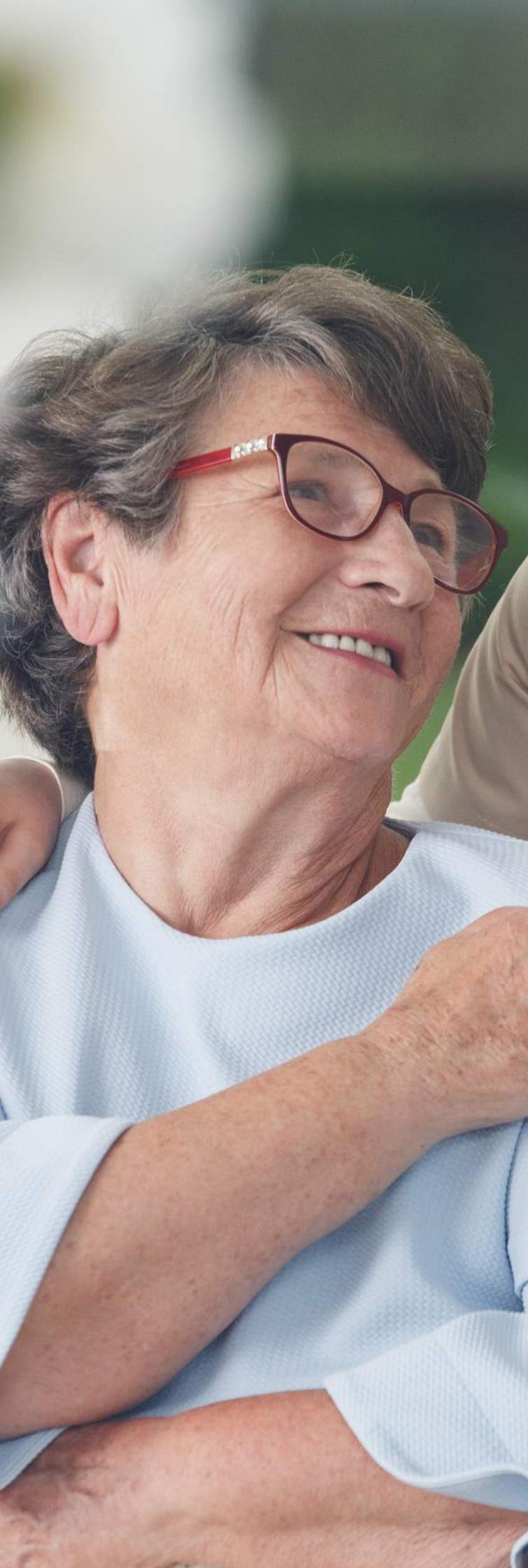


# Our Services





# Welcome to Hales Homecare

This booklet aims to provide you, your family and trusted friends with an overview of important information about Hales Homecare and the services we provide. It also contains details about how to make or report a concern, make a complaint or pay a compliment.

This guide is also made available to people who are considering using our service so that they can make an informed decision about who they wish to provide the support they need.

We hope you find the contents helpful, however if you need any further information then feel free to contact us.

If you have particular needs which make it difficult for you to read this document, please contact us and we will endeavour to provide the information in a more suitable format for you.

We thank you for choosing to use the services of Hales Homecare to support you.



## About us

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Hales Homecare has been providing a range of care services to a variety of Service Users for over 20 years. We have a highly professional team of qualified carers and pride ourselves on delivering exceptional person-centered care in the local community.

Hales Homecare is registered with and regulated by the Care Quality Commission and abide by its Code of Practice. More details about our services can be found at [www.halescare.co.uk](http://www.halescare.co.uk)

## Our aims

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We aim to provide person-centred care and support in ways which have positive outcomes for service users. We will promote a way of life for our service users which enables you to enjoy independence and a high quality of life within your own home as well as achieve active participation in the community, if you wish.

Above all else, we will respect your right to privacy, dignity, security and fulfilment.



**Nicola Mewse**  
Managing Director

# Getting to know you

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An individual care plan will be provided taking into consideration your needs, wishes and feelings. It will be regularly reviewed to make sure it contains all the relevant information the care team needs to know in order to meet your individual needs and goals.

We provide both long term and short term services ranging from 15 minutes through to Live In care, for both private service users and those funded by the local authority and PCT. We look after older people, people with physical disabilities, sensory loss including dual sensory impairment, people with learning disabilities or mental health problems. We also provide palliative care and continuing care.

You may be provided with assistance in:

- Bathing and personal hygiene
- Your continence needs
- Dressing/undressing and going to bed
- Assistance in feeding
- Assistance with medication
- Going shopping, taking trips out or participating in hobbies, interests and religious activities
- Household needs such as laundry, light housework or running errands

We can offer a range of specialist services, including special feeding needs, catheter care, assistance with rehabilitation and hospital discharge.





