



**Willow
Support**
DOMICILIARY CARE SERVICES

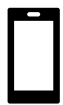
SERVICE USER GUIDE

Registered Office:

46 Tadros Court
High Wycombe
Buckinghamshire
HP13 7GF



0333 577 2209 (Office Hours)



07340 148756 (Out of Hours)

Introduction

Willow Support Limited is private company. It was established in 2020 to meet the care and support needs of people in our area wishing to maintain their independence and continue living in their own home. This Service User Guide contains information regarding who we are, what we do, and how we plan to do it. This guide can be made available in large print, if required, and is also available in various other languages on request. It can also be made available in braille.

Should you wish to discuss any part of your or your relatives, care, and support plan, or you have any other concerns, queries, or comments you would like to make please feel free to contact us at the above times on the numbers below:

Your Local Office is:

46 Tadros Court
High Wycombe
HP13 7GF
Buckinghamshire

Our office is open between:

9:00am and 5:00pm (Mondays to Friday)

Your main contact is our Registered Manager: ***Johnathan Davey***

You can e-mail us on: **info@willowsupport.co.uk**

You can also visit our website at: **<https://www.willow-support.co.uk/>**

Alternatively, if your query cannot wait until office hours, you should phone the Manager on 07503 429621. Please be aware we are not an emergency service. For emergencies, please contact 111 or 999.

Statement of Purpose

Willow Support Limited Ltd provides care and support for people who cannot fully look after themselves. We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount.

We will provide and deliver excellent Domiciliary Care and related support services, providing a dignified quality of life without bias or discrimination, within the communities and individuals it serves.

We will provide a flexible approach to caring, giving as much or as little help, for those wishing to maintain their independence in their own home.

Our purpose is to help and consistently provide support and care to improve our service user's quality of life. From times such as the initial onset of their condition, a possible improvement to their medical / social condition or through to the deterioration in their condition that may finally prevent our care interventions.

Aims

We aim to deliver a standard of excellence within the Domiciliary Care Sector. We will do this by providing care related support services to thus raise the standards and quality life for those living in the community. Those who rely on support will be treated as individuals and thus receive an individual care package, with direct consultation with the family, main carer, care managers and other support services involved.

Objectives

Within our service provision we can provide a comprehensive range of services varying from palliative care through assistance with personal care and to general domestic duties. Though a large percentage of our clients are over the age of 65, some are younger people and children. However, they are all treated as individuals with different difficulties, which affect their capability to manage their life independently.

Our consistent and excellence in care will be managed through our company policies and our ever-gaining knowledge and experience, through our employee training and development programme.

Willow Support Limited Key Personnel

Our experienced Registered Manager for the CQC and Organisation is **Johnathan Davey**. He works from our Head Office in High Wycombe and is readily available should you need to get in touch. As our Registered Manager he has overall responsibility for the care and support provided by our whole Company. Our Nominated Individual/director is **Ivica Borosak**.

A member of our management team is available to take your call at any time 9am – 5pm Monday to Friday. In between these hours the on-call mobile will be answered by one of our experienced senior carers.

Our **finance department** are also contactable on our office number between 9:00am and 4:00pm on weekdays. They will be happy to assist and provide you with any financial information you may require.

Care Team

All our care staff will carry identification badges, clearly visible for our clients. They will be dressed in appropriate uniforms and be fully informed of each service user's care and support needs.

Care staff constantly train to achieve higher standards. All our care staff have been trained and have an extensive induction followed by development training.

Each member of our care staff has their own programme of training and professional development and are supported by our local and senior managers through regular staff supervision and appraisals to improve their skills and knowledge. We also have specialist care teams that as well as their standard training have also received additional instruction to meet our service user's specific needs. We attempt to match the abilities and attributes of your carers to the needs and expectations of each Client. If you want to know more about the skills and experience of your care workers, please contact our manager who will tell you more.

- ✓ First Aid.
- ✓ Basic Food Hygiene.
- ✓ Drinks and Nutrition.
- ✓ Infection Control.
- ✓ Moving and Handling.
- ✓ Effective Communication.
- ✓ Medication Administration.
- ✓ Safeguarding Adults.
- ✓ Health and Safety.
- ✓ Catheter Care.
- ✓ Diabetes awareness.
- ✓ Pressure Care
- ✓ Hypothermia Awareness.
- ✓ Dementia.
- ✓ Mental Capacity Act; and,
- ✓ Fire Safety Training.



