



Service User Guide





Service User Guide

Welcome to TLC

Thank you for choosing TLC Homecare to deliver your care and support. TLC Homecare has provided domiciliary care and support services for more than 20 years. We are accredited as an approved provider by Barnsley MBC, Doncaster MBC, Rotherham MBC Wakefield MBC and local authorities throughout West Yorkshire too. We are regulated and inspected by the Care Quality Commission and meet and exceed all of our regulated requirements.

We strive to provide you with a service that is of the highest quality. Your service will be designed to meet your individual needs and promote and support your rights, choices, independence and quality of life. Put simply, we will deliver the services you require in the way you would like us to do, to help support you to continue to live as independently as possible.

This Service User Guide is intended to provide you with information about the services TLC Homecare offer and how we deliver those services.

If you wish to discuss any aspect of our service in more detail please contact a member of our friendly team who will be extremely happy to help. Contact Details can be found at the back of this guide.

Kind Regards

Sally

Sally Denton

Registered Manager

The Organisation

TLC Homecare Limited is a private limited company

Nominated Individual

The person registered with the Care Quality Commission as the registered provider for TLC Homecare:

Name	Position	Telephone Number	Email
Richard Walker	Managing Director	01226 785911	richard.walker@optimocare.co.uk

Registered Manager

Name	Telephone Number	Email
Sally Denton	01924 260260	Sally.denton@tlc-homecare.co.uk

Location of Services

TLC Ltd delivers services from the following registered location:

Company Name	Address	Telephone Number	Email	Website
TLC Wakefield	Suite F2, Trinity Buildings Calder Vale Road Wakefield West Yorkshire WF1 5PE	01924 260260	info@tlc-homecare.co.uk	www.tlc-homecare.co.uk
Head Office				
TLC Homecare	Maple House Maple Estate Stocks Lane Barnsley S75 2BL	01226 785911	info@tlc-homecare.co.uk	www.tlc-homecare.co.uk

Statement of Purpose

TLC Homecare Ltd aims:

- **To deliver person centred services**

To provide person centred care and support in ways which have positive outcomes for service users and which promote their active participation. We will continue in our mission to promote and support the rights, choices, independence and quality of life of our service users.

- **To focus on outcomes**

We aim to deliver outcome focused services that are developed to support individuals to achieve their own goals, wishes and aspirations.

- **To work for the comprehensive welfare of our service users**

We aim to provide a package of care and support for each service user that contributes to his or her overall personal and healthcare needs and preferences.

- **To work in partnership**

We aim to work in partnership with service users, their representatives and carers and other professionals to deliver a seamless service that maximises the individual's choice, control and independence.

- **To provide quality services**

We are wholeheartedly committed to providing top quality services and to continuous improvement in the level of care and support we offer through effective measurement, review and subsequent implementation of change.

- **To employ a quality workforce**

We strive to provide a quality service to all our Service Users and to be recognised by our service users, by contracting agencies and by inspecting bodies as being a provider of excellence. We believe that we can only do this if we provide all employees with the necessary knowledge, skills and motivation to deliver our services effectively.

- **Equality & Diversity**

We are committed to achieving a working environment which provides equality of opportunity and respect for diversity.

Vision & Values

Our Vision

Our vision is **'To deliver a service to be proud of.'**

We aim to deliver high quality person centred services that exceed the expectations of service users, commissioners and other stakeholders. We want our staff to be proud to work for the organisation and the role they play in delivering our services.

Our Values – PRIDE

Our Values support the delivery of the Vision. They have been developed around the word PRIDE as can be seen in the logo above.

- P** Person Centred
'Putting the individual at the heart of our service'
- R** Responsive
'Well co-ordinated and planned services that deliver effective outcomes for individuals'
- I** Innovative
'Continuously developing and improving our services'
- D** Delight
'Ensuring every individual service user, other customers, commissioners and stakeholders are delighted by the service'
- E** Engagement
'Providing opportunities for staff, service users and other stakeholders to engage fully in the organisation'

A Behaviour Framework has been developed to provide clear guidance to employees. It puts words into action and delivers on the promises made within our vision and values, put simply it's about **how** we work.

