



consummate
care
(uk) limited

Service User's Guide

Consummate Care (UK) Ltd

**Room 29,
Koco Building
Spon End
Coventry
CV1 3JQ**

Tel: 0333 577 8707

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If you require a copy of this handbook in large print, or in a language other than English, please ask any member of staff.

This copy issued to:

Name of Service User:

Address of Service User:

PART 1 Welcome to Consummate Care (UK) Ltd

On behalf of Consummate Care (UK) Ltd, the owners of Consummate Care (UK) Ltd and all of our staff, we welcome you, your family and your friends. We hope that you will be happy with us at Consummate Care and will continue to enjoy your current recreational and social pastimes and contacts in addition to those which we can offer you after joining us.

The contract prior to commencement of service (attached) states that at the end of the first month of your service being provided we will jointly review the care and support service, to ensure that you are satisfied that you have made the right decision. We will consult with you and, if appropriate and with your permission, your family, and seek your views as to whether you wish to revise the service in any way.

The Background of Consummate Care Ltd

Consummate Care (UK) Limited was set up by Tony Dhimi specifically for the Asian community to assist them with care and support in the local community.

Tony felt that there were not enough services within Coventry that can provide quality support to the Asian Community and understand their unique requirements in terms of their cultural, ethnic and religious backgrounds. These also included languages, as a large amount of older people do not speak English as their first language and therefore there was a barrier there to accessing the right services.

Consummate Care (UK) Limited is committed in providing the community with top quality services that are unique to the people we service and ensure that they receive care and support that recognizes the uniqueness of individuals we serve.





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Section 2

Aims and Objectives

**Room 29,
Koco Building
Spon End
Coventry
CV1 3JQ**

Consummate Care (UK) Ltd

Tel: 03335778707

AIMS AND OBJECTIVES

- To provide our service users with the care and support they require to live healthy and fulfilling lives
- To provide a safe environment for creating and maintaining high levels of care to take place , and to build and sustain a group of staff who will be chief agents in delivering and supporting this process
- To ensure reviewing and audit systems are in place that uphold quality
- To promote and Facilitate a way of life for our service users which will permit them to enjoy a fulfilling life as possible
- To ensure the right of individuals by respecting their unique qualities and the specific nature of each persons needs
- To allow and promote an individuals choice in participation of the service we provide
- To ensure an effective quality assurance system based on the annual development of the service which is based on a systematic cycle of action planning ie reviewing aims and outcomes for service users
- To ensure continual improvement through service user feedback
- That established quality assurance procedures are used and are in line with the Essential Standards as set in the Health and Social Care Act 2008
- To establish a viable accounting and financial procedure
- To ensure the health, safety and welfare of service users and staff by providing written policies and ensuring safe working practices
- To communicate a clear sense of direction and leadership which staff and service users understand and are able to relate to the aims and purpose of the agency
- To ensure the management planning and practice encourages innovation, creativity and structure that enables change
- To commit ourselves to equal opportunities especially in relation to diversity, culture and religion
- To ensure we have an annual business and development plan that is in line with our mission and satement of intent
- To provide an open management approach communicating a clear sense of direction and leadership – enabling staff and service users to understand and relate to the services aims and purpose – and to be involved in its devolpment
- To ensure all staff are trained to a high standard and understand the required needs and wishes of the individuals we care for

- To ensure development of supervision and appraisal programmes using varying techniques ie educational, administrative and support issues to achieve these objectives
- To comply with all statutory requirements ie Data Protection Act 1998, the Health and Social Care Act 2008 and the outcomes of the Essential Standards as laid out by the Care Quality Commission.

Equality and Diversity:

The purpose of a policy on equality, and diversity and inclusion is to make sure that the service is fully committed to these principles and values and to communicate this commitment to all stakeholders. The policy should always be referred to wherever differences of view based on lack of understanding or prejudice about diversity, equality and inclusion are evident. The commitment to equality, and diversity and inclusion should be included in the agency's statement of purpose and information produced for the people who use the agency's services. It should be instrumental in many aspects of the agency's practice including in its capacity to provide a responsive service to meet diverse needs and corresponding staff recruitment and selection.

Policy Statement

This policy applies to anyone receiving a service from this domiciliary care agency, including service users who are children and their families.

