



## Service User Guide





## Local Information

**Prestige Home Care Limited is a privately registered company whose number is 12228436.**

<b>Address</b>	Prestige Home Care Limited 23 Welbeck Road Maidenhead SL6 4EB
<b>Telephone Numbers</b>	01628 560425 07949 754666
<b>Email</b>	prestige.care@hotmail.com
<b>Website</b>	www.prestige-homecare.com
<b>Director</b>	Surjit Kaur Thandi
<b>Care Manager</b>	Irena Chavda
<b>Regulators</b>	Care Quality Commission, Citygate Gallowgate, Newcastle Upon Tyne, NE1 4PA
<b>Telephone</b>	0300 0616161
<b>Email</b>	enquiries@cqc.org.uk
<b>Local Government Ombudsman</b>	PO Box 4771 Coventry, CV4 0EH
<b>Telephone</b>	0300 0610614
<b>Hours of Opening</b>	We strive to give the best suitable care and support to each of our Service Users, therefore, we provide services 24 hours a day, 365 days a year.

The Prestige Home Care office is open between the hours of 9am and 5pm Monday to Friday, excluding Public Holidays. Outside of these hours, services are maintained by our 24 hour on-call service by one of our management team or senior staff.

# Welcome

Welcome to Prestige Home Care, where our care and support services are tailored to your needs. We support our clients to maintain their independence and provide care support to their personal needs.

Prestige Home Care offers exceptional and customised care support to clients. We provide trained, skilled, and caring hands to meet specific needs. The features of our services are:

- Personal care such as bathing and changing clothes
- Supporting clients to live safely in their house
- Flexible support as physical needs change
- Medication Support
- Domestic support, cleaning, washing, ironing, changing beds etc.
- Meal preparation
- Shopping



# About Us

Prestige Home Care is a domiciliary homecare provider; with quality care services covering the Berkshire area. Our paramount objective is to offer a premier care service, which respects the intrinsic and extrinsic value of people regardless to their position. This is accomplished by accepting their uniqueness, personal needs and treating them with dignity and respect.

We implement a person centered approach in understanding the needs of our service users. Our care/support workers have been recruited after a meticulous selection and interview process. Their employment is only confirmed once an in-depth training programme has been completed.

We are registered with the Care Quality Commission (CQC) in England and contact details for our regulators are included in this information pack. Prestige Home Care is committed to working within all statutory legislation, including: Care Act 2014, Care Quality Commission (Registration Requirements) Regulations 2009, The Care Quality Commission (Registration and Membership) (Amendment) Regulations 2012, Data Protection Act 2018, Control of Substances hazardous to Health regulations 2002, Employment Rights Act 1996, Equality Act 2010, The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015, Health and Safety at Work etc. Act 1974, Management of Health and Safety at Work Regulations 1999, The Manual Handling Operations Regulations 1992, Mental Capacity Act 2005.

Please do not hesitate to contact us regarding any concerns or queries that you may have. We are always happy to try and comply with your requests, whether you wish to change the timing of your call or make amendments to your care package.

If, due to unforeseen circumstances, your care worker does not arrive at your home at the agreed time, please allow at least 10 minutes before you contact either the office or the out of hours number. We will ensure that all attempts are made in contacting the care support worker and addressing the matter. In an emergency, where the care support worker is unable to leave the client prior to you, we will send another care support worker to you at the earliest possible time. Nevertheless, you will be informed of the outcome as soon as the matter is resolved.

We hope you will be satisfied with the service/s we provide you or your family. Your feedback is extremely appreciated and it enables us to assess our own practice. Additionally, it allows us to assure and measure, that we are giving all of our service users the highest quality of care.

Prestige Home Care operates within a comprehensive set of policies and procedures that strengthen the delivery of our care services. Some of these are summarised within this document.

