



SERVICE USERS GUIDE

CONSUMMATE CARE LTD

Who are we?

Consummate Care Ltd is an agency who provides care, support and development opportunities for people who need help in various forms usually because they cannot wholly look after themselves. We provide a holistic approach to care ensuring that all clients have every opportunity to develop within a range of safe and rewarding environments. We value the input by parents and other bodies with an interest in the client's well being as we design each individual programme of care.

This service is provided for:

- Adults with learning disabilities, physical disabilities, sensory impairment and / or mental health disabilities
- Children with learning disabilities, physical disabilities, sensory impairment and / or mental health problems

The service is delivered in various ways, dependent on the need of the individual. It can range from providing personal care, offering support and respite in the home, accessing the community in a wide range of familiar activities to exploring new and challenging activities to support development in every day living for those who seek to be more independent.

What do we aim to do?

Consummate Care aim to provide care, support and development opportunities for people who cannot wholly look after themselves. We fully support the client by helping to promote a way of life for them which permits them to enjoy, to the greatest possible extent, their rights as a human being. The following rights are fundamental to our work:

Privacy, Dignity, Independence, Security, Civil Rights and Choice

Who do we do this for?

Consummate Care provides a service for both children and adults of all ages.

What is the nature of the service we provide?

This is determined by the needs of each client and can range from undertaking personal care or sessional work within the home, taking the client to familiar places such as local parks and swimming pools to introducing them to new experiences which can include roller skating, the theatre and trips further afield to new locations and experiences.

In every case the proposed activity is assessed to identify the risk for each client and decisions made on the outcome of this assessment.

All our staff are qualified and are trained to care for and meet the needs of each individual client. They are highly motivated and experienced in social care, education and outdoor pursuits.

How do we do this?

The process for the delivery of care is:

1A. The Local Authority, who will have identified your need and will have responsibility for the financing of your care, (which may involve some contribution to them by yourselves following their assessment) will send your details to Consummate Care with a request for a service. Alternatively you may have been allocated a budget, and have made contact with us to discuss your needs and how we can meet them, or contacted us privately.

1B. Consummate Care has been contacted either by yourself or someone on your behalf to request a service. In this case either you or someone acting for you will have the responsibility for the financing of your care.

2. When the initial contact has been made and agreement to progress to the next stage received, we will visit you and your family or those responsible for you to talk about your needs, any risks this might involve and find out how we can help you with a minimum of risk.

3. The next step is for us to put together the care plan with other necessary paperwork and ask you or your family to sign them to agree the information we have received and the plan for your care. The plan for you will detail the service we will provide including times, days and any special tasks.

4. The final stage is another meeting with you, your family, the Local Authority (if they are involved) and Consummate Care to confirm the plans that have been drawn up and agree when the care will start. If you are paying for the service yourselves, however the funds are made available, you, your family or a representative will be asked to sign a contract.

How will we know we are getting it right?

Once we have begun working with you we will regularly review what we are doing to make sure we are still providing the best quality of care and this will be done in several ways:

- We will visit you while our staff are working with you
- We will meet more formally to update the Care Plan
- We will participate in any more formal reviews

We will also, on a regular basis, check on the quality of the care we provide by:

- Talking to you on a regular basis to ensure that the service is satisfactory and to see in any amendments need to be made
- Talking with our staff to listen to their views and comments
- Undertaking an annual survey of all service users and their families

What do you do if you have problems with the service we provide?

We are anxious that you, your family or the person responsible for you let us know by contacting the Registered Manager at the Consummate Care office on 01536 484142 as soon as there are any matters about which you have a concern or complaint. For matters which you do not want to talk to us about then contact should be made with the Care Quality Commission. The contact details are shown at the end of this document in useful addresses.

All complaints will be acknowledged within 5 working days following receipt, fully investigated and you will be notified of the outcome where possible within 28 days. Where this is not possible then an interim report will be provided after two weeks and the final result as soon as possible.

What do you do if you are pleased with the service we provide?

It is always pleasing to know when you are satisfied with the service you receive or with the care provided by a particular individual. Please let either ourselves or the Commission for Social Care Inspection know about such matters.

Both complaints and compliments help us maintain a high level of service.

How can you contact us?

Consummate Care's office is located on the second floor at 28 Market Street, KETTERING, NN16 0AH and the telephone number is 01536 484142. The office is normally staffed between 8.30a.m. until 4.00p.m. although there are times when the Managers are visiting other clients. Whenever the office is closed the telephone is switched through to the Manager on call so contact is maintained throughout the day and night. There is also the facility to contact the office by fax using 01536 484189 or by e-mail - enquiries@consummatecare.com.uk.

What guides the way we work?

To make sure that the agency acts with consistency, ensures good practice and keeps everyone informed of the way we work we have written down a series of documents called policies and procedures. These are based on the National Minimum Standards for Domiciliary Care. They cover a wide range of matters and are grouped under the headings:

- Service User – covering the Statement of Purpose of the company, this Service User Guide and Service User plan, records, range and limit of activities and complaints.
- Finance – covering the management, planning and finance of the business
- Human Resources – covering the employment and maintenance of staff
- Legal – covering all the legal aspects of running a domiciliary care agency including data protection, security of information, confidentiality, safeguarding vulnerable people, health and safety and personal safety.
- Operation - covering how staff should act in various situations, how to provide good care, quality assurance and what to do in cases of concern.

You, your family or the person responsible for you can ask to have a copy of any of these.

Key Terms and Conditions

We will expect that we will be kept fully informed of all health and safety issues in respect of your care and that an open and honest dialogue is maintained between us and yourself, your family or the person responsible for you.

You can expect to be cared for by a member of staff who meets with your approval and has the appropriate skills for your care plan.

Only in extreme circumstances and following exhaustive searches, it may be necessary for Consummate Care to withdraw a service, either temporarily or permanently. This shall remain the right of the company and the decision will remain with the Director. Sometimes, such as in the case of illness, it may be necessary for a client to cancel their session. We do ask that wherever possible, 24 hours notice is given. In such cases we will aim to offer this session back at a mutually convenient time. Where less than 24 hours notice is given then Consummate Care Ltd will charge for the service.

All charges are calculated on an individual basis and the contract is between Consummate Care Ltd and the Local Authority or Consummate Care and an Individual. Some part of the costs incurred in a session, such as payment for specific activities, may be the responsibility of the client, their family or the person responsible for them but this will be clarified before the service begins.

How do we cover ourselves and our Service Users?

Consummate Care maintains employers / public liability insurance cover of £5,000,000.

Useful Addresses

Care Quality Commission
East Midlands Region
Citygate
Gallowgate
NEWCASTLE UPON TYNE
NE1 4PA Telephone: 030000 616161

Signed:

Date: 8 July 2011

Policy review date: By July 2012