Our Services

We offer the following care and support services as standard:

- **General domiciliary care and support**, which includes assistance with personal hygiene, toileting, dressing, assistance with daily living, i.e., getting up and going to bed.
- **Befriending and sitting services**, which are individually tailored for content, timings, and duration.
- **Domestic Support**; and,
- **Escort services** for service users who want, for example, to stay involved in local communities or visit relatives.
- **Live in Services – 24-hour services in your home**
We can provide a live-in carer who will stay and care for you or your loved one full time. They will require their own bedroom and space to relax at times. They will provide care interventions which will be agreed in your care and support plan. Our live-in carers will cook meals for you and care for you. They will require a minimum of two hours free time each day and either the family may assist you during this time or we may be able to arrange a second carer for this short period.

The live-in carer may be one of our Willow Support Limited staff or we may use one of our reliable self-employed carers. Either way they are fully trained and known to us. In each case we will introduce potential carers prior to the start of their role.

We also offer the following Specialist Services

In addition, our normal care at home support services, our highly trained and skilled specialist care teams also offer a range of other more complex services, including:

- Care for elderly clients with reduced physical or mental capabilities, for example those with early stages of dementia, Alzheimer's etc. All these service users are cared for by experienced personnel, highly trained carers with dignity and respect.
- Palliative care to those clients with limited life condition.
- Adults with physical disabilities, such as Multiple Sclerosis, degenerative bone diseases, epilepsy, trauma caused through incidents and learning disabilities.
- Clients suffering with Mental Health problems such as depression, stress, bipolar illness etc.; and,
- Befriending Service tailored for any Individual needs.



We are committed to offering more personalised services designed to meet the individual needs and expectations of our clients. If there is a service you think we could provide which is not listed above, please discuss this with our manager.

What our carers will and will not do

We guarantee that our care staff will provide the following services to you and will never engage in the following other actions. If our care staff do, unfortunately, fall below these expected standards then please inform our manager immediately.

Your carer will always:

- Arrive at the pre-arranged time on each visit.
- Provide care and support within the contracted hours as stated in your care plan pack.
- Carry various equipment to assist with Health and Safety in your home.
- Assist with prompting you to take your medication when authorised by his/her manager.
- Inform his or her manager if small gifts have been offered from you.
- Hold keys to your property only when authorised by yourself and his/her manager; and,
- Act with confidentiality and in a way to always maintain your dignity.

Your carer will never:

- Carry out duties other than those contracted for.
- Smoke or consume alcohol in your home.
- Enter your home in your absence.
- Receive cash or gifts from you under any circumstances.
- Take cash or valuables belonging to you to his/her home for safe keeping.
- Carry out nursing duties, e.g., injections, catheterisation, sterile dressing and administering of invasive medication; and,
- Use your cash or credit card to make payments for you or make cash withdrawals for you using your security PIN number.



Care and Support Plans

Our **individual care and support plans are your individual care and support plans**, they are developed between our care team and yourself (or your relatives) and are designed around your specific needs and what you expect to achieve with our help. Our individual care and support plans are about enabling people to live as independently as possible and promoting dignity and respect for all. All aspects of the assistance we give must be approved by you.

The Individual Care and Support Plan is developed following the Initial Needs Assessment completed by one of our managers and all information held is completely confidential. Individual Care and Support Plans basically explain routine tasks to be undertaken by carers, at the specific times agreed.

Information will be left at your address for both you and your carer, and this includes this Service User Guide, a copy of your Individual Care and Support Plan including associated Risk Assessments, complaints procedure, contract of care and other useful information.

The risk assessments are completed to identify any risks that may occur during a visit, to either the carer or the client. Risk assessments are designed to protect people against known dangers not to stop clients doing what they want to do.

Within the Individual Care and Support Plan document, the carer will write a summary on every visit, which gives a brief overview of any interventions that have been undertaken.