## Mission Statement

*"Prestige Home Care aims to give the highest quality of care, ensuring all needs are adhered to with a professional service, in a safe environment offering support, choice and encouragement to maintain the independency of each service user."*



# Aims & Principles of Care

## The Agency commits to:

- A. Working with each service user, social workers, relatives, care support staff (as appropriate) and all others associated with his/her care towards identifying, implementing and reviewing a personal care plan which adequately reflects his/her needs at any one time
- B. Promoting independent living, working within the client's range of abilities and competencies
- C. Delivering care, in the client's home in a manner which is non-discriminatory, sensitive to the cultural needs of the client and respectful of their environment and traditions
- D. Providing a high-quality flexible, responsive and non-intrusive service that is tailored to the needs of the individual
- E. Ensuring that confidential information is protected at all times and only shared with others strictly in accordance with its policy on confidentiality
- F. Working in partnership with other agencies involved in care in order to ensure a seamless and cost-effective service
- G. To promote and develop personal and practical care and support services, enabling individuals to live in their own homes and maintain independence for as long as possible
- H. To ensure that Prestige Home Care gives all reasonable and practical support to its employees
- I. To make suitable assessments of need, implement good care management and to promote a high quality of service delivery

**Privacy:** Respect each individual to be undisturbed and free from any intrusion or public attention into their personal lives. To expect sensitivity in handling personal matters such as bathing and toileting (e.g. keeping doors closed). Confidentiality of any information about individuals should be respected, including the right to decide to whom information is shared with; providing this does not present an unacceptable risk to the individual or our care/support staff.

**Dignity:** Recognising that each individual has their own traits and to note everyone's value, regardless of circumstances and ensuring everyone is treated with the utmost respect. This includes, for example; avoiding patronising treatment, knocking on doors (e.g. before entering the bedroom) and sensitivity in handling bathing and toileting.

**Companionship:** Leaving clients on their own will make them feel lonely and abandoned. Hence, we provide companionship for them in the comfort of their own homes to ensure they are never alone.

**Compassion:** We have empathy for our clients. We understand what they are going through and we are ready to better their living conditions and keep them happy.

**Choice:** Allowing each individual the opportunity in selecting independently from a range of services to suit their own needs. Individual preferences are to be recognised in the development of the care plan.

**Respect and friendliness:** We have respect for individuals and we are friendly in our approach. We create a friendly atmosphere with respect for our clients and their families.

**Independence:** Promoting the individual's right to control the way their care is delivered, supporting the right to independence and maximising opportunities for the individual to act without supervision. This would include a willingness to incur a degree of calculated risk whilst having a regard to the safety of the environment.

# Code of Values

## Prestige Home Care code of values are based on us achieving:

- The highest standard of care and support delivered to all service users
- A genuine caring attitude throughout our organisation
- Respect and value of each service user
- A culture of honesty and integrity throughout our organisation

## Service User Rights

### You have the right to expect:

- To have care and support services provided that meet your needs by staff that have been completely trained and assessed
- To be treated as an individual, with dignity and to be supported to make your own decisions on matters which affect you and your life. To participate as fully as possible (with the help of a friend or relative if so desired) in drawing up a care/support plan, reviewing it, and agreeing any modification
- To remain living safely in your own home if that is your wish
- To have the right to say who will and who will not enter your home
- To have personal privacy for yourself, your belongings and your affairs
- To be listened to at all times and to have your thoughts, opinions and attitudes respected and considered
- To have your personal dignity respected at all times irrespective of any physical or mental disability
- To have your values, beliefs and chosen lifestyles respected at all times. Not to be discriminated against for any reason such as race, age, colour, religion, sexual orientation, physical and financial circumstances
- To be encouraged to be as independent as possible
- To have access to friends, relatives, religious leaders etc. and to be supported, where necessary, in making such arrangements
- To recognise and fully understand the needs and rights of relatives and friends caring for someone else and help you and them decide how these can best be met
- To have access to personal files and information held about you
- To have access to a formal complaints process and to be represented by a relative/friend/adviser/advocate
- Have access to an interpreter or interpreting service if required



# Who Might Need our Care Services

## **Ongoing or Progressive Health Needs:**

Our care support services are highly recommended for people with ongoing conditions or progressive health issues.

Our team of trained care support workers will provide support in many aspects of everyday life focussing on helping the person live a normal life in the comfort of their homes for as long as possible.

