

## **Service User Guide**

**In Compliance with  
Regulation 4 (1) and Schedule 1 - The Domiciliary Care  
Agencies  
Regulations 2002**

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CSCI Registered Body No: H580002470

## 1. Welcome

Welcome to Armstrong Henry Care. This guide gives you information about Armstrong Henry and how we can support you in maintaining your independence in your own home.

We will provide you with the assistance you need as detailed in your Care Plan. This has been drawn up and agreed with you, following an assessment of need by Surrey County Council, our Care Manager & you.

This guide gives you information about what you can expect and what to do if you are unhappy about the care you are receiving.



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## 2. The Aims of Armstrong Henry Care

The aim of Armstrong Henry Care is to assist you to living as independently as possible in your own home and to enable you to live as full and interesting a life as possible. We believe that staying in your own home, with your own possessions and familiar faces visiting, is the best environment for you to receive support and care.

To achieve this, we recruit and train the highest quality Care Workers to assist you with tasks that you have difficulty with, or carry them out for you if you are unable. It is our aim for you to develop close relationships with these staff, as they become a key part in the delivery of the care that you need.



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### **3. Armstrong Henry Care Profile**

Armstrong Henry Care is a new and innovative provider of Domiciliary Care to the residents of Surrey.

The aim of Armstrong Henry Care is to provide Care Workers to service users in their own homes and to assist and support individuals in promoting health, in its broadest sense and maintain or improve independence. It aims to provide a focused value for money service that is reliable and responsive to service users needs and preferences.

Armstrong Henry Care aims to foster an atmosphere of care and support which both enables and encourages our service users to live as full, interesting and independent a lifestyle as possible with the scope and duration of our service provision being kept to a minimum, in line with an agreed plan of care.

We ensure that at all times services are provided which comply with the requirements of The Domiciliary Care Agencies Regulations 2002. In particular Regulations 14 & 15 of those Regulations, which refer to the arrangements for the provision of personal care and staffing respectively.



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#### 4. An Overview of the Delivery of Your Care

A member of our management team will visit you and undertake an assessment of your needs. They will carry out a social care assessment with you to identify what support you may require at home in order to best meet your needs. Your Care Worker/s will leave a copy of this assessment in your home for your information and reference.

The assessor will also conduct a basic risk assessment in order to ensure that work can be undertaken safely in your home. If required, a moving and handling risk assessment will also be undertaken in order to identify any equipment and/or handling techniques needed for your care to be provided. Your Care Worker/s will leave a copy of these assessments and a care plan in your home for reference.

An Armstrong Henry Care 'care delivery pack' will also be left with the care plan pack. This will be used by the Care Worker to record information about their visit and a summary of tasks carried out and provides information for other Care Workers, relatives, Doctors and Health Visitors.

Your Care Plan and Risk Assessment will be formally reviewed every three months by a Team Manager to see if your needs have changed. However, Care Workers will monitor your care plan and if at any time it is felt your needs have changed he/she will let your Team Manager know. If your care is being commissioned by Surrey County Council, this assessment will be in partnership with your Care Manager.

The name and contact number of the Team Manager who will be responsible for your care is:

.....

Tel: .....

You can contact this person if you have any queries or concerns about the care we provide to you.

## 5. The Services We Provide

Armstrong Henry Care provides a range of services for service users within the following groups:

- Older People
- Elderly Mentally Ill
- People with Physical disabilities
- Older People in Supported Living Schemes
- People with a diagnosis of Dementia
- People experiencing mental health problems

All of the above services are provided by care workers making personal visits at agreed times to meet the needs of the service user and their chosen life style. The visit can vary in length from 30 minutes to one or more hours. One or more visits can be made throughout the day from one to seven days per week, following an assessment of need that will identify the services required. Care workers can be provided to sleep-in overnight or on a waking night basis as well as full 24 hour per day cover.

Practical tasks include:

- making or changing your bed;
- emptying commodes;
- shopping for service users - the use of money, only in accordance with Armstrong Henry's policy on service user finances;
- assistance with a service user's laundry and can include ironing;
- preparing a service user's meals;
- vacuum cleaning;
- light domestic tasks - washing dishes, dusting, cleaning of toilets and bathrooms etc.

Personal care can include assistance with:

- washing;
- shaving (not wet shaving);
- oral care;
- dressing;
- toileting;
- continence care;
- feeding;
- assistance with medication or with the use of a dosette box;
- assistance with getting up or going to bed.

