

service guide



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specialised domiciliary care agency for mental health and learning difficulties



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This guide is provided to give you information about our service.

This guide details the services provided by Community Supported Living Ltd (CSL).

It contains core policies and procedures and shows how our quality service will provide your care package and uphold Care Standards. We are regulated by the Care Quality Commission (CQC).

If you would prefer a different format or you would like any further information please contact our Head Office **0151 652 9292** for large print or audio versions.

Statement of Purpose

Community Supported Living Ltd was established in March 2002 by the Registered Manager, Terry Hill RMN. He has over 25 years experience in providing support services to young people and adults. We pride ourselves in our flexible and co-operative approach to our work to ensure the people who use our services receive a high quality service.

Our support services include Learning Disabilities, Physical and Sensory Disabilities, Acquired Brain Injuries, Mental Health, Autism and children from the Leaving Care team. We also help with Social, Physical, Domestic or Personal Care.

We are an independent Social Care Provider, who contract with Wirral, Liverpool, Wrexham, Knowsley and Cheshire Social Services. We also deliver to the private sector.

We have a team of trained support staff who provide a high quality service in line with Domiciliary Care Agency Regulations 2002 of the National Care Standards.

Mission Statement

To provide the highest quality of domiciliary care we can, by working to the standards of the 'Domiciliary Care Agency Standards Regulations 2002' of the National Care Standards.



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Aims

Our aim is for all the people we support to be able to answer yes to each of the following statements:

- I am safe and not being taken advantage of in any way
- I am safe from all forms of abuse and neglect
- I am safe and secure in my home
- I am supported through my illness
- I have a care plan planned around my needs which is regularly updated
- I receive care delivered in a dignified manner
- I am not discriminated against for my chosen lifestyle
- I am not discriminated for any disability I have
- I am shown privacy at all times
- I am listened to
- I am treated with sensitivity for my needs.

Objectives

Our principle objective is to support and value all our Service Users with their problems and disabilities, through: Implementing a personalised service which will enable you to stay safe in your own environment. Enabling you to return to your home upon discharge and be supported at times that are flexible and are agreeable to you until independence is regained.

Assisting you to promote a healthy lifestyle and recovery of health.

How do we reach our 'Aims and Objectives'?

We meet the above aims and objectives by working to policies and procedures that promote high quality principles that take into consideration rights, privacy, independence, security, civil rights, choice and fulfilment.

Before we provide a service, we ensure that your needs and preferences are thoroughly assessed, either by one of our trained and experienced staff or by the Local Authority. We aim to ensure that Community Supported Living Ltd meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing requirements. We also employ a highly trained workforce. Standards for our managers and staff are based on the National Occupational Standards for the care industry.

We ensure that our staff are trained to your level of need. We monitor and review staff performance through supervision, observation and appraisal. Throughout periods of sickness and holidays we endeavour to provide the same level of care for the service users as they usually receive. This is accomplished by utilising a senior member of staff to provide cover themselves if they cannot find an alternative replacement who is suitable.

We are committed to provide the best care service we can.



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Your Contract

Whether self-funding or not there is a personalised contract. This details rights and responsibilities for both you and Community Supported Living Ltd, including arrangements and monitoring access and any other information. We both will sign this contract.

Who will look after me?

All our support team are experienced and trained or are training towards the minimum standard of NVQ2 in Health and Social Care. We also provide accredited in house training from consultant nurses and other professionals. Senior staff are in the process of completing their NVQ4. All our staff are checked through the Criminal Records Bureau to make sure they meet Care Quality Commission Standards. We introduce support workers before they start visiting you and monitor and review how you are working out together.

Crisis Provision

If crisis care is needed for you we would expect to undertake initial assessment upon first contact. We have a team and on call management available 24 hours. We can be contacted through our Head Office.

Initial referral

The two main ways of initially starting care:

One way is through the local authority, which is when the care would be referred by a doctor or from a hospital admission. This way a care manager would make a visit to a potential service user and assess the need of care. It will then be decided what care they will receive and by whom. If the care is then referred to our company, a trained senior member from the office will make an initial visit to the service user, and also their representative if preferred. Where assessments are made, your choices and needs are addressed to produce a care plan. This is to ensure that the care delivered will be shaped to your individual needs and choices.

The other method is privately arranged care. This is usually reached through advertising or word of mouth. There are now care navigators who work for the Local Authority and brokers for service users who receive a direct budget or have a local authority budget in order to direct their care themselves. A potential service user or representative will call and order care. If we have the capacity for the care needed then a trained senior member of the office team will arrange an initial visit, where assessments are made and your choices and needs are addressed to produce a care plan.