From mobility assistance and handling of household chores to monitoring changes in health conditions and accompaniment to medical/therapy appointments, we will help the individual receiving care maintain a reasonably normal lifestyle.

## **People Undergoing Recuperating Process:**

Whether the concerned person is recuperating from an accident or injury, a long spell in hospital, or needs a companion to stay in their home and ease their resumption of normal duties, Prestige Home Care offers the care and support to meet their needs.

Our team can provide the companionship and support you need on your journey to a full recovery and resumption of your normal lifestyle. With us, you do not need to worry or stress yourself, we understand your needs and we are prepared to do everything possible for you to live happily in your home and enjoy your journey to a full recovery.

Also, family and loved ones will have peace of mind knowing that a professional is supporting you.

# What We Do

## **We help you live safely:**

Some of the key reasons why people need care and support services include help in their personal cleanliness, medications, safety and other specific purposes within and around the home. We are concerned about the safety and wellbeing of our clients. As such, Prestige Home Care carers provide excellent support and assistance to clients that cover major day-to-day activities in the home such as bathing, cleaning, maintaining comfortability within the home, taking medication and shopping. Our caregivers are up to the task of ensuring the proper maintenance of the dignity of our clients while they also ensure their health and safety.

## **We understand your needs:**

Having someone in your home that requires support can be worrying and stressful as it takes special skills to cater to them. No matter your specific challenges, needs or requirements, we have an in-depth understanding of what it takes to provide care. We come down to the level of our clients and provide services that are fitting for their needs, thereby taking away all stress and worry from the family and maintaining peace and decorum at all times. Our caregivers leverage their expertise and experience to sustain a calm and happy atmosphere within the home. They work hard to gain the trust of the clients, fostering a relationship that will enhance the general wellbeing of the home.

## **We provide tailored care for your needs:**

We understand that no two clients have the same needs. Hence, we tailor our approach and services in response to the specific needs of the client. Our caregivers are always up to the task of providing services that will deliver happiness, comfort and safety to the client, helping them live a good life.

## **We maintain communication and transparency:**

At Prestige, we deliver excellent services across all aspects. This includes maintaining communication with the family members and being transparent in everything we do. By doing so, families and other healthcare professionals will know the current condition of the clients and the ways in which they can be of help at any point in time. Our carers keep active track records and monitor the daily characteristics exhibited by the client. You can trust us to keep you posted as soon as we notice a change.

# FAQ & Legal

## How is your care planned?

Most of the people for whom we provide services are referred to us from Local Authority Social Services departments or Health Care personnel. All the information regarding our company is on our website.

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 receiving services, you will receive a visit from a manager or supervisor who will work with you to undertake a full assessment (including needs and risks) and develop with you an individual plan of care and support. This is your plan and it will be reviewed every 6 months (as a minimum) or when your care needs change and the review date will be agreed with you. However, if you have any concerns please contact your local office and we can arrange for a visit to be made at any time.

Once you have agreed your plan of care and support, we will allocate to you a care worker or a team of care workers (depending upon the level of care/support required) who have the skills, training, experience and availability to meet your needs. The supervisor will introduce your care 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 copy of your assessment document and plan of care and support, unless you specifically request that this is not kept in your home. If at any time you are not happy with your care workers, please tell us.

Your care workers will record details of each visit they make to you in your support plan. This will include how they supported you and any issues of concern together with any further actions or communications. Daily log sheets are collected on a monthly basis and returned to the office for safe keeping.

Very occasionally it becomes necessary for us to withdraw services from you. Such action would normally only take place on account of a serious health and safety risk to our employees or your unacceptable behaviour or, very exceptionally, when the services being provided are insufficient to meet your needs. Given the sensitive nature of, and the implications surrounding a withdrawal of service, this action will only be taken after full consultation with, and notice to you, your representatives and any relevant professional involved with your care.

## What if your care worker can't attend?

If your regular care worker is not able to attend due to absence, you will be advised in advance who will be covering temporarily. If your care worker(s) leaves our employment we will discuss with you the provision of an alternative care worker(s). In an emergency situation, for example, sickness or other unforeseen circumstances, we will endeavour to telephone you in advance to advise you of your alternative care worker, but this may not always be possible.

