

**This document summarizes basic information about Kernow Home Care Ltd for users of our service. It includes the material required by the Domiciliary Care Agencies Regulations 2002.**

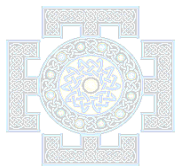
### **People for whom the services are provided**

- Older People
- People with Physical Disabilities
- People with Sensory Loss, including those with dual sensory impairment
- People with mental health problems

### **How we deliver care**

#### **Initial Referral**

When you or your representative realized you needed care, you may have approached Kernow Home Care direct; alternatively, you may have been referred to us by the Social Services Department from which you initially sought help and which has accepted at least some financial responsibility. In either case, information about you, which is passed to us, will be dealt with sensitively and in confidence. Before providing any services we will need to talk with you as the person who is going to be receiving the service, perhaps with your Carer if there is one, and with the social services department which contacted us. At the very outset we need to be sure that the services we provide are going to be suitable for you.

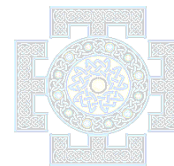


Kernow Home Care Ltd

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## Service Users Guide

### About K.H.C. Service User Guide Assessment & Needs



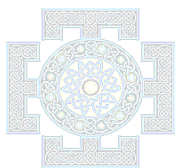
#### Assessing the need

If someone comes to us from a Social Services Department, the local authority care managers will have carried out an assessment of what you need before deciding that domiciliary care. (A care service delivered to your home), is going to meet your needs. A summary of this information, usually called a *needs assessment*, will have been passed.

If you approach us direct, we need to make an assessment ourselves. To do this we will need to ask you for quite a lot of questions, and probably to seek information from your Carer, your doctor, and other specialists who know about your health and needs. Specially trained staff will carry out the assessment. We hope that you do not find the process by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. Remember, all the information will be treated confidentially. Our aim is to make sure that we understand what you need and what your preferences are about services, so that we can respond in ways, which really suit you.

#### Assessing the Risks

If you have decided to have care provided in your own home, you will know of course that it carries some risk. The care worker is unlikely to be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home. On the other hand, you may retain your independence and many people find that, on balance, a measure of risk is worth while. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. So with you, we carry out a risk assessment, weighing up the risks to be taken with some advantages, and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimized.

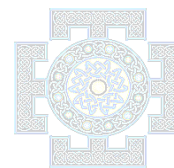


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## Service Users Guide

### Service User Plan Reviewing & Reassessing Needs

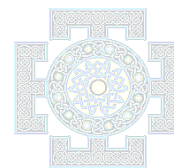
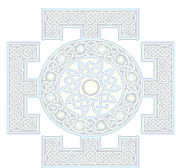


#### Service User Plan

Having assessed your needs and the risks in the situation, we then – again with help from you and your Carer – prepare a plan for the care we expect to deliver. This is called the **Service User Plan** because you as the service user really are the central to it. It will specify the services we will provide, with details like timings of care worker visits and the special tasks to be performed, and will state what we all hope to be the objectives.

#### Reassessing the Need and Reviewing the Care

Of course, over time your needs may change. You may need more or less care, the type pattern of service may have to be varied, and new risks may become apparent. So again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time, there are aspects about the care which you would like to change, let us know.



Local authorities arranging service on behalf of a service user will issue a 'contract', which will advise us of the contribution payable to Kernow Home Care Ltd by the service user. This contribution is not a charge levied by Kernow Home Care but a contribution towards a package of services contracted by the local authority, which we are required to collect on their behalf.

No allowance can be made for a cancelled service that is part of a package. However if the non-provision of a service is due to our own failure we agree to make an allowance.

If Kernow Home Care is sole provider and the services we provide in particular week cost less than the contribution required by the local authority, we will provide the service on a private basis and charge accordingly.

Any queries or concerns regarding the contract should be directed to the local authority.



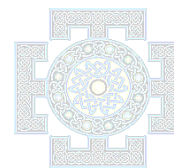
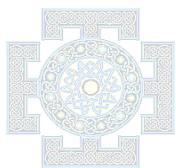
## **Private Arrangements**

Services may be purchased privately by service users or by a person on behalf of the service user.

The cost of services purchased will be agreed prior to commencement of the service and will be subject to review on an annual basis.