Regular reviews of care and support we provide will continue throughout the client's time with Willow Support Limited. Your care and support needs will be reviewed, at a minimum, after 2 weeks of commencement of your service, then at quarterly intervals, or where your needs or expectations of the service change. You can request a review of your care and support at any time by contacting the Registered Manager. A copy of our Review Policy detailing how and when we will review your care is available from the office.



Mental Capacity

Willow Support Limited fully supports the principles of the Mental Capacity Act and implements them fully in the care and support we provide. The principle of the Mental Capacity Act comprises the following.

1. Individuals must be assumed to have capacity unless it is established that they lack capacity.
2. Individuals are not to be treated as unable to decide unless all practicable steps have been taken without success to help them to take the decision.
3. Individuals must not be treated as unable to decide just because they might or have been known to make an unwise decision.
4. When people take a decision on behalf of someone else who lacks capacity, they must act in that person's best interests.
5. If anyone takes a decision on behalf of someone lacking capacity at the time, they must act to minimise any restriction of that person's rights and freedom of action.

Independent Mental Health Advocacy

We believe that service users should be enabled to express their views as clearly and candidly as they wish. Recognising that some service users may not be able to communicate easily, we encourage representatives (Advocate) to speak on their behalf where this is appropriate.

Advocacy is taking action to help people say what they want, secure their rights, represent their interests, and obtain service they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality, and social justice.

In County Buckinghamshire the Independent Mental Health Advocacy Services is POhWER.

POhWER provide advocacy support to people across the whole of County Buckinghamshire who are affected by mental health issues. They provide Independent Mental Health Advocacy (IMHA) to those detained under the Mental Health Act. They also provide advocacy to anyone who lives in County Buckinghamshire and considers themselves to be affected by mental illness.

Help Hub is open from Monday to Friday 8am to 6pm (excluding bank holidays).



Telephone: 0300 456 2370 (charged at your standard network rate)
Text: send the word 'pohwer' with your name and number to 81025
Email: pohwer@pohwer.net
Skype: pohwer.advocacy
Post: PO Box 17943, Birmingham, B9 9PB

Independent Advocates

If you ever feel you need someone to speak on your behalf, either to us or others providing your care and support, then you can use an advocate. Advocates are independent and could help you to express your views, opinions and wishes, and to obtain impartial advice. Any adult using or seeking a community care service from Buckinghamshire local authority can use an independent advocate and this including those who:

- Have learning disabilities.
- Have mental health problems, including those affecting older people.
- Have physical disabilities or a sensory impairment; or
- Are carers for people included in any of the above groups.

When might you need the service?

- When your care and support needs are being assessed or reviewed.
- If a service is being withdrawn or reduced.
- If you have a concern with us or with your carer.
- If you want to make a complaint.

The advocacy service is free and confidential. If you require further advice, please ask our manager.

Assistance with Medication

Willow Support Limited policies and working practices adhere to Local and National standards and procedures, regarding assisting clients with their medication. Our staff can prompt, administer, and assist service users to take their medication at regular intervals. Our staff are unable to assist in this way if the medication has not been prescribed by their doctor and dispensed by their regular pharmacist. Medicines we are, unfortunately, unable to assist with include over the counter and homeopathic remedies, as well as controlled drugs. All our care staff have completed appropriate medication assistance training which complies fully the requirements of local authorities and our care



regulators. Within the care and support plan is a detailed medication risk assessment detailing how and when the carer will assist with medication, which our carers will always follow. Every medication intervention is recorded by the carer on the intervention sheet and a separately on the Medication Record Sheet (MAR) and in Monitored dosage system (MDS).

Where not already in place, clients are encouraged to ask their pharmacist to provide their medication in a “Medi-Pack” or “Dossett Box”; this provides our carers with visible evidence, whether the medication has, or has not been taken.

Meals and Drinks Provision

Where our care staff are providing meals and drinks for clients, they will make every effort to provide healthy, balanced nutritious meals based on the clients dietary and personal choices. They will also help with the consumption of meals and drinks where required in the care plan.

Autonomy and Independence

Our aim is to promote and enable our services user to remain as independent as possible by listening and understanding our clients' wants, needs and ability, providing the right level of assistance and supervising of care staff to ensure our support meets expectations. We will plan our care directly with the client, their relatives and/or their main care. Every opportunity will be given to you to make decisions throughout the entire involvement of Willow Support Limited. Our carers will carry out tasks with the client and not for the client, enabling them to keep control of their lives.

