



Statement of Purpose

96a Bromley Road, Beckenham, Kent, BR3 5NP

Office phone number: 020 8249 8469

Registered manager and owner: A Conneally

Statement of Purpose

Home Healthcare provides health care workers for:

- Clients in their own homes
- Respite care
- Palliative care
- Nursing/residential homes

Aims & Objectives

Home Healthcare aims to maintain the highest level of care and support to all our clients by carefully selecting our staff and by continually monitoring standards ensuring that the needs of each individual are met.

Home Healthcare seeks to provide a consistently high standard of home care that will enable its clients to live safely and comfortably in their own homes, whilst maintaining their dignity and privacy. It is our aim to help our clients achieve the best possible, quality of life whilst maintaining their independence.

Our health care workers are trained in all aspects of personal care and qualified nurses are provided for clients requiring nursing care. Ensuring clients' health and safety is of paramount importance. We aim to provide you with care workers who truly enjoy caring for others, and also have the necessary skills and experience to best cater to each individual's needs.

We aim to provide a wide variety of services adaptable to meet individual's needs so we can provide the best possible care for our clients.

Quality Systems

Home Healthcare is committed to high quality services. As part of our quality assurance programme, we undertake a yearly audit of our service by asking clients to complete a questionnaire. Questionnaires are anonymous and the results are made available to clients and their families, agencies buying our services, (such as social services) and the Commission for Social Care Inspection.

Service Reviews

Formal reviews will take place at least once a year. In addition, the Home Healthcare manager, or risk assessor, will carry out regular checks to ensure that the client is happy with the way the care package is progressing. If the client's needs change, then service reviews will be carried out more often.

Staffing

Home Healthcare operates a strict recruitment procedure which includes a Criminal Records check (CRB) for all staff before they begin working for the organisation. All new carers are required to undertake induction and core training which include health and safety and safe handling of medication. Staff also undertake further training, including NVQ throughout their career with Home Healthcare.

Nursing staff are fully qualified and are registered with the Nursing and Midwifery council.

Registered Manager

The registered manager and owner of Home Healthcare is **Anne Conneally**, who may be contacted through the Home Healthcare office:

96a Bromley Road,
Beckenham
Kent, BR3 5NP

The Home Healthcare office operates from 9am – 5pm Monday to Friday, telephone **0208 650 7264**

Out of office hours or in an emergency, staff can be contacted via the office number (24 hours, 7 days a week).

Relevant Qualifications & Experiences

Anne Conneally is a registered nurse with 20 years experience of caring for people and managing services in the NHS, charity and private sectors. She has a board range of expertise and knowledge of the community and hospital sectors which includes 15 years management experience. Anne has undertaken specialist training in the following areas:

- District nursing
- Healthy living, and quality living
- Care of the dying
- Management
- Nurse Prescribing

Anne has taught students and trained nurses as well as having worked as a counsellor.

Services Provided by Home Healthcare

Home Healthcare provides a 24-hour service, specialising in care and support for adults and older people over 65. Our staff work with people with a wide range of health problems including diabetes, asthma, cancer, heart disease, learning

disability, mental health issues, dementia, and also provide palliative care. Home Healthcare is also registered to offer services to children or young people under 18.

Care provision provided by Home Healthcare includes:

- Bathing
- Dressing
- Shaving (men)
- Treating pressure areas with designated creams
- Preparing a meal
- Washing up
- Bed making
- Limited housework
- Medication

Nursing care provided by Home Healthcare employees includes:

- Diabetic care
- Wound care
- Dressing
- Injections
- All types of feeding

Committed and responsible care guided by respect of patient is given at all times.

Arrangement of Care

Initial Assessment

Following a referral to Home Healthcare, which can be made directly by the client or through another agency, a comprehensive assessment will be carried out by the manager or a senior member of staff. Our risk assessor will also visit the client within 2-3 days to carry out a risk assessment prior to starting the service. Any hazards will be identified during this visit and we will work with the client to reduce or remove any risk to themselves or to our staff.

The person carrying out the assessment will visit the client in their home and ask them, and their relative or representative (if applicable), about their individual needs and wishes. With the client's permission, other professionals may need to be contacted to contribute to the information required: for example, GP, occupational therapist, or community nurse. The information gathered together will be strictly on a need-to-know basis.

Care Plan

Having considered all the relevant details, Home Healthcare will draw up a care plan, agreed with the client, detailing the client's needs and preferences. A health carer, or carers, will be assigned to the client by means of a weekly rota.

Allocation of Staff

Home Health care endeavours to allocate the same care or nursing staff to clients on a regular basis in order to establish and maintain a quality relationship between carer and client, and to ensure that a consistent service is provided.