## 6. Standards that you can expect from us

Your Care Worker should:

- Complete the tasks in your care plan;
- Arrive as near as possible to the time stated in the care plan. If, however, they are delayed by an emergency or road conditions every effort will be made to contact you;
- Wear a uniform with the Armstrong Henry Care logo badge and carry a photo identity card;
- Be polite and courteous;
- Maintain a good standard of appearance;
- Keep all your personal and financial matters strictly confidential;
- Respect your rights and dignity and promote your independence at all times;
- Respond to changes in your needs and help to put you in touch with other agencies when necessary;
- Show respect for your home, belongings personal preferences and personal standards of behaviour;
- Have the knowledge, skills and competence to carry out their work with you.

If you have concerns about any aspect of these or other components of your care package, you should contact the management team at any time, using the number below.

## 7. The Quality of Service to You

Armstrong Henry Care always seeks to ensure you get the best possible care at all times.

Staff undertake quality assurance visits and quality control checks. These visits enable us to improve services by acting upon your feedback. Every six months a team manager or senior care worker will visit you to see that your needs and expectations are being met. You will have the opportunity to talk with them directly and have a friend or relative present. You may also contact any of the team at head office at any time to express any views or concerns.

Once a year, you will be given a questionnaire asking you to record your satisfaction or otherwise with the care you are receiving. The results of the survey will be collated and presented to the senior management group and a copy will be forwarded to CSCI.

Either a team manager or a senior care worker will also undertake a quality control check on all care workers. This involves them visiting and assessing care workers on duty to monitor the care we deliver. If this visit is planned to take place in your home, we will contact you to discuss this and seek your consent.

All of these quality measures are strictly confidential and are treated very Seriously by Armstrong Henry Care, as they form a major part of the way we ensure the quality of the care that we deliver to you.

## 8. Compliments, Comments and Complaints

Armstrong Henry Care welcomes any Comments, Compliments or Complaints about the services delivered or how to improve the care services provided. All comments, compliments or complaints about the service provided within any Service User's home can be made verbally, in writing or by telephone and will be treated seriously. Compliments or complaints can be made to Armstrong Henry Care, your local Social Services Department or the Commission for Social Care Inspection.

### You have the right to make comment or complain about:

- A service you have received;
- Lack of service;
- A plan or decision affecting you or someone close to you. It is your right to have your complaint fully investigated. Unless we know of your concerns we cannot help you, so please let us know.

You will find a form for compliments, comments and complaints at the end of this booklet. Please use the form to tell us what you think of our services. The form can be sent to our head office, at the address below:

The Care Manager  
Armstrong Henry Care  
6 Salesian Gardens  
Chertsey  
Surrey  
KT16 8SG

You also have the opportunity to complain to the Commission for Social Care Inspectorate or your local Social Services Department at the addresses listed in Useful Addresses.

If you are dissatisfied with the way the complaint is dealt with or with the outcome of the investigation, you have the right to appeal. If this situation occurs you can telephone or write to the Manager of Armstrong Henry Care at the address above

## **9. Key Policies and Procedures**

### **Maintenance of Confidentiality**

We will respect any information you give us about yourself in confidence. Your Care Worker will restrict access to information to staff within Armstrong Henry Care and other relevant professionals. Any breaches of confidentiality by any member of staff will be dealt with through the company's disciplinary procedures.

Some of your details that may be held on file or on computer include: name and address, telephone number, next of kin, GP and details of your care package. Any messages received are also logged on the database of Armstrong Henry Care. Information will only be disclosed to others with your consent or if it is required by law.

### **Handling Your Money**

No financial transactions will be carried out by a Care Worker, on your behalf, unless it is an agreed part of your care package. Even in these circumstances, we limit financial transactions to small amounts of shopping and only within agreed financial limits.

Care Workers are issued with a Financial Transaction form, which details any financial transactions undertaken by the Care Worker on your behalf.

### **Gifts and Hospitality**

On occasion you may wish to express your thanks to a Care Worker by making a gift. Armstrong Henry Care feels it is extremely important to maintain a professional service and limits what might be acceptable for our care workers to receive. We recognise, however, that in some circumstances to refuse to accept a gift may cause offence, for example at Christmas or a birthday, but in such circumstances receipt of the gift should be notified to Head Office and recorded in the Home Care records. A maximum gift value of £10 is deemed acceptable.

### **Bequests in Wills**

Staff are not allowed to accept bequests under wills. Neither are they permitted to act as witnesses on wills or any other legal documents regarding a Service User.



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### **Additional Services**

You can purchase further services from Armstrong Henry Care over and above the care being given and paid for via Social Services. These will have to be paid for separately by yourself or relatives. If you require additional services please contact your Head Office

Care Workers are not allowed to undertake any work for you through a private arrangement, even though you may offer to pay for this.

