three to seven. From day seven; if you wish to keep care call times in place (for example to be ready for discharge from hospital) then full costs will apply for usual care calls. No costs will be charged when care calls are cancelled but care call times are not held open.

Invoices are issued every four weeks and can be paid via cheque or bank transfer. If you prefer to pay in cash this is possible but usually dissuaded. We do ask for prompt payment on receipt of invoice, our terms for payment are *strictly* fourteen days.

Equipment

Clifton Homecare equips the care team with infection prevention and control equipment such as fluid repellent surgical face masks, gloves and aprons. It is considered the client's responsibility to provide cleaning materials, hand washing materials such as liquid hand soap and disposable paper hand towels and equipment such as moving and handling aids i.e. hoists and hoist slings and raised seats etc. Please note non-biological washing detergent is required for washing hoist slings to help protect the sling material. We will provide assistance

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with obtaining any necessary equipment and aids though. If clinical waste services are required it is deemed to be the client's responsibility to arrange and pay for this but again we will provide any assistance necessary.

Confidentiality

Any information which Clifton Homecare holds about you is strictly confidential and is held in accordance with the General Data Protection Regulations 2018. When completing your support plan you will be asked to complete a consent section. If you wish to change your consent status at any time after first documentation then please inform a member of the administration team. It is preferable for changes such as this to be requested in writing. Information with regards to your health status, personal care needs and medications will need to be shared with your carers to allow for appropriate delivery of care and support.

Information will be stored in paper and electronic form.

Some information may be needed in order to ensure our services are meeting your needs, to help staff to review the care and support they provide in order to help them achieve the highest standards possible. Information would also be required when investigating complaints or legal claims or when auditing Clifton Homecares' services.

Sometimes information held about you will need to be passed onto other organisations or agencies such as; GP, District Nurses, other health professionals, social workers or CQC. Unless in an emergency situation your consent prior to sharing information will always be sought.

If you would like a copy of any information held about you please ask a member of staff and we will provide this, in line with the Freedom of Information Act (2000).

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Equal Opportunities

You have the right to practice your beliefs, religion or culture without constraint by restrictive or discriminatory practice.

Complaints or discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant. This is for both discriminatory behaviour towards service users/ family members or our staff team.

All complaints will be audited to identify patterns or repeated problems.

Inappropriate Behaviour

Inappropriate behaviour is the systematic maltreatment, physical, sexual, emotional or financial abuse of one person to another.

Clifton Homecare is committed to preventing inappropriate behaviour and if you, a carer, friend or relative has any concerns in this area they should discuss this immediately with a senior member of staff or use the formal complaints procedure. If you have any concerns regarding the safety of a person which does not have any resemblance to Clifton Homecare a senior member of the team will help you where possible but ultimately you will be directed to the local safeguarding team at Lancashire County Council (0300 1236720) where information regarding safeguarding can be provided and action may be taken if deemed necessary. The portal for reporting Safeguarding concerns is located via: www.lancashire.gov.uk/safeguarding.

You, your principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

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Complaints

“If you are unhappy with care or treatment you have received, you have the right to: make a complaint; have that complaint investigated; and be given a full and prompt reply”, CQC.

When a complaint is made:

Clifton Homecare will acknowledge a complaint in writing no later than 3 days after receiving the complaint

- We will get in touch either by phone or visit you in person in order for us to plan the best way forward to deal with the complaint and discuss a timescale for implementation of the necessary actions required
- We will listen to your views and experiences
- If we are unable to meet the timescale agreed we will inform you of the reasons why and keep you informed of progress
- We will provide you with all the necessary information in relation to the issues raised and where appropriate offer a resolution.

Clifton Homecare and the team welcome all feedback from clients, families and healthcare professionals and will use the feedback in order to improve our working procedures and practices.

All complaints will be treated confidentially. Only the people necessary will be involved when investigating and resolving the complaint.

In the first instance please lodge your complaint with;

Clifton Homecare Limited

Head office and operational address:

30 Orchard Road, St Annes On Sea, Lancashire, FY8 1PF.

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01253 722945

Alternatively or if you feel unsatisfied with your response following a complaint you can contact the Care Quality Commission (CQC) or the relevant local authority:

CQC

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA – www.cqc.org.uk

Email – enquiries@cqc.org.uk, tel 03000 616161

Blackpool Borough Council

Customer and Relations Team

Adult and Children’s services, Blackpool Council, PO Box 4, FY1 1NA

Tel 01253 477700

customerrelations@blackpool.gov.uk

Lancashire County Council

Social Care Services, PO Box 78, County Hall, Fishergate, Preston, Lancashire, PR1 8XJ

Tel 0300 123 6720

accustomer.services@lancashire.gov.uk

OR

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Social Care Services, Fylde District Team, Estate Office, Hastings Place, Lytham, FY8 5LZ

Your local Government and Social Care Ombudsman can also offer advice and support. Refer to the following information available on the internet:

‘My expectations for raising concerns and complaints’.

The Local Government and Social Care Ombudsman contact details are:

www.lgo.org.uk

0300 061 0614 – Complaints advisors; Monday and Fridays 1300-1600 hrs and Tuesday to Thursday 1000-1300 hrs.

Clifton Homecare Insurance details

Clifton Homecare is fully insured and covered for public liability and employer’s liability insurance. Our team of carers will always endeavour to treat your possessions and home with care and respect. It is anticipated that at times there will be accidents whereby damage may occur. Clifton Homecare’s insurance does not provide cover for these occurrences hence breakages and damage should be covered on your own buildings and contents insurance. A summary of our current insurance cover can be provided electronically or via post if required; please contact our office to make this request.

Thank You

Thank you for taking the time to read this guide. We hope it provides you with all the information you desire but as stated earlier if you would like to discuss any aspect then please do get in touch. At Clifton Homecare we are there for you and your loved ones and will provide the most appropriate support to maximise quality of life in the most effective way that we can. We are passionate about providing a caring service that we ourselves would be happy with.

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Clifton Homecare contact details:

Location: 30 Orchard Road, St Annes On Sea, Lancashire, FY8 1PF.

Website: www.cliftonhcl.co.uk

Telephone number: 01253 722945 (24 hours per day)

Emails:

General: cliftonhcl@gmail.com

Caroline Cosh (Managing Director): caroline@cliftonhcl.co.uk

Margaret Brady (Registered Manager): margaret@cliftonhcl.co.uk

Accounts department: accounts@cliftonhcl.co.uk

For safeguarding concerns please email: Caroline Cosh or Margaret Brady to ensure information is kept confidential and protected.