The service user will be given the terms and conditions of care and services, a user guide and a copy of your contract with us.



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Monitoring / Reviewing and Re-assessment

When the care package has started and has had time to settle, the original senior staff member who completed the initial visit will communicate with the care worker involved and the service user to review how the care provision is going.

We have an on going monitoring process. Contact is made with the service user every six months through a visit or a telephone check. At the visit, re-assessments are made allowing a chance to review the initial care plan and identify if it is still adequate to meet the needs and choices of the service user.

We also have regular contact with service users when we call to inform of any care worker or time changes. Our care workers report to their co-ordinators of any changes or concerns both verbally and through the means of written report forms that are completed weekly. Action is then taken to improve or amend any problems and work towards the target outcomes.

Withdrawal of support

When a care package needs to be suspended because a service user is going to hospital, respite or for any other reason, then we would ask for contact to be made to the co-ordinator or the senior that is on call at the number listed in the service user guide. If the service is not a private contract and they have a care manager from the local authority, then we will inform the relevant authorities to make changes in the care package.

A minimum of twenty four hours' notice is needed when withdrawing care, but as much notice as possible would be appreciated. If less than 24 hours' notice is given, then charges will still apply at that period.

When care is re-instated and financed by the local authority the care manager or the hospital care manager should contact the co-ordinator at Community Supported Living Ltd to restart the care.



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Your Team

All specialist nursing / counselling staff have recognised qualifications that are checked and verified prior to employment. We provide professional development training through accredited courses delivered by qualified instructors.

We liaise with relevant agencies if legal advice is needed (e.g. Advocacy, MIND, CAB, Probation Service).

Potential staff undergo a rigorous selection criteria including an in-depth interview with service user input, reference checks, independent safeguarding adult check, enhanced criminal record check and qualification verification. We try to match you to ensure that you have appropriate and competent people capable of carrying out their duties to co-ordinate and deliver your plan of needs.

Our team receive training in safe guarding adults and common induction standards, including basic care, medication training, food hygiene, manual handling, first aid and health and safety. We employ accredited trainers and consultant nurses to provide training for mental health needs, de-escalation techniques, challenging behavior, risk assessment and safe practice.

Policies and Procedures

Community Supported Living Ltd has policies and procedures in place to which all the team must adhere. These policies are contained within the Community Supported Living Ltd employee handbook and are designed to protect you and the team as well as to encourage best practice. They comply with current legislation and the Care Standards Regulations.

All the Community Supported Living team acknowledge they have read and understood all the policies and complete a declaration stating so.

All policy and procedure documents are available on request. Please contact our head office if you wish to view these.

In summary the team will work within the following guidelines and procedures:

- Health and Safety at Work
- Moving and Handling Operations
- Confidentiality Procedures
- Data protection Act 1998
- Safe Guarding Adults
- Equal Opportunities in your support



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Equal opportunities in your support

Community Supported Living Ltd is committed to providing the highest standard of support for all existing and potential people using our services.

We believe that prompting equality will enrich your service and ensure it is fairly accessed and sensitive to your needs.

We will strive to ensure your support will be well met on the grounds of gender, sexual orientation, nationality, ethnic origin, religious beliefs, disability, marital status, age or any other grounds.

We aim to respect your ethnic and cultural identity and your individual needs to promote an effective and sensitive service.

We recognise to achieve these aims we must have regard of your views and opinion on how your care plan is being delivered.

Health and Safety

We accept responsibility to take reasonable steps to ensure the Health and Safety of anyone who may be affected by the team's activities, practices and equipment used for you. We provide individual and environmental training and supervision as necessary for this purpose.

All staff are informed that they must comply with the Health and Safety at Work act 1974. The team visiting your home will familiarise themselves with the environmental risk assessments, Health and Safety and equipment risk assessment as well as operating guidelines. The team will take reasonable steps to ensure the safety of any other person who may be affected by their actions in your home.

All people using our service will have specific risk management in place, which will be formulated by yourselves and their care co-ordinator before the start of the package.



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Your safety at home

All staff must ensure the safety and security of the home of the person who uses our services. This means following any security arrangements specific to you.

Community Supported Living Ltd will be able to hold a duplicate set of keys for you. This will be formally agreed before the start of the care package.

All keys are held in a locked safe store. All keys need to be witnessed being signed in or out.

