



Service User Guide

Dora Healthcare Limited
Unit 2 St Benedicts View
Grapes Hill
Norwich
NR2 4HH

Our Telephone Number: 01603 633561
Our Fax Number: 01603 660456

Our Registered Manager: Dr Christopher Grief

Statement of Purpose Summary

Dora Healthcare Limited “the company” provides a Domiciliary Care service to a whole range of service users within the community. The service provides support to individuals within their own homes, both on a practical and personal care level, which enables them to maintain their own independence and lifestyle.

The service may vary from a very small amount of support weekly e.g. provision of shopping support weekly to large and detailed packages of care providing several visits per day or complete live-in care, this of course depends on the individual needs of the service user.

We also offer Respite services to individuals to give Carers peace of mind and time for a break from their Caring duties. In addition the company offers services to a range of organisations such as nursing and residential care homes, hospitals and housing with supported living.

Our Office Opening Hours are:- 09:00-17:00hrs Monday to Friday

Our Services are Available:-

Services are available from Monday to Sunday throughout the whole year including public holidays.

Availability of times may vary according to area in which service user lives and current availability of time slots.

We offer services to:

Individuals and families living in their own home and individuals visiting the region for holidays.

The Registered Manager of the Service is available during office hours and a supervisor is On – Call for staff and service users outside office hours, during the hours our service is delivered.

Services we can provide

We can offer a range of visits times varying from one hour to complete 24hr live-in care packages depending upon the service users particular needs.

Care Assistants are experienced in all aspects of personal care requirements and are happy to assist with domestic duties and meal preparation. Examples:-

Basic Tasks

Help with:-

Bathing;

Dressing and undressing;

Mobility;

Feeding;

Assistance to the toilet and continence care;

Exercise programmes only under the instruction of a Physiotherapist or Occupational Therapist;

Prompting of prescribed medication, orally and topically. Medication should be blister packed, or pre-pared in ‘unit doses’ by a relevant other e.g. Chemist, district nurse, GP or a family member. Staff are unable to administer medication from bottles from which they need to achieve a dose.

Specialist Care

Help with:-

Catheter Care
Helping with eye/ear drops
Colostomy/ileostomy care

Things we cannot do

The service our staff provides is not a nursing service purely a caring service with some domestic duties.

- Assist with invasive treatments e.g. Injections, suppositories, IV lines etc.
- Cutting toenails;
- Cutting finger nails (if there is a medical risk);
- Removing or replacing urinary catheters or tracheostomy tubes;
- Bowel evacuations/ bladder washouts
- Injections
- Filling oxygen cylinders
- Lifting of service users/ heavy objects
- Moving of large items of furniture
- Cleaning External windows
- Working from ladders

Delivery of Care

Our Domiciliary Care Service can be accessed via social workers or on a private basis.

Following the initial referral, we will arrange to meet with the service user in their own home if possible.

The service users' needs and requirements will be discussed and a plan of care will be developed which includes details of our visit time to the service user and what tasks will be carried out during our visits. During this visit to discuss the service users' needs, we also carry out risk assessments to ensure the health and safety of service users and staff.

We will review the care package initially at six weeks, or more frequently if needed, to ensure we are meeting the needs of the service user as per the plan of care.

Our Staff

Our Care Staff are equipped with a mix of skills and experience which are a valuable resource for them and to you as a service users. Most staff have experience within the caring field and many have qualifications in care. The Company provide induction training to all staff in line with the Skills for Care Induction standards, this gives them a good grounding in caring and prepares them for community care.

We will endeavour to match you with your carers, bearing in mind skills required and your needs and preferences.

Philosophy of Care

We aim to provide a tailored service to meet your assessed requirements, to promote, dignity, privacy, confidentiality rights and choice, helping you to maintain maximum quality of life and independence in your own home environment. We provide a service that supports you in a professional and confidential way.

We aim to provide staff that are skilled to perform the desired tasks, and to ensure staff are trained and updated regarding care skills. We are committed to training and development of staff. The company is committed to encompassing the standards set out by the Skills for Care Council, Skills for Care and Development in the Common Induction Standards 2005.

We aim to achieve visit timings to within 15 minutes either side of a booked time, allowing for any unforeseen travelling or previous client problems.