The Services TLC Homecare Provides

Originally formed to provide support services mainly to older people, TLC Homecare Ltd has developed into a quality provider of services to a diverse group of service users. We deliver a wide range of services from domestic support and meal preparation to 24 hour care/support for people with complex needs.

We believe that our total dedication to providing service users with the highest possible quality of care and the person focused approach we have to service delivery sets TLC Homecare apart from other organisations.

We are proud to have evolved into an organisation with the ability to offer a comprehensive range of support services. Below is a brief guide to the Service User groups we support and our range of services:

Older People

TLC Homecare Ltd offers a wide range of services for people with physical, mental health and learning disability and/or sensory impairment, or those suffering from the general difficulties encountered in old age. We can offer advice and guidance in order to help to design an individualised plan of care/support to meet physical, social, psychological or spiritual needs.

Young Adults

We offer a range of support services to young adults with:

- Physical disabilities
- Sensory loss, including those with dual sensory impairment
- Mental health problems
- Learning disabilities
- Challenging behaviour

Range of Services

- Supervision and monitoring of health & well-being
- Supervision, monitoring and assistance with medication (Non-invasive routes only)
- Personal Care, Dressing & Undressing
- Bathing, Showering & Washing

- Shaving
- Oral Hygiene
- Toilet and continence requirements
- Assistance in maintaining nutritional status
- Overnight services including sleep in and awake staff
- Palliative Care
- Domestic Services
- Assistance in accessing local health related services
- Assistance in establishing social contacts and activities
- Help in maintaining home or tenancy
- Advice, advocacy and liaison regarding benefits
- Developing life/domestic skills
- Developing social skills/behaviour management
- Help in managing finances
- Establishing and maintaining personal safety and security
- Risk Assessment and recommendation of aids/adaptations
- Signposting to cultural specific advice

Assessment and Review of Services

To arrange an assessment please contact your local care team.

We will make an appointment to visit you at home before your services commence to assess your needs and work with you to develop your Personal Support Plan. We encourage you to invite family members, carers or other people who are important to you to this meeting.

The purpose of our initial assessment is to ensure that we fully understand what outcomes you would like to achieve and how we can support you to achieve them. We will focus on the things that are important to you and gather information about your routines and how you would like to be supported with different tasks.

Your Personal Support Plan will be developed using this information to ensure that our care workers know how best to meet your needs, this may be about simple information such as how

you like your cup of tea or more complex details about how you would like to be supported to maintain your personal hygiene.

Once we have established how you would like to be supported we will conduct risk assessments to ensure our services are delivered in ways that safeguard your health and safety and that of the care/support workers.

We will review your Personal Support Plan on a regular basis and conduct a full review at least annually. However, more frequent reviews will be carried out as required at your request or following feedback from care workers or others involved in your care. You can request a visit at any time to discuss or review the service you are receiving or any additional services you may require.

How We Deliver Your Services

We endeavor to provide your service at the times that are convenient to you and can offer services from as little as 2 hours per week to 24 hour per day. We know how important continuity is and will identify care/support workers who we think have the skills and knowledge to meet your needs. Whilst it is not always possible to guarantee 100% continuity due to holidays and other staff absence we will always strive to deliver a service that you can rely on with care/support workers you are familiar with.

Your service will be coordinated by a dedicated team who are contactable during office hours and also out of hours via an emergency on-call.

We have robust policies and procedures to ensure that all of our service users receive the best possible service from staff who understands what is expected of them. Policies are reviewed regularly and meet the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Essential Standards of Quality & Safety produced by the Care Quality Commission.

Policies are available on request in a variety of formats including easy read, large print etc.

TLC Homecare Ltd adheres to the General Social Care Council Code of Practice for the Organisation and our staff.

Our Care/Support Workers

TLC Homecare's care/support workers are reliable, friendly, kind, caring, skilled and above all passionate about delivering quality care and support.

Recruitment

TLC Homecare's robust recruitment & selection policy means that you can be confident that your service will be delivered by staff who have been subjected to rigorous pre-employment checks including:

- All applicants must complete an application form which includes a full 10 year employment history, we will explore any gaps in employment
- Standard interviews to assess the applicants competence and suitability for the role
- Reference checking, we request a reference from every previous employer and require at least 2 satisfactory references before employment can commence
- Enhanced disclosure from the disclosure and barring service commonly known as 'police check' previously known as 'CRB'

Training & Development

TLC Homecare invests considerable time and resources into the training and development of our staff.