When we plan care, we will identify safe risks for you and to support staff in your home and ensure these are addressed.

Quality Assurance

Delivering a high quality and person centred service is a Community Supported Living Ltd priority. We monitor the quality of your support for you and appreciate your views on your support. Either through verbal feedback, or written surveys, compliments and complaints, we ensure we are meeting your needs. This gives you or your representatives an opportunity to state how our team are delivering your support and for us to improve.

Quality assurance starts with recruitment of the best team possible and continues with systematic and on going development and monitoring of the work performance.

We also monitor our team's needs on a regular basis through supervision, team meetings and training both internally and externally.

Incidents, Accidents and Dangerous Occurrences

Any accident, injury or dangerous occurrence affecting a person that uses our services or a team member is reported to Community Supported Living Ltd. Incident report sheets or an accident book are provided for this purpose and must be countersigned within 24 hours by the care manager.

All incidents will be thoroughly investigated, taking appropriate action in the case of misconduct or to develop preventative strategies. Accidents and incidents will be reported to the relevant authorities such as the Care Quality Commission and the Health and Safety Executive.

All risk assessments are brought up to date at least annually. When new risks are identified a new risk management plan will be implemented immediately.



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Confidentiality

Any confidential information is stored and handled appropriately in accordance with the Data Protection Act 1998. The team must sign a confidentiality agreement before induction and commencement of their job. Our grievance, whistle blowing and abuse policies ensure that although confidential information is held, it does not preclude that information cannot be disclosed if any abuse is suspected. You will be informed at all stages if this occurs.

Keeping records of your care

All your medical records are kept in a locked cabinet in Head Office. There are also records kept in your home.

Communication sheets are written each time a member of Community Supported Living Ltd team support you with your care plan (e.g. events and tasks undertaken).

You have the right to see your documentation at Head Office by giving 24 hours notice.

We also respect your right to choose not to have these records in your home but this must be put in writing.

Your Financial Protection

We have comprehensive guidelines and policies in place dealing with your money and financial protection.

Things CSL DO NOT do

- Accept gifts and gratuities of any kind beyond a very nominal value
- Use the loyalty cards of people who we support
- Borrow from or lend money to people who we support
- Sell property on behalf of or to the person we support
- Take responsibility for the valuables of the person we support
- Take or allow unauthorised persons into the home of the persons we support
- Have involvement with any legal documents, such as wills or witnessing documents
- Use any of the property of the person who we support for personal use
- Use the telephone in the home of the person we support
- Involve the person we support in playing the lottery or pools
- Use the name of the person we support to order goods
- We liaise with relevant agencies if legal advice is needed (e.g. Advocacy, MIND, CAB, Probation Service).



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Guidelines for assistance with medication

We are only permitted to **offer** medication to you from a prescribed pack. You and the team member signs the form stating you have received and taken your medication at the specific time.

A risk assessment and details of medication will be in your care plan and file.

We will arrange with your GP and local pharmacy to arrange safe dispensing.

If you refuse or miss your medication on two consecutive occasions we must inform your CPN/Care Co-ordinator or GP. Medication enables you to stay well and the consequences of you not taking regular doses may lead to deterioration in health.

The team are trained to recognise side effects of medication and if you have any problems taking your medication then we will report this to your CPN/Care Co-ordinator.

If we are sick or absent

We will contact you to inform you of the replacement as soon as possible. We always introduce and induct replacement team members.

Absences for holiday or paternity/maternity leave will be planned in advance.

Your out of hours support

Community Supported Living Ltd operates 365 days a year. Management is on call 24/7 and available through head office number **0151 652 9292**. After 22:00pm, the telephone is diverted to a senior member of staff.



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Time Sheets

All our staff must complete a time sheet signed by you. These times are duplicated within your file.

Invoices, payments and charges are generated on the basis of the details given on the time sheet.

Payment is accepted by cheque, cash or BACS transfer.

Charge rates are available on request. The invoice and accounts department is based at Head Office:

384 Laird Street

Birkenhead

CH41 7AL

Telephone: **0151 652 9292**

Fax: **0151 652 8436**

Email: **head.office@communitysupportedliving.com**

Details of insurance cover

Travelers

- Policy number **UC PMH 3641266**
- Employer liability £10 Million
- Public liability £10 Million

Complaints and Compliments

CSL welcome feedback from you. We welcome any comments, positive or negative.

A quality assurance questionnaire is distributed 3 monthly and its findings are used to monitor our standards.