Gaining/or being unable to gain access into a Clients home

A procedure for entering the home will be agreed with every client. This may include the use of a key or key safe to which Willow Support Limited have strict policies in maintaining security of the home. In the event of a carer being unable to gain access to the client home, a card will be left detailing the visit time. The Carer will then contact the manager, who will in turn contact the client, then any relative or main carer. If no contact can be made, a manager will attempt to gain access. Failing that, emergency services will be contacted.



Confidentiality

An essential element of all Willow Support Limited employees training revolves around confidentiality. Any information received by an employee from a client will not be divulged by the employee without the prior approval of that client, except where such disclosure is required by law.

Financial Recording

All our care workers are trustworthy and can be entrusted with small amounts of client monies. This may be for the purpose of collecting pension, shopping etc. A risk assessment will be completed by our manager which ensures there is both a need for our carers to manage money, and that there are sufficient precautionary checks in place. In every case the client will be asked to sign a cash sheet, detailing the amount of money given to the carer to buy groceries etc. Upon return they will be given a receipt, all the change, and the client will then be asked to authenticate all the returns on the cash sheet.

All care staff are under strict instructions that they cannot, in any way, gain financially from you, this includes the receiving of any money or gifts. Care workers may not receive any money or gift from yourself unless agreed by you and the senior managers of the company. Care workers will not under any circumstances:

- Be involved in the writing of any wills or bequests.
- Use your property for personal use.
- Borrow from, or lend money to, to yourself; or,
- Sell or otherwise dispose of any of your goods.

Paying for your Service

If you have a social worker, they will have details if you must pay or contribute to our services. This being the case they will decide for you to pay them.

If you have contacted us to arrange a private contract of care, we will also have informed you how much this service will cost. We will generally request payment between every 14 or 28 days by cheque or bank transfer. If you are paying privately, we provide terms and conditions that are contained in your Contract of Care (private clients



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only) and the Terms of Conditions should be read, understood, and signed by yourself, or a relative.

In either case, please allow a minimum of 24 hours to cancel individual care visits and full details of all the costs associated with the services can be requested at any time.

For any queries involving both methods, please contact our Nominated Individual who will assist you further.

Contract of Care

Home Carers visiting your home from Willow Support Limited, will treat you and your belongings with respect and dignity, always applying all company policies and procedures.

Ivica Borosak (Nominated Individual/ Director) _____

Johnathan Davey (Registered Manager) _____

As a client of Willow Support Limited, it is expected that all Home Carers are treated with the same level of respect and dignity that would be given by employers in any workplace.

Client or Representatives _____

Cancellation of Service

You may cancel the service at any time, either permanently or temporary (holidays, hospitals etc.), please inform our office as soon as you know of any of the above circumstances, and we can inform our carers. If you are a private paying customer, please refer to your contract of care for further details.

Willow Support Limited reserve the right to cancel the service by giving one month's notice in writing.

Access to Personal Records

We keep your personal records confidential and in locked filing cabinets. Your personal records may be our care staff's documented interventions in your home or details from our initial assessment. You may request access to these records we keep at any time, however in some busier times please allow 24 hours for us to organise.

Quality Assurance

Willow Support Limited operates a Quality Management System and ensures you receive consistently high-quality care and support. We welcome any suggestions from you on how we can improve the



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quality of our services to you, your relative and the whole community. As part of the Management System, we will periodically ask you to comment on the quality of care and support you receive, via a questionnaire. From time to time our managers may also observe your carers within your home to ensure they are meeting your support needs. Should you wish to discuss how and why we compile this quality information or have any suggestions on how we could improve then, our Register Manager is available.



0333 577 2209

Our Regulators

The Domiciliary Care Services we provide are regulated by the Care Quality Commission and we fully comply with all current legislation. We are also governed by the standards set by the Local Authorities and Continuing Care Groups for which we work and strive to achieve their highest level of standards of care. Inspectors from the Care Quality Commission or the local authority may ask you your views on the quality of service you receive from us.