Equality, diversity and inclusion means that every service user — adult or child — has their individual needs comprehensively addressed. He or she will be treated equally and without discrimination. This is regardless of the individual's ethnic background, language, culture, faith, gender, age, sexual orientation or any other aspect that could result in their being discriminated against purely because they have such characteristics.

The service aims to celebrate differences (because of ethnic background etc) between individuals. It avoids treating people unequally. It recognises that treating people unequally can result in their losing their dignity, respect, self-esteem and self-worth and ability to make choices.

The service does not assume that equality, diversity and inclusion principles and policies apply only to the service's staff. Service users must also respect the ethnicity, culture, religion, gender and any disabilities of staff and not discriminate against them on any of these grounds when expressing their views and preferences.

The service makes clear that it finds unacceptable any form of racist and similar discriminatory behaviour from any source.

The service also builds these policies into its external contractual relationships.

Fundamental Standards Compliance (from April 2015)

The home understands that a range of the incoming Regulations relate to equality, diversity and inclusion, including:

- Regulation 9: Person-Centred Care — requires service providers to ensure that the care and treatment of service users must be appropriate, must meet their needs, and must reflect their preferences
- Regulation 10: Dignity and Respect — requires that service users must be treated with dignity and respect at all times, including respect for personal preferences, lifestyle choices, diversity and culture

- Regulation 14: Meeting Nutritional and Hydration needs — requires service providers to ensure that the nutritional and hydration needs of service users are met, including the meeting of any reasonable requirements of a service user for food and hydration arising from the service user's preferences or their religious or cultural background
- Regulation 15: Premises and Equipment — requires that service users can easily access premises, and where this is not the case, reasonable adjustments are made in accordance with the Equalities Act 2010 and other relevant legislation and guidance.

This home understands that inspectors are prompted in the Key Lines of Enquiry published by the CQC to ask how people are protected from bullying, harassment, avoidable harm and abuse that may breach their human rights.

Other Legislation and Guidance

The home also understands that providers of services must fully comply with the requirements of the Equality Act 2010.

Aims of the Policy

1. To ensure that no person applying for a service will be refused on discriminatory grounds, eg because of their ethnicity, sexual orientation, etc. when they meet all other admission criteria.
2. To ensure that inferior or sub standard services are not provided because of a person's ethnicity, sexual orientation or any grounds on which discrimination can occur.
3. To work out with each service user what they want and need and how she or he will be provided with the required service. This will be influenced by the individual's gender, culture, personal choices and other characteristics and it should not be assumed everyone wants the same thing.
4. To encourage service users and staff to relate to one another on the basis of equality and respect for individual differences.
5. To develop an attitude of self-awareness amongst the staff and service users to ensure any form of discriminatory Behaviour such as offensive or abusive language does not occur and to communicate that it is unacceptable in whatever form it might take and from whichever person.
6. To ensure that service users and staff are continuously aware of the procedures for dealing with complaints and allegations of discriminatory or oppressive language or Behaviour.
7. To ensure that all complaints and allegations are addressed properly and in non-discriminatory ways.

Commitment to Equality, Diversity and Inclusion

This agency expresses its commitment to equality, diversity and inclusion by:

- a. respecting service users' ethnic, cultural and religious practices
- b. reassuring its service users that their diverse backgrounds enhance the quality of experience of the service
- c. accepting service users as individuals, not as cases or stereotypes
- d. involving service users to express their individuality and to follow their preferred lifestyle, also helping them to celebrate events, anniversaries or festivals which are important to them as individuals

- e. showing positive leadership and having management and human resources practices that actively demonstrate a commitment to equality and diversity principles
- f. developing an ethos throughout the care service that reflects these values and principles
- g. expecting all staff to work to equality and diversity principles and policies and to behave at all times in non-discriminatory ways
- h. providing training, supervision and support to enable staff to do this”
- i. having a code of conduct that makes any form of discriminatory Behaviour unacceptable; this is applicable to both staff and service users and is rigorously observed and monitored accordingly.
- j. carrying out regular assessments of the impact of our approach to equality, diversity and inclusion on the agency’s policies, service users and service provision generally.

Welcome:

The delivery of Domiciliary Care and Support Services within Coventry and West Midlands is intended to offer a flexible qualitative service that best meets the individual requirements and outcomes of our Service Users. Service Users being adults of 18 years and over.