Terms & Conditions

Service Provision- *Insert details of care here.*

Visit Timings- *Insert details of the visit times here.*

Charging/Fees

If a service users package of care has been booked through a social worker, charging will be made in line with the appropriate councils charging policy, which you may request from your social worker.

If a service users package of care has been booked privately with the company, we will invoice on a weekly basis. Payment will be required on a weekly basis.

A costing for care will be made available to the service user, following initial referral.

Withdrawal of Service

Withdrawal of service by the Company may be considered following in depth investigation if there are unresolved issues which may include:- unresolved hazards within the Service Users home that may put the carer at risk or for physical, racial or verbal abuse or sexual harassment.

Missed Visits

If your Carer/Helper is more than thirty minutes late and you have not heard from them or the office, please let us know on the number on the front of your service user guide in order that we can resume your service and investigate the problem.

Visits Cancelled by You

If you would like to cancel a visit from us, please let us know at least one day in advance. If we are not given enough notice we will charge for the visit.

Health & Safety

We at Dora Healthcare Limited take the health and safety of our staff and service users very seriously and for that reason we undertake continuous risk assessments, to ensure the safety and well-being of our staff and service users.

Should there be any dangerous occurrence or accident we will comply fully with our obligations under health and safety and RIDDOR regulations.

Compliments

If you are happy with your service provided, please let us know. This can be via your Carers or by telephone or letter.

We are always happy to hear your comments and compliments, which we make sure we pass on to the relevant carers.

Summary of Complaints Procedure

We are committed to ensuring that complaints will be investigated quickly, fully and fairly. You and your family or relevant others should be assured that we take complaints very seriously and feel that you are able to make a complaint with ease and confidence. During our investigation we will ensure that all parties are listened to, respected and kept informed at all times.

Any deficiency or malpractice found following the investigation of a complaint will be acted upon as soon as possible.

The majority of matters that trouble service users can be dealt with as they arise by the staff concerned. However, where a complaint is not resolved in this way the matter should be brought to the attention of a more senior staff member. If you feel a formal complaint should be made, you should summarise the complaint in writing and send it to the following address: The Manager, Dora Healthcare Ltd, Unit 2 St Benedicts View, Grapes Hill, Norwich. NR2 4HH.

We will communicate promptly with all relevant individuals should problems arise in order to rectify these and give a quality service to our service users.

A written acknowledgement of the complaint will be sent to you within 3 days, then a full response as soon as is practicably possible following the investigation process within 28 days. Should there be the need to investigate further we will keep you and relevant others fully up to date of progress and expected end date.

We analyse all complaints; any patterns of complaints are fully investigated.

If you are not fully satisfied with the decision following our internal investigation, you have the right to appeal in writing and/or request that the matter is submitted to the Local Authority or Care Quality Commission (CQC) who will consider the complaint on the basis of evidence submitted.

Confidentiality

We acknowledge that information relating to service users is sensitive and needs to be handled carefully.

The company is committed to respecting the confidentiality of our customers, purchasers of care and service users.

Service users and purchasers of care have the right to decide what information they choose to share with the company. They also have the right to know what information is held about them and the right to change this information if they believe it to be inaccurate. There will be instances where detailed information will be required to enable the company to appropriately meet the needs of the service user.

Contacts

Care Quality Commission Eastern Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 01915562287
Fax: 01912333510

Adult Social Services
Norfolk County Council
County Hall
Martineu Lane
Norwich
NR1 2DH

Tel: 0344 800 8014

Our Quality Assurance System

We have put into place systems of work to set and achieve goals and targets, monitor, assess and review performance and act on findings to continually improve our business quality and performance in the best interest of our service users.

To achieve the quality service, the company will send out annual quality surveys to its service users to help us measure the quality of service we provide.

Gifts and Bequests, Loans and Selling to the Service User

It is company policy that our staff are not allowed to accept gifts and bequests from clients. Please do not offer them reward; a word of appreciation would be reward enough.

Our staff are not permitted to use their own loyalty cards whilst undertaking your shopping, or to sell goods or services for example catalogues; staff must not look after any valuables on your behalf or use your telephone for personal gain.

This Service User Guide includes a synopsis of some of our key policies – full policy documents are available from:-Dora Healthcare Ltd