## Service reviews

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The early days of receiving care can be worrying for you and it may be that some small changes are needed in order to ensure you are being supported in the most appropriate way.

In order to make sure we respond to these adjustments, we will carry out a review of the service by means of a 'spot check' shortly after the service has commenced.

We will then carry out another review after 6 months to ensure everything is going well and that your needs are being met.

You are welcome to have a friend, advocate or family member present.

After this, we will conduct reviews annually or as per the local arrangements in place in your local authority area.

Our care team work in partnership with other healthcare professionals and liaise effectively to ensure changes to care needs are promptly communicated to the relevant parties.



# Our workforce

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Hales Homecare will provide fully trained care workers with the appropriate skills and experience to meet your needs. We are committed to the careful selection of staff, the quality of induction and ongoing training of those workers and continuous engagement to ensure they are committed and enthusiastic about the service that they deliver.

All Care workers attend a comprehensive induction to ensure they are competent and confident to carry out your care needs safely. The induction includes duty of care, safeguarding service users, confidentiality and data protection, safe principles of moving and positioning, food hygiene, basic life support, first aid, equality and diversity.

All care workers receive training on supporting individuals with dementia, mental health conditions and autism.

Care workers attend annual refresher training to ensure their skills and knowledge remain up to date and relevant to our service users' needs. Specialist training is also provided where the need is identified.

Care workers will be qualified to a minimum of the Care Certificate and in most cases they will work towards

additional qualifications such as Level 2 or 3 Diplomas in Health & Social Care.

Management will be qualified to or working towards Level 5 Diploma in Leadership for Health & Social Care.

It is important that our care workers know they are valued and we offer an extensive range of benefits and rewards in recognition of their efforts. We ensure they are remunerated at the highest level possible within the area in which they work.

# Quality assurance

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Hales Homecare places a strong emphasis on providing the highest quality service possible for all of our service users. It works on the basis that no matter how good its present services, there is always room for improvement.

As a service user of Hales Homecare you should:

- Expect the highest quality care possible.
- Be given a say in the running of the organisation through routine evaluations of the service provided and through regular feedback surveys.
- Be free to complain about any aspect of the running of the services provided and to have your concerns listened to and acted upon promptly.

We continually monitor the quality of the service we provide to you through regular telephone calls, annual visits to your home, service user satisfaction surveys to gain your feedback, as well as regular compliance audits. Any shortfalls within our service that are identified will be highlighted to the Board and a timetable for improvement drawn up.

Our progress is continuously monitored by our Quality Assurance Team and all feedback is used to shape our service developments.

# Diversity

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Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching providers which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular.

**Hales Homecare is an equal opportunities employer and does not discriminate in terms of age, class, gender, disability, religious views or ethnic origin in order to ensure that all staff receive fair employment.**

**Service users are given a choice of who has access to their home to provide care and this is discussed when preparing the care plan however we would ask that you consider evaluating your professional care teams on the basis of their skills and experience only and are not deterred by sex, race, age or any other discriminatory factors.**

# Your safety and that of our workforce

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Our care team will establish the safest methods to gain entry to and exit your home in order to ensure your personal safety. All of our care workers wear an easily identifiable uniform and identification badge to let you know that the care worker is there to assist you.

Your care plan will include a risk assessment to identify the precautions necessary to maintain health and hygiene. We ask that you provide a safe working environment for our care workers to carry out their job to the best of their ability. Care workers will always use disposable gloves and protective aprons and any specialist equipment or chemicals as defined by the regulations, relevant to your care.

## Preventing abuse

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Service Users must be safeguarded from all forms of abuse, whether that occurs from within the family or others, or in the unlikely event that it is on the part of Hales Homecare staff. We have robust policies and procedures in place to ensure suspected or alleged abuse is dealt with promptly and effectively.

Our primary aim is to minimise the risk of abuse. We do this by ensuring robust screening of applicants prior to employment. Care Workers undertake safeguarding training before being able to deliver any care and are expected to be vigilant regarding the welfare of all service users.

We have a culture of open communication to encourage those

experiencing abuse, or those suspecting it to report their concerns to the branch office in the knowledge that they will be listened to, and that the matter will be acted upon immediately.

When reports of abuse are received, we will immediately contact the local Adult Safeguarding Team and the Care Quality Commission (CQC).

After any incident, we conduct a review of the circumstances so that any lessons learned can contribute to our procedures aimed at preventing abuse.

You may request to receive a copy of our Safeguarding Policy by contacting the branch office and if you feel that you need to speak to a member of staff regarding a safeguarding concern, we encourage you to do so.

# Confidentiality

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It is inevitable that we will become privy to some personal information about you and often about other people involved in your life. Your personal information will be treated in strict confidence and safely stored. Paper files we hold are kept in locked filing cabinets and our computer systems are encrypted and have password protection to ensure access is limited to only those who need to see it.