We have a 3 phase approach to training:

Phase 1: All staff will be required to attend training in person centred approaches to supporting people. New staff will be required to complete this session during a pre-employment training programme.

All staff will be appropriately trained to perform their duties safely and competently and those staff that need to use specialist equipment will be fully trained and supervised whilst they are developing their competency.

All staff are required to attend Health & Safety training which meets mandatory, sector body and professional requirements for the designated roles. New staff must complete Health & Safety training as part of a pre-employment training programme.

Phase 2: Ongoing 12 week induction to the role, including:

- Completion of all mandatory training
- A minimum of 2 shifts of 'on the job' shadowing by an experienced member of staff
- Regular contact with their line manager
- 12 week supervision with the Registered Manager to assess competence

Phase 3: Ongoing Training and Development, including:

- Regular refreshers of all mandatory training
- Specialist training – there is always a wide variety of additional training courses available to staff, we can work with you to identify what additional training may be appropriate for your care/support workers to meet your

needs. We always encourage our staff to complete Diplomas and additional training courses to help support them within their role and with their ongoing development.

- For office based staff with in the service delivery team we encourage that everyone is level 3 qualified in Health and Social Care and that Deputy and Registered Managers have Level 5 in Leadership in Health and Social Care.

Supervision

All TLC Homecare Ltd staff have regular supervision including:

- 1:1 meetings with their line manager
- Direct observations – as senior member of staff will visit unannounced to observe the care/support worker delivering support
- Annual appraisal

We welcome your feedback about your care/support workers

Safeguarding

We take our responsibility to safeguard your safety and wellbeing very seriously. TLC Homecare's safeguarding policy is based on The Care Act. The Care Act 2014 replaced No Secrets Guidance and sets responsibility for adult safeguarding in primary legislation, endorsing the principle of wellbeing, placing safeguarding adult's duties on a statutory basis.

Safeguarding training is mandatory for all staff within the organisation and must be refreshed at least 3 yearly.

If you or another person is being abused or you suspect abuse you should contact the Registered Manager on 01226 785911. Or you can contact the Local Authority directly (all contact details can be found at the back of this guide)

If you would like a copy of TLC Homecare's safeguarding policy please ask a member of the team.

Confidentiality

The nature of our services means that much of the information provided to us is highly personal and sensitive. We recognise that our Service Users have a right to privacy and dignity, and that this extends to our handling information about them in ways which causes as little as possible intrusion on those rights.

All information held by Town & Local Care about you will be handled, shared and stored in line with the General Data Protection Regulations and Town & Local Care's Confidentiality and Data Protection policies.

This statement is provided with the intention to comply with your right to be informed under the General Data Protection Regulation, 2018.

We will hold and process the following information:

1. Your personal and contact details including your name, address, telephone numbers, emails
2. Particulars of your service package including your personal care plan containing: any health conditions; medication information; risk assessments relating to your care package; power of attorney; your life, personal and social preferences and internal and external risk assessments for your property for Health & Safety purposes
3. Financial information including your bank details, invoices
4. Emergency contact information including your next of kin
5. Sensitive information including protected characteristics under the Equality Act 2010 for Equal Opportunities Monitoring and Compliance
6. Copies of letters and communications between us and you.

We are the controller of this information and we are also the processor of this information. This data has been gathered as you are party to a service with us and in the legitimate interest of assisting us in fulfilling the contractual requirements with the Local Authority in order to supply you with care services. It will also be necessary for us to hold and process this data in the interests of your health, safety and welfare.

The officer responsible for the protection of your data is:

Leanne Bertrand, Group Operations Director

01226 785 911, Leanne.bertrand@optimocare.co.uk

Optimo Care Group (Head Office). Maple House, Maple Estate, Stocks Lane, Barnsley, S75 2BL.

Your data will be used to assign you services and safeguard your health, safety and wellbeing.