We make every effort to ensure that your services are not disrupted and also to keep the number of care workers known to you to a minimum. However, from time to time we may need to introduce new care workers to you. We maintain a register

of fully trained workers who are willing to cover for periods of holiday and sickness.

## How can care/support workers support you?

We have detailed below some of the tasks that our care workers will or will not be able to support you with. Some elements of care and support may require care workers receiving additional training.

The tasks our care workers can support you with include personal care and hygiene, shopping, bathing, meal preparation, collecting prescriptions, pension collecting (under some circumstances), domestic chores, social support, access to community facilities and companionship.

Our care workers are not permitted to cut toe nails or perform any medical/nursing tasks, unless they have been adequately trained and deemed competent by a health care professional. If such tasks are needed, we will try and get someone from another organisation to perform these tasks although there may be an additional cost from the organisation.

Prestige Home Care care/support workers will undertake the services as agreed in your individual plan of care and support. We will ensure that your allocated workers have the necessary skills and are competent to support you. We aim to work in partnership with other health and social care professionals to ensure that your needs are fully met.

## Charges and payment

If your care is purchased/commissioned on your behalf by a public body (e.g. Local Authority or Trust) they will calculate any contributions towards the cost of your care (if applicable) and will explain to you how the charges will be collected. If you are paying for your own care we will provide you with the current charges and full terms and conditions.

# FAQ & Legal

## Insurance

Prestige Home Care has public liability and employers' liability insurance in accordance with statutory requirements. Full details can be obtained from your local office.

We do not have insurance cover for any loss, damage and breakages to your property which has not been caused by us and we recommend that you have your own insurance for your property and contents.

Care workers/employees are only covered under our policy whilst they are undertaking their duties booked and agreed by Prestige Home Care. Please do not make private arrangements with your care/support worker as they will not be covered under our insurance policy.

## Comments, compliments and complaints

Prestige Home Care welcome and actively encourage comments from service users, relatives, our purchasers and our staff. We use all comments, good and bad, to evaluate and continuously improve the services we provide. We are happy to accept your comments verbally (in person or over the telephone) or written. However, we prefer any issues of serious concern to be in writing. Service users may ask a friend or relative to make the complaint on their behalf. Alternatively, Prestige Home Care is happy to provide assistance with putting a complaint in writing or can source an independent advocate to help if appropriate.

## Compliments

If you are pleased with the care being provided by your care/support worker then please let us know so that we can acknowledge and commend the worker involved.

## Complaints

Prestige Home Care wishes to reassure you that your service will not be jeopardised if you feel the need to make a complaint. We advise to contact either the care/support supervisor or the manager that has dealt with your care package. If you feel unable to discuss the complaint with your care/support supervisor,

or having done so your complaint remains unresolved, you should contact the Prestige Home Care office as soon as possible. If you are unable to make the complaint yourself, you may get someone else to do it for you. We would recommend you keep a copy of any complaint you make. Alternatively, we will provide you with a copy. If for any reason you do not have someone who can help you we can source an independent advocate to help you.

The time taken to resolve complaints will be dependent on the nature of the issues and the complexity. If the nature of your complaint requires replacement of your care/support worker, this will be done immediately. We will provide you with a written acknowledgement as soon as possible (within 7 working days from receipt of your complaint) and will inform you on the actions we

propose to take. All complaints will be recorded on a complaint form and in our central complaints log. We are committed to fully investigating all complaints and will advise all complainants of the outcomes of the investigation and proposed actions as soon as possible. Investigations may take some time but we will update you regularly on the progress. We will endeavor to have all complaints resolved within 28 days. The investigation, outcomes and actions are all fully documented and retained on file.

If your care is commissioned by the Local Authority we will inform them of your complaint and the outcomes.

## Data protection

In accordance with the Data Protection Act 1998 Prestige Home Care operates policies and procedures which prohibit unauthorised access to, or disclosure of service users' personal information. Under the Act, you have the right of access to personal information held about you. If you wish to access any information please contact us. Depending upon the information required, there may be a charge for this,

but this will be discussed with you at the stage of your initial enquiry.

