



Service User Guide

Your guide to domiciliary care services

Service User Guide

This guide provides information about Anchor Trust and the domiciliary care services you can expect in an Integrated Care and Housing Scheme. All information should be read in conjunction with your Residents Handbook and the Residents Welcome Pack to which you should also refer.



About Anchor Trust

Anchor Integrated Care and Housing arranges care services to help you in your own home and we are part of Anchor Trust, which specialises in housing and care for older people. Anchor Trust has a 'not for profit' status and is the largest social housing organisation in England providing retirement housing, residential and nursing care homes and care services in the community for over 50,000 people. We are a registered charity.

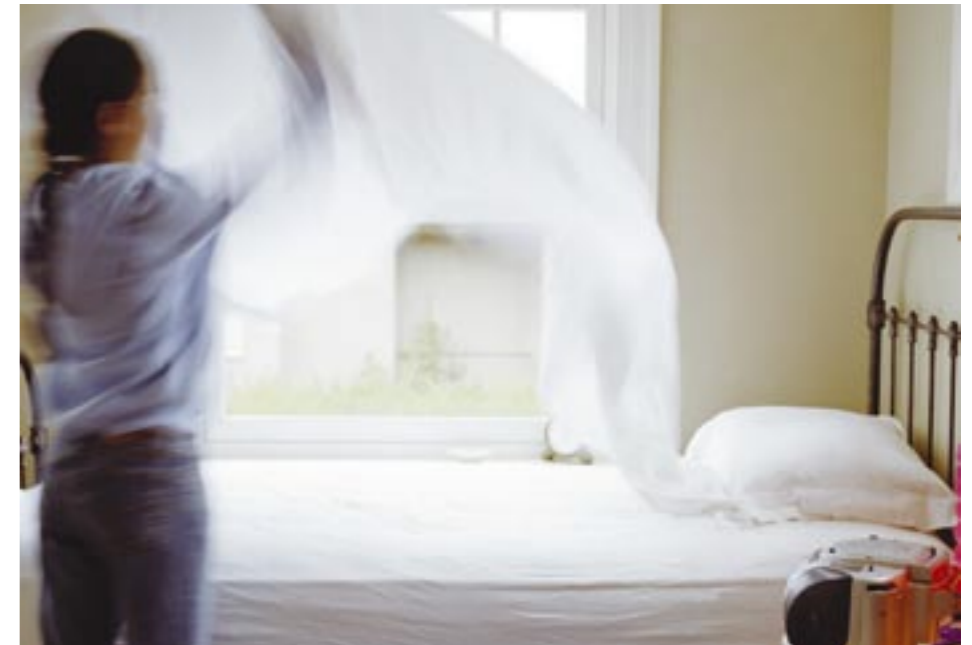
Aims and objectives of service

The aim of the Integrated Care and Housing service is to provide high quality, flexible assistance and support, enabling people who need help with activities of daily living and domestic tasks to have the choice to remain in their own homes for as long as possible.

We comply with the General Social Care Councils Code of Practice for Social Care Workers and Code of Practice for Employers of Social Care Workers. Copies of these codes can be found on the scheme notice board.