As an employer we comply with (amongst many others):

Health and Safety at Work Act 1974

Disability Rights Act 1996

Equal Opportunities Act

Race Relations act 1976

Food Safety Act 1990

Food Hygiene regulations 1991

Policies and Procedures

We maintain a comprehensive range of company policies and procedures to ensure our working practices and the services we provide fully comply with all legal and regulatory requirements and provide the highest possible levels of care and support. Should you require a list of our policies and procedures or wish to receive a copy of any of them, we are happy to oblige. To obtain a copy of our Company policies and procedures please contact our Registered Manager.



Insurances

As a company we have complete Employers Liability, Malpractice, Public and Product Liability Insurance Cover, provided by MARKEL Specialist Risks Business Insurance

Employees/Malpractice Liability:	£10,000,000
Public/Product Liability:	£10,000,000

All our staff members have a DBS (Disclosure Barring Service) and are also cleared by the Independent Safeguarding Authority to work in the care sector.

In conclusion, Willow Support Limited, through its Quality Assurance Control, will monitor and always strive to achieve our core aims and objectives contained in our Mission Statement.

Keeping people safe

Willow Support Limited are committed to providing a service which promotes dignity and respect. All our care staff are trained in maintaining a service free from all forms of discrimination or potentially abusive behaviour. Willow Support Limited have zero tolerance for abusive and discriminatory actions and behaviour. If you free you or others who have been the victim of abusive or discriminatory behaviour, from whoever (this could include our staff), or would like to know more about what constitutes abuse or discrimination, the signs of abuse, how to report abuse and how such allegations will be investigated, please contact our Company Manager (Safeguarding Officer) in the strictest confidence.

Concerns

If ever you feel that your care and support needs (or those of your relative) are not being fully met, but you don't wish to raise a formal complaint, then we also operate a Concerns Policy. You can raise a concern either by speaking to your Registered Manager or our Company Director. All concerns are logged and investigated by our Company Manager (in the same way complaints are), and wherever possible the problems raised are rectified. Our Company Manager will keep you fully informed on the progress of your concern. Our Concerns Policy in no way alters your right to raise a formal complaint but ensures that no issues related to your care and support are ever overlooked.



Complaints Procedure

It is our belief that any positive or negative feedback from clients or their families, can help us improve our service.

If the service user, their relative, or someone acting on their behalf has cause for complaint, we will investigate the matter to its entirety. A full record will be kept of the complaint and following investigation and you will be given a detailed explanation of the incident. We will also inform you of any action to be taken resulting from the complaint.

You may complain in writing or verbally. A relative or friend may assist you in either case All letters should be addressed to:

**Willow Support Limited
46 Tadros Court
High Wycombe
HP13 7GF**

What Happens Next

Stage 1

Upon receiving an informal concern or complaint, it can often be resolved during the initial communication and investigation. If resolved to your acceptance it will be logged in our complaints book and you will receive a note to inform you of any action taken, with our apologies.

Stage 2

If you are not satisfied at this stage, our manager will conduct a formal investigation commencing at the earliest possible stage and you will be informed of this occurrence in writing within 3 working days of making the complaint.



Stage 3

The formal investigation will take place and be complete within 14 days from the complaint being made. Our manager will decide to discuss our findings with you and present you with a copy of the investigation as well as the resulting action taken.

Stage 4

If you are not entirely happy with the way your complaint was handled, you should contact the below parties.

Care Quality Commission (CQC)	Buckinghamshire Council
Telephone: 03000 616161 Email: enquires@cqc.org.uk	Telephone: 01296 383204 Email: ascfirstresponse@buckinghamshire.gov.uk

The Local Government Ombudsman

If you arrange and pay for your own care, e.g., you pay privately, are on Direct Payments from the Local Authority, or have an Individual Support Fund, and you feel your complaint has not been adequately addressed you can also appeal to the Local Government Ombudsman. The Ombudsman Service is free, easy to use, impartial and independent as seeks to amicably resolve complaints. The Ombudsman themselves will decide if they are going to investigate a claim. To find more about the Ombudsman service they may be contacted as follows:

Website: www.lgo.org.uk/adult-social-care/

Advice Team, Telephone: 0300 061 0614

Advice Team e-mail: advice@lgo.org.uk