We welcome your input and recommendations. This information is for every person's benefit. We also use your questionnaires for the Care Quality Commission. We work closely with Social Services and your medical team.

This information is available to you, your family and your care co-ordinator.

If you do not understand our forms please ask us for help and we will individualise the forms for you.



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CSL Complaints Procedure

We ensure there is a clear, simple and fast moving procedure for dealing with your complaints:

- Complaints are dealt with at the appropriate level and with minimal delay.
- All complaints received are accurately recorded.
- Complaints will be received and dealt with in an open and fair manner.
- Complaints will be investigated and the outcome confirmed within a maximum of 4 weeks. When this is not possible, an explanation of the position and reason for the delay will be sent within 14 days.

Procedure

Every complaint received, either written or verbal, will be recorded and immediately acknowledged in writing.

The Care Manager or a Senior Support Worker will undertake the necessary enquiries promptly and the outcome confirmed in writing within a maximum of 4 weeks. All complaints are monitored on a continuous basis by the Care Manager, who will submit a summary of complaints to any respective purchaser on demand.

The complaint procedure is one part of many processes, which may include:

- Public information services
- Auditing, monitoring and reviewing
- Involvement of an advocate
- Equal opportunities policy
- Whistle blowing policy



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Housing

Community Supported Living Ltd is able to liaise with accredited private landlords to assist you obtain and maintain suitable accommodation throughout all areas of the Wirral.

This is to ensure customers are provided with housing within their area of preference wherever possible. It is to ensure that the housing conforms to national legislation and to provide assistance to raise a deposit/first month's rent. We can also assist to buy household furnishings and white goods if required.

We also provide a link for housing maintenance services that includes CRB checked tradesman to ensure our vulnerable people are not abused, financially or otherwise.

Our properties include houses, self contained flats within large Victorian buildings with communal gardens, and shared properties in which there are secure bedrooms but with shared kitchen, lounge and shower rooms.

PLEASE NOTE: Mr T.R. Hill and Mr B.Palmer, directors of Community Supported Living Ltd, are also directors of BCST properties, an accredited landlord from which we currently rent some properties. This will not affect tenancy rights if service users reside in these properties.

Other services provided for you

CSL can assist you with services such as carpet cleaning and gardening maintenance. We can also provide a CRB checked household maintenance service which consists of a joiner, locksmith, plumber, electrician and handy man. Quotes are available on request.



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Help With Choosing Services for your needs

Daily Living Activities

Support or assistance with:

- Washing, bathing, bed bathing, showering and grooming (personal hygiene) including oral care
- Getting up or assisted to bed
- Dressing / undressing / changing clothes
- Toileting needs
- Continence management
- Mobility, moving and handling using equipment
- Psychology and counselling service
- Personal and occupational therapy
- Liaising with specialist outside agencies

Cleaning services

Support or assistance with:

- Bathroom areas including baths, showers, sinks, toilets, commodes and chemical toilets
- Kitchen areas including ovens, microwaves and work surfaces, crockery and cutlery, inside windows
- Polishing large items or furniture
- Vacuum cleaning and washing floors
- Ironing, laundry/washing/drying
- Changing and making beds

Support tasks

- Behaviour management, emotional listening
- Collecting pensions, prescriptions, monitoring your medical at regular times
- Assisting with shopping / teleshopping, errand running and good neighbour tasks
- Accompanying or escorting on social / shopping trips
- Help finding other accommodation
- Help in establishing personal safety
- Help in establishing social contacts and activities to develop your social skills
- Assistance or enablement to manage domestic finances and bill paying
- Guidance in managing finances and benefit claims
- Help in maintaining the safety and security of the property
- Peer support and befriending
- Advice and support to access specific health/treatment services, local community organisations
- Assistance or enablement with planning meals and preparation of, assistance with enabling to cook food and make drinks.



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Contact details

Care Quality Commission

CQC National Correspondence
PO Box 1258
Newcastle Upon Tyne
NE99 5AU

Telephone: **0300 616161**

E Mail: enquires@cpc.org.uk

National Help Line: **0845 0150120**

General Social Care Council

Golding's House
2 Hays Lane
London
SE1 2HB

Telephone: **02073 975 100**

Web: www.nsc.org.uk

Advocacy in Mental Health

72-74 Woodside Business Park
Shore Road
Birkenhead
CH41 1EH

Telephone: **0151 666 1800**

The Local Government Ombudsman

For the East of Midlands and North of England
Beverley House
17 Shipton Road
York, YO3 6SZ

Telephone: **01904 630 151**



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