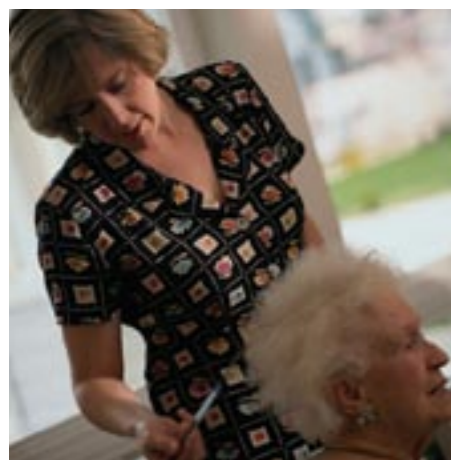
Objectives

- To work with residents/service users in a way which optimises their control over their own environment, decisions, and the services they receive
- To provide personal and domestic care to residents/service users in a way which minimises their physical or emotional discomfort and enables their daily life at home to be more viable
- To be sensitive to the potential loss of dignity associated with intimate personal care, and take steps to ensure that the residents/service user's dignity is upheld at all times
- To provide non-discriminatory services which are equally accessible to, and sensitive to the needs of all potential residents/service users
- To work alongside carers in a way that is complementary and respects the carer's position and needs
- To work and communicate effectively with other contributors to the individual residents/service user's care
- To monitor and report changes in a residents/service user's need
- To uphold the confidentiality of information received about or from the residents/service user in accordance with their wishes and in line with the Department of Health Guidelines and Care Standards Act 2000
- To treat residents/service users in the manner in which a care worker would wish to be treated if the roles were reversed
- To provide adequate training and support for the staff team to enable them to maximise their skills and abilities in providing high standards of input to residents/service users.



The services we provide

Integrated Care and Housing is essentially the best of sheltered housing and domiciliary (home) care brought together in a fully integrated way. The core components are that a domiciliary care team of staff is on site 24 hours per day, 7 days per week. We have these staff on duty at all times so that we can respond as quickly as possible to emergencies.



Similarly the Management Team supports the Scheme Manager in ensuring compliance with regulations and standards laid down by the Commission for Social Care Inspection (CSCI) in the delivery of the domiciliary and personal care services.

Before your service starts you will be visited by our Scheme Manager or Senior Carer in your home. We will discuss with you the type of service you need as indicated on your individually assessed care plan. We will listen to you and discuss what you want, so that the help you need can be given in the way you prefer.

We can help you in many ways for example:

- Domestic tasks (like cleaning shopping and laundry)
- Personal care (like washing, dressing, getting in and out of bed)
- Writing letters and providing company.

We will give you a copy of a care plan, which outlines what we have

agreed with you. We will review the service to check that it continues to meet your needs. If you ask for any changes we will try to agree these with you in co-operation with Social Services Officers (where they are responsible for purchasing the care you receive).

It might be that you would wish to purchase additional care or domestic services from the Anchor care team and pay for them privately. If so then please contact the Scheme Manager who will arrange a visit to discuss the options.

We treat all information which we have about you confidentially. You are entitled to see any of the information we hold about you in our files (apart from any information we are given by another person or group in confidence). We may have to allow a council official or an inspector from the Commission for Social Care Inspection (CSCI) access to your file in our office, as part of the process of inspecting our services. These people will keep confidential any information they see about you.

About our care staff

We obtain references and Police checks for all care workers before they are allowed to start work. All our care workers are trained to deliver a high quality service; they will all hold or be working towards obtaining the National Vocational Qualification Level 2 in care, as a minimum.

All our care staff:

- Understand that they are guests in your home and are there to help you in the way that you want
- Are polite, considerate and respectful
- Are employees of Anchor, so they are insured while working in your home
- Know what to do in an emergency
- Will not buy anything from you or sell anything to you, or bring members of their family, friends, or pets into your home
- Are asked not to smoke while on duty
- Will be wearing an identity card (which has their photo on it) whenever they visit you
- Understand the need for punctuality, and will notify you if they are delayed in any way.



Valuing our staff

As a responsible employer, we meet legal requirements to employ and treat our staff fairly. We provide training and information for our staff so they don't act unfairly to their colleagues or those using our services. We will take appropriate action if our staff fall short of standards. We rely on you to make sure that our staff are not discriminated against (by you or anyone else) when they are working in your home.

We have a responsibility to ensure that our staff can work safely and we will discuss any concerns we have with you. If we are not able to agree with you a safe way for our staff to work, or if they suffer abuse, prejudice or violence, we may change or withdraw our service.

Helping you with medication

Our Scheme Manager will discuss and agree with you the level of help you need in taking your medication.

Staff will only assist you to manage your medication from a monitored dosage system, which has been dispensed by a pharmacist, as part of an agreed assessed Care Plan, and documented Service Delivery Plan. They will not be able to assist you with medication which is non-prescribed.

We may be able to assist in administering prescribed ear and eye drops for example, provided staff have had training and evidence of competency has been obtained.

A member of staff assisting you with medication will complete a Medication Sheet, which will be left in your home.