Client Paperwork

All clients will be provided with a folder which includes:

- Personal details
- Care plan
- Daily report sheets
- Quality assurance form
- Complaints form
- Home Healthcare brochure
- Home Healthcare business card
- Service guide

Visiting Times

Home Healthcare will agree visit times with the client. If there are any changes to that schedule, the client will be informed via telephone. At the end of each visit, the client is will be asked to sign a time sheet the carer to confirm the time of arrival and departure of the carer. If client feels the times worked do not match those entered on the time sheet, they are requested not to sign the sheet and to contact the office.

Replacement of Staff

If a member of staff is taken ill, the Home Healthcare team will provide a replacement carer. If a carer is held up due to an emergency then the next client will be notified that the health care worker will be late arriving.

During the Visit

Staff are briefed on access to each client's home, for example, a neighbour may be able to let the worker in if the client is unable to. Door access codes are only given to the employees involved with the individual client. As a rule, Home healthcare does not hold keys for client's homes. In exceptional circumstances where it is necessary for Home Healthcare to hold keys, the client would be expected to sign a form giving authority for that purpose.

Provision of materials

Staff are provided with uniform and are expected to maintain a high standard of personal hygiene and appearance. Gloves and aprons are provided by the agency. The client will be responsible for providing all the necessary cleaning materials and tools for staff providing the care unless alternative arrangements are made with the Home Healthcare team.

Clients are not expected to provide meals to staff.

Staff are not permitted to accept gifts or to take money from clients for any reason – including money for shopping.

Emergency Procedures

Should the need arise; staff are trained to contact a GP or ambulance, or other emergency services. Home Healthcare will also inform the next-of-kin, if they are not present, of any accidents or emergencies.

Arrangements for Dealing with Complaints

Information about the complaints procedure, and forms for Comments and Complaints are available in the client's folder.

In the event that a client or their representative has a concern or a complaint about any aspect of Home Healthcare's services, they are requested to first inform the manager, Anne Conneally, at the Healthcare office: 020 8249 8469.

For every complaint a formal procedure will be followed. The complaint will be recorded and the person making the complaint will receive a written acknowledgement within two working days.

The complaint will be investigated by the manager and the complainant will be kept informed of progress. The complainant will receive a written report detailing the outcome of the investigation and any action to be taken within 28 days of Home Healthcare receiving the complaint. If the outcome is not considered to be satisfactory by the person making the complaint, they should contact their social worker and/or:

If there is any evidence of misconduct by a nurse, the manager will report this promptly in writing to the Nursing and Midwifery Council. Nurses will also be informed of any complaints relating to themselves.

Harassment of a client by a health carer in any shape or form is not tolerated. If harassment does take place, the carer would be subject to investigation and possible dismissal.

Harassment of a carer by a client is not permitted. This would also be subject to investigation and could lead to Home Healthcare withdrawing services.

As part of its quality assurance programme, Home Healthcare regularly audits complaints to analyse and identify any recurring areas or patterns of complaints.

Arrangements for Respecting the Privacy of Clients

Client confidentiality is observed at all times.

Data protection

Home Healthcare is registered with the Information Commissioners Office (ICO) and the requirements of the Data Protection Act 1998 for storage of personal data are complied with.

The client, or their representative (with the client's permission), are able to see their personal file kept at the Home Healthcare office. These files may be reviewed as part of the inspection and regulation process.

Payment Terms & Conditions

Clients are billed weekly and payment can be made by cheque or cash to the agency for which a receipt will be issued. Payment is due within seven days. A statement of hours will be included with the invoice to show hours being billed for and the workers concerned.

Charges will differ according to the level of need, the time and day the service is provided and whether a trained nurse is allocated. Charges are available on a separate sheet which accompanies the service users' guide.

Clients are advised that under no circumstances should payments be made directly to care workers.

Termination of Service

All clients will receive a contract that gives details of how to terminate the service. Home Healthcare requires a week's notice from the client to terminate the service and will also give the client a week's notice if we are unable for any reason to continue the service. In the event of a death, the contract will cease immediately and payment of all outstanding invoices is asked for within 7 days.

Additional Information

Home Healthcare is an active equal opportunities organisation.

Home Healthcare is a member of the UKHCA (United Kingdom Homecare Association), RCN (Royal college of Nursing) and FSB (Federation of Small Business)

Home Healthcare carries insurance which indemnifies the Company against employer's liability; malpractice and treatment risks; products and theft by an employee.

Contact details of other relevant agencies:

Bromley Social Services

Joseph Lancaster Hall
Civic Centre
Stockwell Close
Bromley
Kent, BR1 3UH

Telephone: 020 8464 3333

Healthcare Commission

London (Head Office)
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG

Telephone: 020 7448 9200

General Social Care Council

Goldings House
2 Hay's Lane
London
SE1 2HB

Telephone: 020 7397 5100