Access to our services are based upon the Essential Standards and the regulations as laid down in the Health and Social Care Act 2008 therefore allowing service users to access a range of daily living activities necessary to remain independent at home.

Our service is based on the need for assistance with personal care and support activities, which can include, assisting with bathing, toileting, washing, dressing etc and supported living such as assisting to undertake shopping, domestic or laundry duties and assisting with benefits, social activities and escort duties. Those people with dementia, learning or physical disabilities and End of Life Care will also benefit from assistance that will allow them independent living.

Consummate Care (UK) Limited will undertake for all service users a full assessment of the individuals care and support needs and a Service Delivery Assessment and Activity for Daily Living/Person Centered Care Plan will be implemented. This will ensure outcome based care and support is delivered that can be flexible enough to meet individual requirements.

Discussions with the individual, their family and where applicable outside agencies will be sought prior to the service being delivered.

It is possible that people’s assessment may well fluctuate and therefore a flexible service as far as is practicable is being provided.

Support objectives

We provide a skilled primary and secondary worker who can if required work in a non-prescriptive way to meet any change in individual circumstances i.e.

The service can, where practicable respond flexibly to any change of need over a 24 hour period.

For example: older people particularly can change very rapidly in the level of care and support they need e.g. a chest or urine infection can lead to a rapid deterioration.

The ‘Primary Worker’ will be able to recognise any change and when a change in health or other needs necessitates contacting the correct services this will be carried out. For example: A person with Parkinson’s disease can at times experience total immobility if their medication is overdue or ineffective

and this will result in a longer visit being paid by the worker. We can deliver this type of flexibility if required.

A person with a degree of confusion due to dementia can fluctuate in the levels of confusion and there will at times be a need to build in time to agree to the tasks that need to be done but also time for building up trust and rapport with that person. By on-going monitoring the Primary Worker will get to know the changes in your condition and needs.

In this way we can move from common over-rigid prescription of tasks to a service which is able to respond to individual's ever changing needs in a much more holistic way.

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider:

Name: Consummate Care (UK) Ltd

Address: **Room 29, Koco Building, Spon End, Coventry, CV1 3JQ**

Nominated Individual:

Name: **Harmander Dhami**

Address: **Room 29, Koco Building, Spon End, Coventry , CV1 3JQ**

Experience: **28 years in Health and Social Care**

Care Manager:

Name: **Alan Pitcher**

Address: **Room 29, Koco Building, Spon End, Coventry , CV1 3JQ**

Qualifications: **Working towards Level 5 Diploma in Health and Social Care**

Experience: **8 Years experience in the Care Sector.**

Staff Profile

Dependent on service user requirements.

New employees are inducted to the Skills as laid down in the Skills for Care, Care Certificate within the first 12 weeks of their employment. We manage and train our employees with the aim that all of our care workers achieve Level 2 Diploma in Health and Social Care. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action, health and safety and a range of other areas.