Handling your money and valuables

Care staff will always offer a receipt for items purchased or when paying bills on your behalf.

When returning from a shopping trip, the care worker will hand over the purchases together with a receipt and any change. You will then be asked to sign a Financial Transaction Document to confirm that the transaction is accurate and complete, and the form will remain in your home for up to a month. Our staff will not hold money or valuables on your behalf.

Anchor staff are not allowed to accept gifts of any nature, nor should they be allowed to act as signature or witness for legal documents of any kind.

Anchor staff are not allowed to purchase lottery tickets or place bets or any other such gambling activity on behalf of a resident.

Provision of aids and adaptations or specialist equipment

Our staff will contact, on your behalf, any agencies that may help to provide support or equipment as necessary, such as GP, District Nurse, Social Services, Age Concern and Occupational Health.

Any financial responsibility for hiring or purchasing specialist equipment such as hoists, wheelchairs and walking frames remains with you.

Insurance cover

Anchor Trust is insured against any harm or damage that may befall you or your property as a result of the service we provide. A copy of the Insurance Certificate is displayed on the scheme notice board.

Our commitment to high quality service

In order to be able to offer you a personal care service in an Anchor Integrated Care and Housing scheme, Anchor is registered with the Commission for Social Care and Inspection (CSCI), and has to comply with the regulations and meet the minimum standards laid down by the Care Standards Act of 2000. Your Scheme Manager is registered with CSCI as the

competent person fit to manage the services on offer to you. An Inspector from the Commission will visit to examine the quality of the services we provide.

Following this visit a report on the standards of care we are providing will be written and published. A copy of any report will be available in the scheme office and can be seen on request.

Our staff are issued with a comprehensive set of policies and procedures which set out a platform for the delivery of Integrated Care and Housing services. We set ourselves high standards and these documents are of vital importance in maintaining those standards of services which we offer you. You can see any of these documents (held in the office) on request.

Advocacy service

It may be that you need some help or advice from a third party about your personal arrangements (e.g. financial planning). In which case please speak to your Scheme Manager who will give you contact details of such services that are available in your area.



If you have a complaint or concern

Anchor has a formal complaints and comments procedure, a copy of which is placed on the scheme notice board.

We welcome complaints and comments about our services in order to improve them and prevent problems from re-occurring.

You will be invited by the staff to occasionally complete a user satisfaction form. Please take this opportunity to comment on the service provided, as this will help us to continually improve our service.

If you do have a worry, concern or complaint it is best to talk to the Scheme Manager first. Most problems can be quickly sorted out in this way. If not then you can follow the formal complaints procedure summarised as follows:

STAGE 1

A formal complaint addressed to the Scheme Manager.

The Scheme Manager will register and investigate the complaint and you will be informed of the outcome, and action taken within 4 weeks. If you are not satisfied then proceed to Stage 2.

STAGE 2

A formal complaint addressed to the Operations Manager.

The Operations Manager – Integrated Care and Housing
Anchor Trust
3rd Floor
Ambler Mill
Cape Street
Bradford BD1 4RP

Your complaint will be acknowledged within one week and a resolution sought within 4 weeks. You will be kept informed of progress during this time. If it is not possible to resolve your complaint then it will be addressed at Stage 3.

STAGE 3

The complaint will be referred to the Head of Integrated Care and Housing:

Head of Integrated Care and Housing
Anchor Trust
3rd Floor
Ambler Mill
Cape Street
Bradford BD1 4RP

If at this stage the Head of Service needs to convene an appeals panel, he will do so, informing the Managing Director of Care Services at Anchor of the action taken. You will be kept informed of progress.

The local Social Services office or the Commission for Social Care Inspection (CSCI), or the General Social Care Council will consider your care service complaint during any of the above stages. Contact details are available from your scheme manager.

If it has not been possible to resolve your housing complaint during the above 3 stages the Independent Housing Ombudsman will give it further investigation and consideration, and can be contacted as follows:

The Independent Housing Ombudsman Service
Norman House
105-109 Strand
London
WC2 ROAA

Tel: 020 7836 3630



This Service User Guide can be ordered in large print, audiocassette, braille or in other languages on request.

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