Your personal data will never be divulged without your consent (except in rare cases, where the law requires it or where it is essential in the public interest).

# Gifts and financial transactions

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Carer workers must never, under any circumstances, become a signatory for your will, nor benefit financially from you or your family in any way, including accepting gifts, loans or loyalty card points. Your care workers may be involved in assisting you with financial transactions such as food shopping, but only if this is identified in the care plan, whereby details of each transaction they assist with will be recorded and monitored. Care workers must not know your bank card PIN number nor must they give you any financial advice regarding investments, savings or any other financial matters.

# Smoking policy

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Hales Homecare has a no smoking policy which prevents care workers from smoking at your house at any time. We politely request that you refrain from smoking while a care worker is in your property and ideally for an hour before their expected arrival.



## Medication

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We will help you to be as independent as possible in regards to your medication needs. We will discuss your needs at the initial assessment and agree with you the level of assistance, if any, that you require. Care workers can only provide assistance with your medication needs if it is recorded in your Management Plan.

Care workers will not give medication unless they have received the appropriate training and have been certified as competent to do so.

Care workers are not able to give any medications by injection.

If you require medications to be administered by special technique, e.g. by PEG, we will need to arrange special training for the care worker who will need to be observed as competent by a healthcare professional such as the district nurse.

## Reporting of accidents and dangerous occurrences

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Our care team have a duty to immediately report to us any accidents or incidents they consider to be dangerous and we ask for your co-operation in this.

Staff may ask your permission to photograph any injuries for review by a medical professional.

## Removal of care services

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We do not tolerate abuse in any form. In the event of any abuse or harassment of a care worker, we reserve the right to remove the care worker immediately.

In addition in the unlikely event that there is a complaint or series of complaints which despite all parties best endeavours are unable to be resolved we reserve the right to terminate care services in line with our private or local authority agreements. We will not withdraw care without adequate notice to the individuals concerned.

## Insurance

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Hales Homecare is fully covered by a comprehensive Employers Public Liability, Public Liability and Professional Indemnity schemes. You will need to provide a safe environment to allow the care team to carry out your care in your home and our insurances will hopefully give you peace of mind. If you have any queries or concerns regarding our insurance, please do not hesitate to contact the office for advice.

## Terms, conditions and fees

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If you are paying for your own care, you will be given a copy of our terms and conditions and fees before you commit to using Hales Homecare.

If your care package has been arranged and funded by Social Services they will let you know if they require you to pay anything towards your care. If this is the case your payments should be made directly to Social Services.

## Compliments

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We value positive feedback as this highlights things that we are doing well and allows us to share good care practice with a wider workforce.

Whenever a compliment is received, we ensure that message is passed on to all relevant members of the team so they know that their work has been complimented.



# Complaints

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If you or someone acting on your behalf feel that something is not quite right or you wish to make a complaint, please contact us using the details at the back of this booklet. All complaints or comments are taken seriously.

Hales Homecare believes that failure to listen to or acknowledge complaints leads to an aggravation of problems and service user dissatisfaction. Hales Homecare supports the idea that most complaints, if dealt with early, openly and honestly, can be dealt with at a local level between the complainant and our management.

A concern or complaint should be raised by either telephoning or writing to the local Branch in the first instance where it will initially be investigated by the local branch it refers to; however, where concerns need to be escalated, these can be done so by writing to the Quality and Compliance Department, the details of which can be found on the back page of this booklet.

We manage all complaints in accordance with the Local Authority Social Services and National Health Services Complaints (England) Regulations 2009.

When required or requested we will make the CQC aware of complaints and their outcomes. Where a complaint requires the involvement of an external body, such as Social Services, the complaint may take longer than our usual timeframe of 28 days to be dealt with but you (or your advocate) will be advised of this.

## Resolution

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Once your complaint has been fully dealt with by Hales Homecare and you have received the outcome in writing it is considered to be resolved. If you are not satisfied with the results of the investigation you can ask that the matter is reviewed or investigated by the Director of Operations. They will conduct their own investigation and will aim to notify you of the outcome within 28 days and will contact you if the investigation will take longer.

If you are not happy with the final outcomes you can refer your complaint to The Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.



## Contact us

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**Hales Homecare**

**0800 124 4765**

**care@halesgroup.co.uk**

**3b Flag Business Exchange**

**Peterborough, Cambs PE1 5TX**

## Useful numbers

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**Police: 101**

**NHS: 111**

**Social Services: 0808 800 2222**

**CQC: 03000 616161**

**LGO: 0300 061 0614**

**Gas Emergency: 0800 111 999**

**Electricity Emergency: 0800 31 63 105**

**Other Emergencies: 999**

### Need help?

**Call Silver Line ANYTIME on 0800 4708090.**

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people. Open 24 hours a day, every day of the year