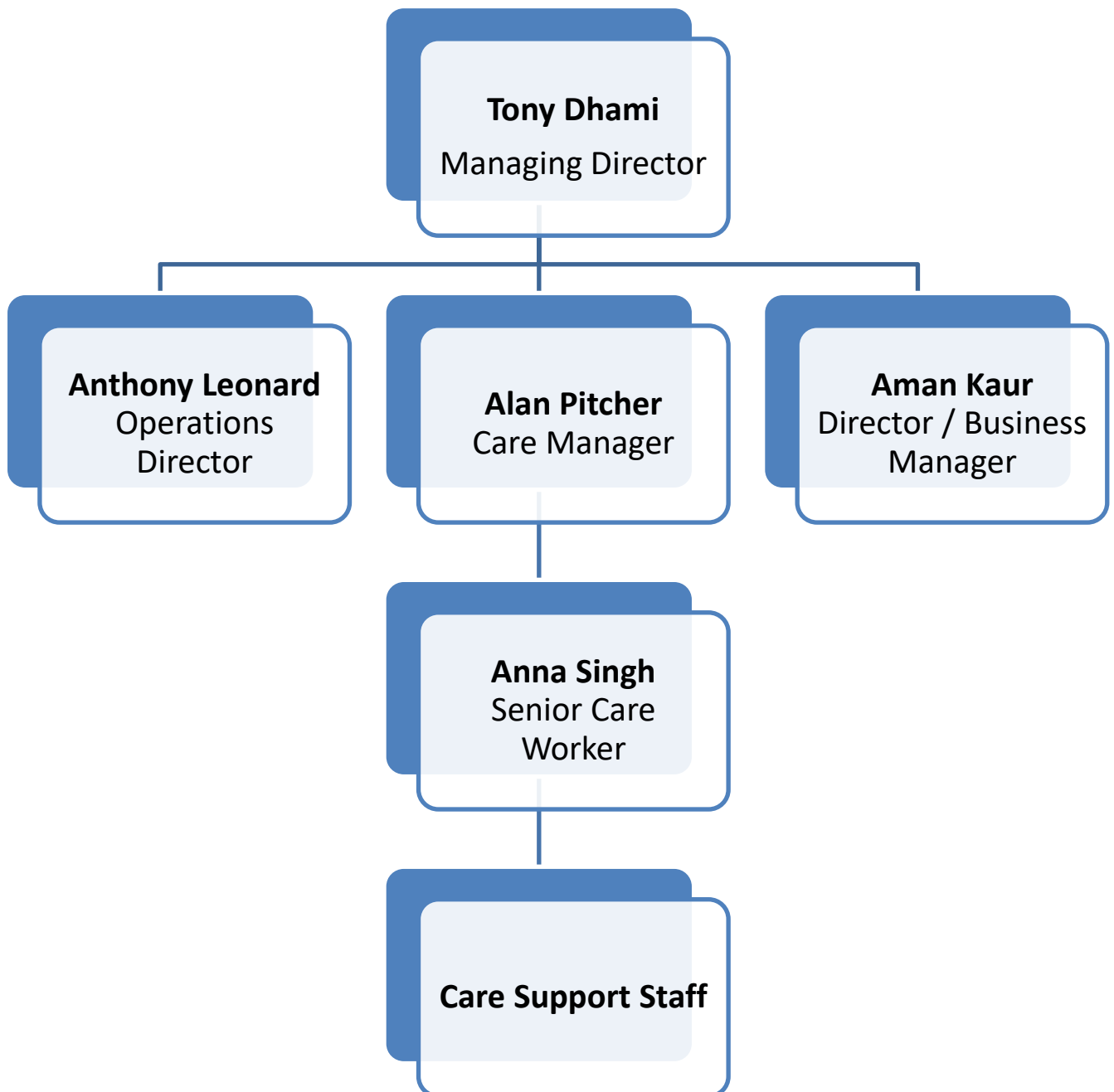
All staff that deliver direct care are subject to an enhanced DBS Check (This used to be known as a CRB) The DBS check ensures us and yourself that care workers are safe to work in the community with vulnerable adults.

Where a DBS Check is not received we will follow the following procedure in line with the Health and Social Care Act 2010.

Any Care workers who have not received their enhanced certificate will work exclusively with colleagues who have received their enhanced DBS certificate or they will be supervised by a senior member of staff until their DBS certificate arrives.

At all times service users will be contacted weekly to discuss new staff progress and ensure any concerns or complaints are dealt with and resolved.

Organisational Chart for Consummate Care (UK) Ltd



Description of Our Services

Services offered:

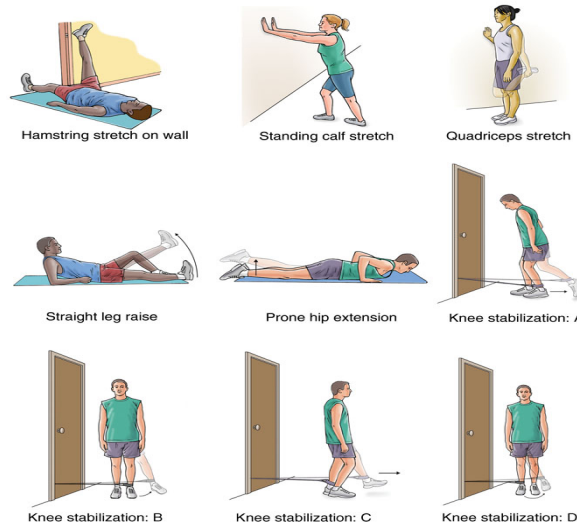
- Assistance in and out of bed
- Assistance with washing, bathing, showering
- Assistance to dress and undress
- Assistance with Catheter/Stoma Care and Continence Management
- Assistance with mouth care
- Prepare Meals and Snacks
- Prompt, give or administer Medication
- Cleaning, laundry and shopping
- Collect Pensions and money
- Paying bills
- Escort duties
- Social Activities
- Sitting Services
- Assistance with benefits to be able to stay at home
- Resource and community access and Inclusion
- 24 Hour Live in Services



Therapeutic Activities

Consummate Care Ltd has a policy of promoting the maintenance of Service Users' normal social networks and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired, directed to them.

