

Service User Guide

Effective 16 October 2019

England



Care Devotion Love

CDL Care Limited, 158 Heron Street, Oldham.
OL8 4LX, GB

Our aim and objective

Our aim is to provide an exemplary service to our clients. We will continually strive to achieve quality and excellence in all aspects of our service delivery and our aims and objectives are to provide personal and practical care to people in their own homes and assist clients in achieving and maintaining maximum independence.

We can provide a range of personal and practical care, social care and assistance. We will assist with mobility of clients to maintain a safe environment. We will vary services according to the assessed needs of the client and will be described in the care plan. We promote Independence, privacy and dignity for all clients. Our role is primarily to assist and support. Every encouragement will be given to enable as much independence as possible. We will respect client's privacy and dignity and ensure care is received with out undue interference.

Our Staff

All our staff are experienced, fully qualified and have current care certification. We have all been fully trained in moving and handling and all services offered. All of us have current DBS Certificates and can provide references. We are also hold liability insurance.

We do not use agency staff.

We all receive a fair living wage and charge value prices to you.

Continuity of Care

We will always cover your service requirements in-house and we have the skills and abilities to carry out the tasks that are required ourselves. You will know the care workers working with you every visit.

We do our best to provide you with our care for the time and duration that you have requested and will always consult you if any changes are needed.

Time Sheets

At the completion of each assignment, the client is asked to sign the time-sheet. They should check that the details of the start and finish times entered by us are correct. The time-sheet is the basis for production of invoices. If the client is unable to sign, this will be discussed at the initial assessment.

Safeguarding

It is the responsibility of CDL Care Ltd to safeguard its clients and ourselves. This we do with comprehensive policies and procedures. All of our policies are reviewed regularly and copies can be obtained from our website. We are aware of types of abuse or violence, threatened or actual, such as physical, psychological, verbal, deprivation, etc. and will always put safeguarding in place where necessary.

Care Plan/Record Sheets

When determining the enhanced care plan and in the delivery of care, the paramount consideration is the personal choice of the recipient of that care. A copy of the agreed care plan and a report system will be kept in the client's home and we provide Care Plan and Service Record folders to ensure that records can be maintained in a professional fashion. Please ensure that they are kept where will be able to access them. We will make an entry in there at the end of every visit. The entry must include the time of arrival and departure, be a factual record of the tasks completed, provide relevant notes on any variation in the client's condition and detail any new or special requirement. All entries should reflect the needs identified in the Care Plan and any new requirements will be entered as new needs. These folders are our property.

Complaints

Complaints should be confirmed in writing and will be logged on the company's computer system. You will receive a written acknowledgement with in one working day and the suitable representative will carry out a full investigation.

We will provide you with a considered reply within two working weeks. If, however, our investigation can not be completed within two weeks, we will provide you with a formal update every two weeks until the complaint is resolved. Any action taken will be discussed with you, where this is appropriate.

Financial Protection

The company has full Financial & Property Protection policy to which all staff must adhere. In summary however, individuals have the right to expect that we will treat their property and possessions with security, due care and consideration. Beyond general assistance, staff should never give advice on financial matters or make judgments in this respect, even if asked. Our staff are advised not to accept gifts and they cannot act as signatories to wills or legal documents or take on the role of Power of Attorney.

Quality Assurance Practices

We monitor the quality of the performance of our staff through quality assurance telephone calls to clients and six-monthly requests for formal client feedback. Staff also complete questionnaires in respect of their work situation which are reviewed and analysed at our offices, We hold regular staff meetings and review your needs constantly. Giving the right outstanding care is important to us..

Insurance

Our company has full liability insurance. This however, does not include any cover for transporting clients in the a staff members own car. Insurance for damage to the client's property is the client's responsibility. The company holds public liability insurance. A copy of the current levels of insurance held is available for inspection on request.

Data Protection and Access to Records

In accordance with the Data Protection Act 1998, the company operates policies and procedures, which prohibit unauthorised access to or disclosure of clients' personal information. Under the Data Protection Act, clients have rights of access to personal information held about them. If you wish to receive a copy of your personal data held on our computer, you should submit a written request.

Range of Activities Undertaken

The company may provide specialist services, according to the assessed needs of the client. We are suitably trained and experienced to deliver these services. **Specialist services maybe required by:**

- People, who by nature of the ethnic minority community or religious group to which they belong, require the provision of specialist care and specialist knowledge
- Older people with complex health and care needs
- People with a terminal illness
- People who have had a stroke
- People who have learning disabilities
- People with mental health problems
- People with infectious or contagious diseases
- People with dementia
- People with challenging behaviours

Compliance Processes

We ensure that our processes and procedures meet all relevant national standards for care and safety. We review these on a continuous basis. We will ensure that all of the appropriate checks and balances are in place such as checks on qualifications and employment records. All of our work is further verified by on a regular basis.