This is done on the basis of legal and legitimate interests in order to safeguard your health, safety and welfare and the health, safety and welfare of our employees that deliver your care. The failure to provide us with the data may impact upon the care services you receive. The nature of the domiciliary care industry requires us to share data for legal purposes with regulatory bodies, police forces and other public service departments, including local authorities, for the purposes of safeguarding you. We act within a controlled manner consistent with your interests and in some circumstances public interest.

We have reviewed all systems that service user data is held on and are assured regarding its security, integrity and compliance in line with the Regulations.

It is not anticipated that there will be any other recipients nor any transfers of data to a third country. Accordingly, it is considered that safeguards for the transfer of data to a third country are not necessary. Should this change you will be notified.

For adult service users, all information regarding the delivery of your care services including financial data, will be kept for the duration of your services and for a further period thereafter of 3 years. For child service users, all information will be retained for a period of 80 years. This period has been set for the protection of service users and our organisation in the event of any claims.

You have the right to be informed of fair processing information with a view to transparency of data. This statement is intended to fulfil that right.

You have the right to access the information we hold. You should make such a request in writing to Leanne Bertrand using the above contact information.

You have the right to request the information we hold is rectified if it is inaccurate or incomplete. You should contact Leanne Bertrand using the above contact information and provide her with the details of any inaccurate or incomplete data. We will then ensure that this is amended within one month. We may, in complex cases, extend this period to two months.

You have the right to erasure in the form of deletion or removal of personal data where there is no compelling reason for its continued processing. We have the right to refuse to erase data where this is necessary in the right of freedom of expression and information, to comply with a legal obligation for the performance of a public interest task, exercise of an official authority, for public health purposes in the public interest, for archiving purposes in the public interest, scientific research, historical research, statistical purposes or the exercise or defence

of legal claims. You will be advised of the grounds of our refusal should any such request be refused.

You have the right to restrict our processing of your data, where contest of the accuracy of the data has occurred, until the accuracy is verified. You have the right to restrict our processing of your data where you object to the processing (where it was necessary for the performance of a public interest task or purpose of legitimate interests), and we are considering whether our organisation's legitimate grounds override your interests. You have the right to restrict our processing of your data when processing is unlawful and you oppose erasure and request restriction instead. You have the right to restrict our processing of your data where we no longer need the data and you require the data to establish, exercise or defend a legal claim. You will be advised when we lift a restriction on processing.

You have the right to data portability in that you may obtain and reuse your data for your own purposes across different services, from one IT environment to another in a safe and secure way, without hindrance to usability. The exact method will change from time to time. You will be informed of the mechanism that may be in place should you choose to exercise this right.

You have the right to object to the following:

- processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- direct marketing (including profiling); and
- processing for purposes of scientific/historical research and statistics

The data collected is not anticipated to fall within the above categories.

Whilst there is no anticipated automated decision making relating to the data you provide, you have rights where there is automated decision making including profiling. We may only do this where it is necessary for the entry into or performance of a contract, authorised by EU or the UK law or based on your explicit consent. Whilst it is not anticipated that this will occur, where it does, we will give you information about this processing, introduce to you simple ways for you to request human intervention or challenge a decision, and carry out regular checks to ensure that our systems are working as intended.

You have the right to lodge a complaint with a supervisory authority such as the Information Commissioner's Office or any other of our regulators or accreditors that may regulate or provide accreditations to us from time to time. We advise that you exhaust our internal complaints procedure prior to referring the matter to any supervisory, regulatory or accrediting body. A copy of our complaints process is available from our HR department at info@tlc-homecare.co.uk.

Medication Support

TLC Homecare Ltd have a robust medication policy that is in line with nation guidance and local authority policies. We take our responsibility around medication seriously and ensure that we keep ourselves up to date with any changes in legislation and that our staff are fully trained.

During the assessment process we will establish what level of support is required and a list of all current medication taken. We know that this can change throughout time either a short term medication prescribed or a change to medication take. It is important that we are kept informed of any changes as soon as they happen, this ensures that we are able to put all the necessary paperwork in place to ensure the safety of our service users and our staff. We ask that either the service user or their representative inform us of any changes.

If you would like a copy of TLC Homecare's medication policy please ask a member of the team

Quality Assurance

TLC Homecare places a strong emphasis on providing the highest quality service possible for all of our service users and believes that, no matter how good its present services, there is always room for improvement.