### **Helping With Medication**

Care Workers can provide assistance to you with your medication when identified as part of your care package. For this to happen, you or those close to you must arrange for your pharmacist to have your medication dispensed into a dosette box or blister pack so that you can be helped with your medication safely. You will also need to arrange for repeat prescriptions. Care Workers are not allowed to assist with medication unless it has been dispensed in a dosette box or blister pack.

### **Safe Keeping of Keys**

Armstrong Henry Care does not allow Care Workers to hold keys to a Service User's property. In emergency situations Armstrong Henry Care will hold keys for a short period of time until the Social Services Department or the Service User installs a door entry system or key safe. In these situations a written agreement is in place between the purchaser and the company. Where keys are held a sufficient number of keys will be required to cover for emergencies and all parties will complete a signed agreement. Under no circumstances should you give a key to your property directly to a Care Worker without the express written agreement of Armstrong Henry Care.

## 10. Main Terms and Conditions of Service

### Charges for Services Purchased by the Local Authority

If all of your care has been arranged by a Social Worker and the Local Authority is the purchaser then there are no fees liable to Armstrong Henry Care from you. There may well be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care, following an assessment of need. If so this will be arranged by your Social Worker and they will provide all the necessary details to you. No monies should be paid to Armstrong Henry Care or given to your Care Worker.

### Unless otherwise stated, the following apply only to private clients

#### Charges for Private Service Users

You will be charged for all agreed and contracted work undertaken by an employee of Armstrong Henry Care. All rates are inclusive of National Insurance Contributions, commission and all other costs unless agreed in writing as an addition to the booking agreement. All charges are subject to regular review and variations will be notified to you in writing from time to time. All charges must be paid to Armstrong Henry Care. Payment must not, under any circumstances be made to the Care Worker.

#### Bank Holiday and Public Holidays

All Public and Bank Holidays will be charged at twice the normal rate. In addition to Bank Holidays and Public Holidays the Bank Holiday rates will also apply to the Saturday and Sunday of Easter weekend, the 24th of December after 17:00 hours and 31st December after 17:00 hours. Where Christmas and New Year holidays fall on or immediately prior to/after a weekend, Armstrong Henry Care will advise you of the rates that will apply.

#### Timesheets

It is in your interest to ensure an Armstrong Henry Care timesheet is signed at the time of each visit. Failure on your part to countersign the timesheet will not affect your liability for payment. The timesheet acts as a record of the time worked and upon which the charge to you is based. It is final and binding in any event, whether countersigned by you or not. Any queries must be raised by you or your relative/representative with the office within 3 days of the date recorded on the timesheet concerned.

**Accommodation and Meals - all clients, when applicable**



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You are required to provide meals for Armstrong Henry Care Workers on residential duty and adequate facilities to rest and sleep for Armstrong Henry Care Workers on sleep-in duties. Where Care Workers are providing extensive care, (a minimum of a 4 hour continuous shift), over normal mealtimes or 24 hour care packages, you are expected to allow them the use of facilities for the preparation of food. You may not deduct the cost of the meals or any other type of benefit in kind for a member of staff from the Armstrong Henry Care invoice. All of the above will be agreed with you in writing prior to the implementation of the care package.

### **Payment**

Payment for services provided will be itemised on an Armstrong Henry Care invoice, which is issued on a 4 weekly basis. Each visit will be listed along with the individual charge for the visit. Fees are due for payment immediately on receipt of our invoice. Armstrong Henry Care reserves the right to require a deposit in an amount to be agreed as security against any payment.

### **Penalty for Late Payment**

If no payment is received within 7 days after the date of the invoice and unless Armstrong Henry Care has specifically agreed different terms, a 10% surcharge will be levied on the invoice.

### **Travel Expenses**

All travel expenses due to Care Workers for providing personal care to Service Users are incorporated in the charges levied to Service Users. However, where it is necessary for a Care Worker to use their car or public transport to shop on your behalf the actual bus fare or travel allowance at the rate of £0.30 per mile will be added to the amount payable on the 4 weekly invoice.

### **Equipment - All Clients**

Armstrong Henry Care will provide the appropriate protective gloves, aprons and hand washing gel to Care Workers. It is the responsibility of the Service User and/or the Local Authority Social Services Department to provide all other necessary equipment in good working order, e.g. hoists, commode, bath-seat etc. It is also the responsibility of the Service User and/or the Local Authority Social Services Department to maintain such equipment in good working order.