Osgood-Schlatter Disease Rehabilitation Exercises



Making a Complaint and Giving Compliments

For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact Social Services

Complaints Policy

Policy statement

The agency believes that if a service user, family member or member of the public wishes to make a complaint or register a concern they should find it easy to do so without discrimination – it is the agency's policy therefore to welcome complaints and look upon them as an opportunity to learn , adapt, improve and provide better services . This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by the service users, family or the general public are taken seriously

The agency supports the concept that most complaints if dealt with early, openly and honestly, can be sorted at a local level, if this fails and the complainant is dissatisfied then it can be referred to Social Services

AIM

The aim of the agency is to ensure that its complaints procedure is properly and effectively implemented and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly

Goals

- To ensure service users and their representatives and their carers are aware of how to complain and to provide easy to use opportunities
- A named person will be responsible for the administration of the procedure
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 28 days
- All complaints are responded to in writing by the agency
- Complaints are dealt with promptly , fairly , and sensitivity with due regard to the upset and worry that they can cause to both staff and service users

- The named complaints manager isAlan Pitcher

The agency believes that, wherever possible, complaints are best dealt with on a local level between the complainant and the agency, if either of the parties are not satisfied by a local process the case should be referred to Social Services

The local Social Services is:

Coventry City Council, Civic Centre, Little Park Street, CV1 5RS. Telephone; 02476 833800

Oral complaints

- all oral complaints , no matter how seemingly unimportant should be taken seriously
- front- line care staff who receive an oral complaint should seek to solve the problem immediately
- if staff cannot solve the problem immediately they should offer to get the proprietor to deal with the problem
- All contact with the complainant should be polite, courteous and sympathetic. There is nothing to gain by staff being aggressive or adopting a defensive attitude
 - at all times the staff should remain calm and respectful
 - staff should not accept blame, make excuses or blame other staff
 - If the complaint is being made on behalf of the service user by an advocate it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to

act for the service user when they may not. if in doubt it should be assumed that the service users explicit permission is needed prior to discussing the complaint with the advocate

- After talking the problem through, the home care manager should suggest a course of action to resolve the complaint. if this course of action is acceptable then the member of staff should clarify the agreement with the complainant by either another meeting or letter
- if the suggested plan of action is not acceptable to the complainant then it will be suggested for the complaint to be put in writing
- in all cases the complaint should be recorded in the complaints book

WRITTEN COMPLAINTS

- when a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints book and send an acknowledgement LETTER WITHIN TWO WORKING DAYS. The complaints manager will be the named person to deal with the complaint through the process
- if necessary , further details should be obtained from the complainant
- if the complaint is not made by the service user, but on the service users behalf , then consent of the service user , preferably in writing , must be obtained from the complainant
- a copy of the complaints policy will also be forwarded to the complainant
- if the complaint raises potentially serious matters , advice should be sought from a legal advisor , if legal action is taken at this stage any investigation by the agency under the complaints procedure should cease immediately
- if the complainant is not prepared to have the investigation conducted by the agency- they will be advised to contact Social Services and be given the relevant contact details

INVESTIGATION OF THE COMPLAINT BY THE AGENCY

Immediately on receipt of the complaint the agency should launch an investigation, and within 28 days the agency should be in a position to provide a full explanation to the complainant, either in writing or arranging a meeting with the individuals concerned

Meeting

If a meeting is arranged the complainant should be advised that they may, if they wish bring a relative or friend or advocate

At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate

Such a meeting gives the home the opportunity to show the complainant that the matter has been taken seriously and had been thoroughly investigated

Follow up action

After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach Social Services, if the complainant is not happy with the outcome

The outcome of the investigation and the meeting should be recorded in the complaints book and any shortcomings in procedures should be identified and acted upon

The agency should discuss complaints and their outcome at a formal meeting and the complaints procedure audited by the agency every six months

The Registered Manager is responsible for organising and co-coordinating training