Our quality assurance includes:

- Regular review of all services
- Annual surveys of Service User satisfaction, and where appropriate their relatives or representatives, to obtain views and opinions
- Service user forums to involve service users in discussions about how the service is delivered
- Complaints & compliments policy which encourages feedback about our services
- Thorough checks on all staff during the recruitment and selection process
- Close supervision of staff and services via regular direct observations by experienced members of staff
- Regular supervision meetings between each care/support worker and their line manager
- Procedures for managing poor performance or conduct of staff
- Regular staff meetings including quarterly staff forums to share best practice

Complaints & Compliments

We believe that if a Service User wishes to make a complaint or register a concern they should find it easy to do so. We welcome complaints and consider them an opportunity to learn, adapt and improve in order to deliver a better service.

Concerns

If you have any concerns or comments about your service that you would like to discuss informally you can contact the co-ordination team for your area (contact details can be found at the back of this booklet). You can discuss your concerns over the telephone or if you would prefer a home visit can be arranged.

Complaints

If you wish to make a formal complaint about your service or to escalate a concern to a senior manager please contact the local manager of your service or the Registered Manager. Complaints can be made by telephone or in writing or we would be happy to visit you at home if this is preferred.

Within 48 hours of your complaint being received you will receive a letter confirming what action will be taken and the timescale in which you can expect a full response to your complaint.

Complaints are usually fully investigated and responded to within 28 days.

If you wish to make a complaint externally to the organisation you can contact the Local Authority or the Local Government Ombudsman (please see the back of this document for contact details-Thankyou).

Compliments

Of course, we also welcome positive feedback about your service. Please contact your co-ordination team or the manager of your service. All compliments are recorded and passed on to the staff members involved in delivering your service.

Insurance Cover

TLC Homecare Ltd are covered with public liability and employer liability insurance with sufficient cover for the nature of the service, this is renewed annually copies of certificates are available on request.

Useful Contacts

Company Name	Address	Telephone	Email	Website
Pinderfield Genral Hospital	Aberford Road Wakefield WF1 4DG	0844 8118110	Not applicable	http://www.midyorks.nhs.uk
Carelink	136-140 Old Shoreham Road Brighton BN3 7BD	01977 78800/01977 723962	hello@carelink24.org	www.carelink24.org

The Local Government Ombudsman	53-55 Butts Road Coventry CV1 3BH	0300 0610614	Not applicable	www.lgo.org.uk
Care Quality Commission	National Customer Service Centre Citygate Gallowgate Newcastle Upon Tyne NE1 4PA	0300 616161	enquiries@cqc.org.uk	www.cqc.org.uk

Frequently Asked Questions

Can I cancel my visit?

Yes, if you don't need a visit for any reason such as hospital appointment, going out to a relatives then all you have to do is give the office a call, let them know the date and time of the visit you won't be requiring, and we will let the care worker know.

It is important that you let us know if you are not going to be home for your planned visit, as if we arrive and are unable to get any answer we will have to implement our unable to gain access process, which is in place to ensure the safety of all our service users.

Will I have the same care workers?

We understand that continuity of care workers is important to everyone so aim to provide a few care workers as possible.

Will I still get a visit on Christmas day?

Yes, our service is 365 days a year, however we do try to give our care/support staff time off over the Christmas period so there may be some slight changes to your staff or the time of your visit.

We only provide essential visits during this period, so any shopping or domestic visits will be cancelled or changed to a different day.

What if I'm not happy with the service or my care worker?

If for whatever reason you are not entirely happy with your care worker then contact the office and discuss this with your coordinator. We will establish what the problem is and try to resolve any issues.

If you are still not happy with them then we will identify a new worker to be introduced.

What should I do if I am concerned about mine or somebody else's wellbeing?

You can either discuss this with your care worker who will then contact the office and speak with the most relevant person, or you can contact the office yourself to report your concerns.

All concerns will be treated with confidentiality and will only be shared on a 'need to know basis' in line with our safeguarding policy.

What if my needs change?

People's needs change all the time, sometimes people improve so need less care, or they require more care.

If your needs change then contact the office and we will arrange for our Assessment and Review Officer to visit you.

If your service is funded by the Local Authority we will contact them on your behalf to inform them of change to your needs and what changes need to be made to your service.