## **Payment of Charges**

The payment of client contribution fees required by the local authority, and fees for regular weekly services provided privately, are invoiced monthly. Please make cheques / postal orders made payable to Kernow Home Care Ltd.

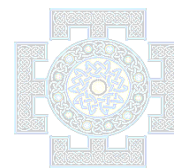
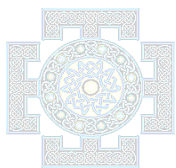


Kernow Home Care Ltd welcomes feedback on its services, especially from service users and their Carer, whether these are compliments, complaints or suggestions for doing things better.

**Kernow Home Care Ltd  
Unit A Penlee House  
Market Street  
St Just  
TR19 7AH**

Comments in the first instance should be made to the care worker. If it is preferred to discuss the comments with someone else in the organisation, then the service user should approach the care manager. If it is felt that Kernow Home Care Ltd has not dealt with it appropriately, the service user can approach the care manager. If it is felt that Kernow Home Care Ltd has not dealt with it appropriately, the service user can approach the Commission for Social Care Inspection at the following address.

**John Keay House  
Tregonissey Road  
St Austell  
Cornwall  
PL25 4AD  
01726 624 550**

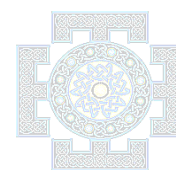
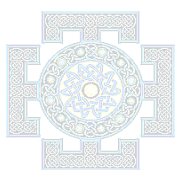


## **Quality Assurance**

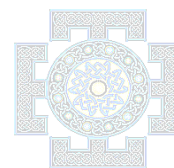
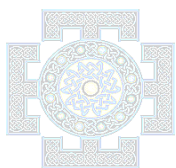
We are always keen to provide the best possible service and to do this we continually check on what we are doing. The process of quality assurance involves;

- An annual visit to all service users by a supervisor or a manager to hear your views at first hand.
- Regular supervision meeting between each care worker and their line manager
- An annual survey of service users, and where appropriate, their relatives or representatives, to obtain views and opinions.
- Careful checks on all service user files, timesheets and other records

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best places to tell us.



- Statement of purpose, with the aims and objectives of our organisation
- Conditions of engagement for the staff
- Staff contracts and job description
- Range of activities undertaken and the limits of responsibility
- Personal safety for staff at work
- Quality assurance system
- Confidentiality of information
- Non discriminatory practice
- Equal opportunities, including our response to sexual harassment
- Health and safety
- Moving and handling
- Dealing with accidents and emergencies
- Dealing with abuse and bad practice
- Data protection and access to records by service users
- Assisting with medication
- Handling money and financial matters on behalf of a service user
- Maintaining the records in the home
- Gifts and legacies by service users
- Dealing with violence and aggression
- Entering and leaving the service users' home
- Safe keeping of keys
- Complaints and compliments
- Staff discipline and grievances
- Training and staff development



## **Our Policies and Procedures**

Service users are welcome to examine any of the documents that make up our policies and procedures and to have a copy of them if they wish.

**Kernow Home Care Ltd has detailed Policies & Procedures available in the Registered Office.**

### **How to contact Kernow Home Care Ltd**

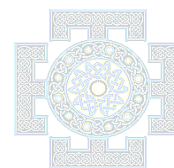
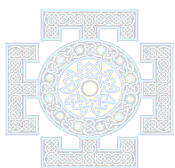
Our Office hours are from 9.00 am – 3.00 pm Monday to Friday.

Our call staff are available from 7.00 am to 10.00 pm everyday.

Our office phone number is (01736) 787080.

All calls will be diverted to our call staff after office hours.

If you think you need the Doctor or an Ambulance ring your own doctor or the emergency services.



## **Useful Addresses**

### **Kernow Home Care Ltd**

Unit A Penlee House  
Market Street  
St Just  
TR19 7AH  
(01736) 787080

### **Social Services Department**

Roascadhill Parc  
Heamoor  
Penzance  
TR18 3QQ  
Tel: 01736 365714

### **General Social Care Council**

2 Hays Lane  
Hays Galleria  
London  
SE1 2HB  
Tel: 020 7397 5100

### Review of this Document

This document will be reviewed by Penny Cutter

Name: P.Cutter

Date: 06/02/07

Document Review Date: 06/02/08