All of the home care staff will be trained in dealing with complaints sessions on handling complaints should be conducted annually and all the relevant staff to attend

COMMENTS, COMPLAINTS, SUGGESTIONS

Consummate Care (UK) Ltd is committed to providing high quality services and to constantly seek ways to improve that quality
Your comments, compliments, suggestions, or complaints are always welcomed and we take pride in responding to them quickly and effectively
We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome

Contact Addresses:

<p><u>Social Services: COVENTRY</u></p> <p>Coventry City Council Civic Centre Little Park Street CV1 5RS Tel: 02476 833800 Fax: 02476 833419</p>	<p><u>Care Quality Commission:</u></p> <p>Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Tel: 03000 616161, Fax: 03000 616171</p>
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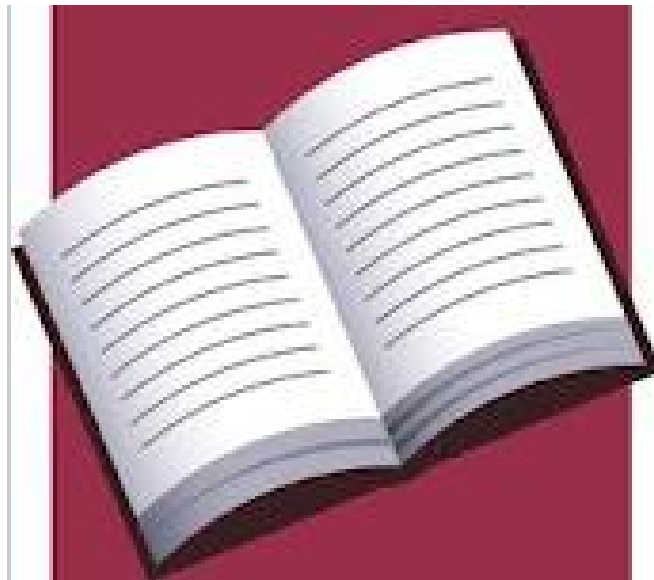


Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on admission and subsequently published on the notice board in the Agency, and copies are available from the manager at any time.



Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the Primary Carer or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy:

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of the agency are guests in the home of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of the agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

Service User's dignity

- Your dignity is a matter of prime importance to us, and all staff receives training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.





Section 3

Service User Guide

**Consummate Care (UK) Ltd
Room 29,
Koco Building
Spon End
Coventry
CV1 3JQ**

Tel: 0333 577 8707

PART 3 Service User's Guide

Introduction

This guide will provide you with an overview of Consummate Care (UK) Ltd and how they can support you in maintaining your independence in your own home.

Consummate Care (UK) Ltd- Philosophy of Care

We will deliver care and support based on individual need, but we will also take into account our service users "wants" as we realise that people living in the 21st Century have high expectations especially when it comes to their lives and when they are paying for it.

Our philosophy is to meet these requirements so as to provide bespoke services which are service user led rather than business led.

We believe that in this way we can provide our service users with a unique domiciliary care service that is relevant to the communities we serve in the 21st Century.

Service users can expect fully inclusive care provision based upon modern values and needs. These being:

Privacy: The right to be left alone and undisturbed whenever they wish

Dignity: To treat each person as an individual with their own intrinsic values

Choice: The right to select care and support from a range of options

Rights: To be allowed the basic Human Rights as the rest of society

Independence: Allow each person to live as they choose making their own decisions

Fulfilment: Enable each person to meet their personal goals within their life

Partnership: To work with families and outside agencies in delivering best service

Standards that you can expect

The below standards are from the Care Quality Commission leaflet 'What standards you have a right to expect from the regulation of agencies that provide care in your own home'

To be involved and told what's happening at every stage of your treatment

- You (or someone acting on your behalf) will be involved in discussions about your care, treatment and support
- You will get support if you need it to help you make decisions and staff will respect your privacy and dignity
- Before you receive any examination, care, treatment or support, you will be asked whether or not you agree to it

Care, treatment and support that meets your needs

- Your personal needs will be assessed to make sure you get safe and appropriate care that supports your rights
- You will get the care that you and your social care professional agree will make a difference to your health and wellbeing
- Your care needs are coordinated if you move from one care provider to another
- Staff respect your cultural background, gender, aged, sexual orientation, religion or belief and your disability if you have one