### **Equal Opportunities - All Clients**

Armstrong Henry Care aims to satisfy the needs of Service Users by working within an equal opportunities framework at all times. This means that



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individuals will be treated equally, irrespective of their sex, age, marital status, racial or ethnic origin, physical disability or sexual orientation.

### **Placement Fee**

Any Service User engaging a member of our agency independently on a permanent basis will be charged a one off fee of £1000.

### **Cancellation**

On occasion it may be necessary for you to cancel one or more booked visits from your carer. In these circumstances three working days notice of cancellation is required, otherwise the full charge for the planned visits will be levied. Armstrong Henry Care also reserves the right to withdraw services from a Service User where any Care Workers are subject to undue hazard, intimidation, violence or threat. This right is not expressed lightly and will only be exercised when all other avenues for resolving the problem with the Service User have been attempted. However, it is recognised that Armstrong Henry Care has ultimate responsibility for safeguarding the health and safety of its staff.

### **Disclaimer - All Clients**

Armstrong Henry Care Workers will always, whilst providing care to Service Users, treat your property and possessions with respect. However, on occasion accidental damage and breakages can occur. You are therefore advised that **Armstrong Henry Care accept no liability or responsibility for this type of damage**. Therefore, we recommend to Service Users that breakages and damage should be processed through your own buildings and contents insurance.

### **Other Aspects of your Agreement With Us - All Clients**

You will be asked to give details of your next of kin or any person you wish to act as your representative.

The care plan will detail the specific tasks that Armstrong Henry Care will provide to you on the days when your services are commissioned. This will also include the approximate starting time and duration of calls required.

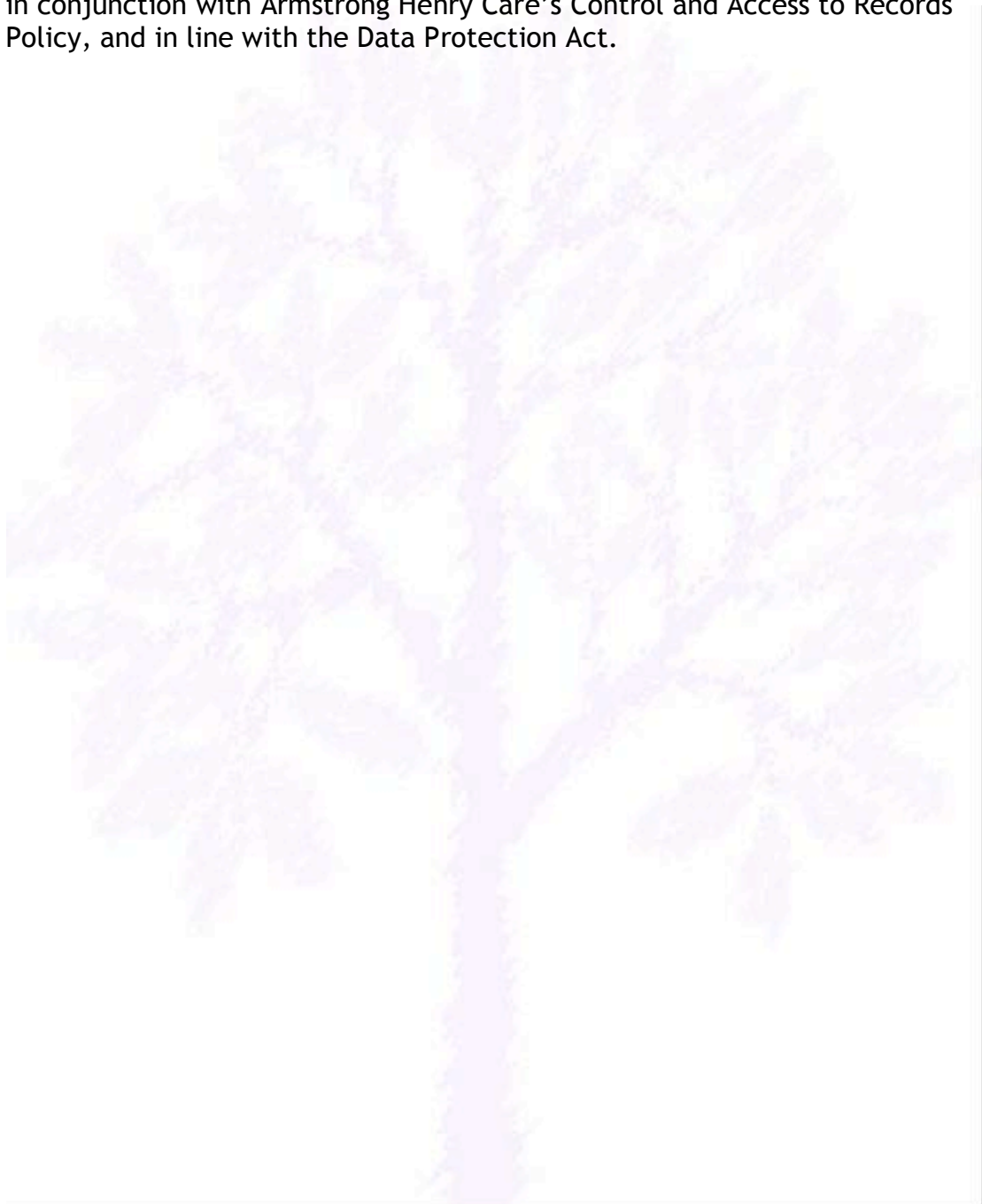
We will provide staff with appropriate personal protective equipment, including gloves and aprons. Either you or your local Social Services Department will be responsible for the supply of all other necessary equipment e.g. hoists, commode, bath seat etc. It is also the responsibility of the Service User and/or the Local Authority Social Services Department to maintain such equipment.