## Confidentiality

Prestige Home Care has a commitment to keeping in confidence any information it holds about you 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 prevents all workers from revealing any information about anything they have seen, heard or read in connection with their delivery of services to you. However, there may be occasions when a care worker or other Prestige Home Care employee believes that to withhold information about you may affect your safety or wellbeing, but such circumstances are exceptional. Our workers have all received specific training in disclosure and the protection of vulnerable adults and children.

## 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 workers are instructed on their induction that they are required to report immediately to their manager any abuse or suspicion of abuse to a service user. In the event where there is suspicion, lack of proof or if service user has not made a complaint, we will still be obliged to investigate. In addition, workers are required to report any incidents of bad practice which may affect your health, safety or welfare.

# FAQ & Legal

## Quality assurance

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

All care workers undergo induction training and are provided with any specialist training that may be required to meet the needs of our service users.

- Supervision and monitoring takes place to ensure that care workers arrive at the expected time, remain for the duration agreed and complete the required tasks
- Service users will be informed wherever possible of any delay to service provision, changes in time or date of service delivery or change of care worker
- Care and support plans will be developed with you (or a relative/carer/advocate) to reflect your needs
- All care workers undergo rigorous recruitment checks prior to commencing service delivery
- Care workers are required to read your assessment and support plan at each visit so they are up to date with all your needs

- All care workers are required to adhere to our code of conduct at all times
- Training needs of our workers are analysed at an 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
- The convenience of care workers will not limit your right to make choices about how and when your care and support is delivered. Individual needs will be recognised and recorded in your personal care plan
- Prestige Home Care will regularly obtain feedback from our customers to ensure that these quality standards are being achieved

## Health and safety

Prestige Home Care 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 our care workers carry an identity badge which contains their photograph and the details of our office. Prior to the commencement of service delivery, our supervisors undertake a first assessment visit. This visit includes a health and safety risk assessment that will identify any issues that may present a risk either to you or to our workers. If you have mobility problems,

this assessment will include a detailed moving and 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. These assessments will be undertaken in partnership with you (or your representative) and agreed with you and any actions required will be detailed in your individual care and support plan.

Our care workers are provided with disposable gloves and aprons for use when undertaking personal care tasks under infection control requirements. Our care workers are instructed in the safe use and storage of hazardous substances such as cleaning agents and bleach. Prestige Home Care asks that you cooperate in informing us of any potential risk or change in circumstances that may affect your health and safety or that of our workers. Care workers are made aware of their responsibility in refusing to undertake any task that they consider unsafe and to inform the office immediately.

## Financial transactions

Where your personal plan specifies that shopping or collecting benefits be undertaken on your behalf by our 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 sheet in your care plan folder. Care workers are specifically prohibited from using their own store loyalty cards when undertaking shopping tasks for you. Care workers are not permitted to have access to your PIN for the purposes of obtaining cash from automated cash dispensers, banks or post offices. If your benefits are paid by direct payment transfer, we will need to agree alternative arrangements for collecting your benefits if this is a requirement of your care plan.

# FAQ & Legal

## **Medication**

Care workers may assist with or administer prescribed medication if it is an integral part of your personal plan and if you agree that your care worker can do this for you. We have a comprehensive medication 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 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 or district nurse. Any care worker who is required to assist with or administer medication will receive specific training to enable them to undertake this task.

## **Equality and diversity**

Prestige Home Care will not allow service users to be subject to discrimination for any reason and expect you to be treated equally, fairly and with respect. 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.



*Care begins in your home*



## CONTACT US

We will be pleased to have you discuss your needs with us while we deploy our best resources to deliver beyond expectations.

We won't take it for granted if you choose us to provide live-in care and support for your loved one and we will make the most of it. Our live-in care continues to transform lives for the better.

We are just a phone call away!

**Telephone:** 01628 560425

**Mobile:** 07949 754666

**Website:** [www.prestige-homecare.com](http://www.prestige-homecare.com)

**Email:** [info@prestige-homecare.com](mailto:info@prestige-homecare.com)