To be safe when using a service

- You will be protected from abuse or the risk of abuse, and staff will respect your human rights
- If your home care agency is providing nursing care, you will get the medicines you need, when you need them, and in a safe way

To be cared for by staff with the right skills to do their jobs properly

- You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs
- You will be looked after by staff who are well managed and have the chance to develop and improve their skills

Your home care agency routinely checks the quality of its services

- The managers of your home care agency continuously monitor the quality of their services to make sure you receive the support you need
- Your personal records will be accurate and kept safe and confidential
- You or someone acting on your behalf can complain and will be listened to. Your complaint will be dealt with properly

Seeking a Service

The first step is to arrange to visit you in your own home. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at Consummate Care (UK) Ltd. This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and the agency as to whether the necessary service can be provided. In common with all records regarding Service Users, the assessment(s) will be made with your full knowledge and cooperation, and the records will be shown to you and be available to you at any time.

The Registered Manager or one of our team will visit you in your home, or in hospital if necessary, and will document a pre-service start assessment with you. This initial set of information will form part of your Support Plan which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills for an overall improvement to your health and wellbeing.



If you have any questions please discuss them with your Key Worker, or contact the Care Manager – Alan Pitcher, who will be very happy to answer them. The agency manages commencement of service arrangements according to a detailed Policy and Procedure, a copy of which is available from the Agency on request.

Primary Workers

In order for you to receive quality care, we have initiated a Primary Worker system. You will be offered an opportunity to choose your Key Worker. They will undertake to identify your needs with you and ensure that they can be met through a Service User Plan.

The aim of the Key Worker system is to provide each Service User with an advocate within the staff team, and to develop a relationship based on trust and mutual respect. The Key Worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and social and medical circumstances, all of which will be entered into your Care Plan. The Primary Worker will also assess your psychological and physical capabilities. Previous work and hobbies, preferences with regard to activities and food will be noted and a personal programme of support and/or care devised according to your wishes.

Your Primary Worker will be the main point of contact for you and your principal carers/relatives, and will be available to answer any questions, to support your daily care routine and to simply have a chat with you whenever you so wish. They will also arrange for meetings to review your Service User Plan periodically with you and your family or friends, and to measure the progress of your care programme.

Obviously not everyone gets on with each other. If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new Key Worker will be assigned to you if this is appropriate.

Key Policies and Procedures

Confidentiality

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within the agency. You or, where appropriate, your principal Carer will be consulted where appropriate before information is released.

Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way.

Information about you is needed in order to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure our services meet your needs
- Helping staff to review the support they provide to you to help them achieve the highest standards
- Investigating complaints or legal claims
- Auditing of our services

Sometimes information about you needs can legally be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:

- GPs
- District nurses
- Other health professionals
- Social workers
- Care Quality Commission

Gifts, Wills and Other Documents

All employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the agency may be a beneficiary under a Will of any past or present Service User. Gifts to staff are subject to disclosure to the Registered Manager, and may be refused on the basis of conflict of interest.

Service User's Personal Fulfillment

The aim of Consummate Care (UK) Ltd is to actively help you to 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 that 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 your interests.

You will be central to the devising of your Service User Plans. A family member, friend or external advocate may also be involved as is considered appropriate. Staff will endeavor at all times to create a stimulating environment and to focus on maximising your potential. They will attend to your complete needs irrespective of how your disabilities may affect them. You are an equal and unique human being and will be offered help and services according to your own unique needs, irrespective of race, gender, sexuality, culture or state of health.

Risk Taking & Risk Management

The assessment of risk is addressed as part of the commencement of service process for each person and the results are integrated into the Service User Plan. By this process of integration your views, the views of the principal carer, family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Consummate Care (UK) Ltd aims to undertake to meet your wishes:

- Privacy;
- Visitors;
- Attendance at clubs and centres;
- Going to places of worship and other activities;
- Engaging in leisure and recreational pursuits;
- Carrying identification;
- Bathing;
- Use of stairs;
- Degree of independence;
- Seeking help in an emergency.
- Handling your Medication

Equal Opportunities

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

Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.

All complaints will be recorded in such a way as to highlight repeated problems.



Inappropriate Behavior

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

Consummate Care (UK) Ltd is committed to preventing inappropriate behavior and if you, a carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member, or use the formal complaints procedure.

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