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You will be responsible for providing all cleaning materials and equipment to be used to undertake housework.

You have the right to inspect all the records we hold relating to you. This is in conjunction with Armstrong Henry Care's Control and Access to Records Policy, and in line with the Data Protection Act.



## 11. The Commission for Social Care Inspection - CSCI

CSCI is a National body, which regulates the conduct of Domiciliary Care Agencies, and other social and nursing care services, in England and Wales.

There are a number of Regional Offices from which Commissioners carry out their duties. The address of the CSCI Regional Office, which is responsible for regulating your care, can be found in the Directory of Addresses at the end of this document.

## 12. Hours of Operation

Armstrong Henry Care Head Office is open Monday to Friday from 9am to 5pm. Outside of these hours an answering machine is available for you to leave any messages. In the event of an emergency you or your relative should use the emergency telephone number, which is given on the answering machine, to contact the “out of hours” manager.

### OUT OF HOURS EMERGENCIES

When should you call Armstrong Henry Care’s out of hours’ service?

- If your Care Worker has not arrived within 20 minutes of the time the service was booked for and you are unable to contact the main office.
- If you need to cancel a service for that evening or before the office opens the next morning.
- If you are concerned and wish to verify a Care Workers identity prior to allowing them into your home.

If you are feeling unwell or have had an accident you should contact either your GP or call 999.

If you wish to confirm the name of a carer that will be visiting please call during normal office hours.

It is important to understand that the out of hours’ service will be operated by branch personnel and should therefore only be used when essential. Calling the out of hours’ emergency service number when not essential could prevent emergency calls being received from other clients.

### 13. Details of Insurance Cover

Armstrong Henry Care holds insurance cover provided by Castlebank Insurance, in compliance with Regulation 23 (2b) - The Domiciliary Care Agencies Regulations 2002.

**Insurance cover includes:**

- Public/Products Liability Including Malpractice & Treatment Risks - £5,000,000
- Employers Liability - £10,000,000

## 14. Directory of Addresses

### Local Authority

Surrey County Council, County Hall, Penrhyn Road,  
Kingston upon Thames, Surrey KT1 2DN  
Tel: 08456 009 009 [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

### CSCI local office

Commission for Social Care Inspection, Burgner House,  
4630 Kingsgate, Cascade Way, Oxford Business Park South,  
Cowley, Oxford OX4 2SU  
Tel: 01865 397750 [www.csci.gov.uk](http://www.csci.gov.uk)

### General Social Care Council (GSCC)

General Social Care Council, Goldings House,  
2 Hay's Lane, London SE1 2HB  
Tel: 020 7397 5100 [www.gsccl.org.uk](http://www.gsccl.org.uk)

### Health Care Authorities

Surrey and Borders Partnership Trust, 18 Mole Business Park,  
Leatherhead, Surrey KT22 7AD  
Tel: 01883 383838 [www.sabp.nhs.uk](http://www.sabp.nhs.uk)

Surrey PCT, Cedar Court, Guildford Road, Leatherhead, Surrey KT22 9RX  
01372 227300 [www.surreypct.nhs.uk](http://www.surreypct.nhs.uk)



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**Armstrong Henry Care**

If you wish to make a compliment, comment or a complaint, please fill in the information below and send to your local branch.

Name .....

Address.....

.....

.....

Telephone .....

Service User's Name .....

Relationship to Service User.....

Please circle or delete as appropriate:

**Compliment/Comment/Complaint**

Details, [please feel free to continue on a separate sheet]: