



Service User Handbook

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PART 1

Welcome to Key2support Ltd

On behalf of Key2support, the owners of Key2support Ltd and all of our staff, we welcome you, your family and your friends. We hope that you will be happy with us at Key2support Ltd and will continue to enjoy your current recreational and social pastimes and contacts in addition to those which we can offer you after joining us.

The contract prior to commencement of service (attached) states that at the end of first month of your service being provided we will jointly review the care and support service, to ensure that you are satisfied that you have made the right decision.

We will consult with you and, if appropriate and with your permission, your family, and seek your views as to whether you wish to revise the service in any way.

The Background of Key2support Ltd

Key2support is a well established support service open to all user groups, we offer and deliver home care and assisted living/ domiciliary services to adults in their own homes.

We aim to prevent people from being admitted to long term residential care. Our directors have a long history of working within the care sector, with combined experience of over 55 years.

This level of expertise and experience promotes stability and continuity in the services offered and the value base required to develop the service in a professional and flexible way.

We ensure that each service user has a copy of their own personal care plan which sets out how the service will be delivered to ensure that desired outcomes and choice of lifestyle are supported. We will ensure that all staff are trained in the relevant areas and strive to develop our staff teams through available routes: QCF and specific needs led training.

Our Values are:

- *Empowering people to make changes

- *Offering best quality care at affordable costs

- *Offering a variety of services and opening it up to all user groups

- *Protecting people from abuse. Giving people choice, respect, independence, privacy, rights, fulfilment, dignity & providing staff that are knowledgeable, trained and understand the Dignity in Care Charter.

Self Directed Support also known as SDS or an Individual budget.

Self-Directed Support is a new system. It's about people being in control of the support they need to live their life as they choose.

Some people manage their support on their own. Others need help - from family or friends or people who are paid to help. In the old system, professionals made all the decisions about the support people could have and who would provide it.

The person needing support often had no control. Lancashire County Council Social Services have embraced Self Directed Support and want people who need services to be in control of their own support package to give you the choice & control of when & who delivers any service you require.

PART 2

Key2support Ltd's Statements of Purpose

AIMS & OBJECTIVES OF Key2support Ltd

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Welcome:

Key2support provides Personal Care services to adults in the East Lancashire area, also covering Preston.

Support objectives Key2support aims to:

- *Offer skilled care to enable people who live in their own homes to achieve their optimum state of health and well-being.
- *Treat all people who work for and are supported by Key2support and all people who visit with respect at all times.
- *Uphold the human and citizenship rights of all who we support, and who visit them.
- *Support individual choice and personal decision-making as the right of all Service Users.
- *Respect and encourage the right of independence of all Service Users.
- *Recognise the individual uniqueness of Service Users, and visitors, and treat them with dignity and respect at all times.
- *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users.

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider

Name: Key2support Ltd

Address: Oswaldtwistle Mills Business & Conference Centre Clifton Mill Pickup Street Oswaldtwistle BB5 0EY

Experience: Our directors have a long history of working within the care sector, with combined experience of over 55 years. This promotes stability and continuity in our services, and the value base required to develop the service in a professional and flexible way.

Nominated Person

Name: Kelly Livesey & Sandra Derosa

Address: Key2support Ltd, Oswaldtwistle Mills Business & Conference Centre Clifton Mill Pickup Street
Oswaldtwistle BB5 0EY

Experience: Kelly Livesey & Sandra Derosa

Registered Manager

Name: Kelly Livesey

Address: Key2support Ltd, Oswaldtwistle Mills Business & Conference Centre Clifton Mill Pickup Street
Oswaldtwistle BB5 0EY

Qualifications:

Masters in Management studies.

NVQ 2, NVQ 3, NVQ 4, RMA, D32/D33

Mental Health Level 2

TEACHH level 2

NAPPI Level 2

Train the Trainer in supported living

Person Centred Planning

LDQ Marker

NPTC assessor

ELP facilitator

POVA for Managers

Various other care sector training

Experience: Has been working within the care sector since 18 years of age (27 years).

As Domiciliary Manager (2009-2010) was involved in interviewing/recruiting/directing & disciplining of staff, ensuring that targets were met, and overseeing the delivery of approx 20,000 care hours per month.

Also involved in on-calls, NVQ assessing, setting up new contracts, implementing systems and structures, organising and overseeing training programmes, as well as all other areas relevant to the management of a care service.

Prior to that was Services Manager (2005-2009) for Adults with Learning Disabilities, running 9 homes with a staff team of over 100 people, aimed at enabling service users to live as independently as possible; this

also involved managing off-site services, tendering for new business, and setting up new services, as well as the usual recruitment and training of new staff.

I was also Home Manager of Domiciliary Services (2003-2005), which were personally set up and aimed at supporting individuals in the community in a range of areas of daily-living.

Staff Profile

A list of current staff and their qualifications is available on request. The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance. In addition to the direct support staff the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described.

Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays.

New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve NVQ level 2.

All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff.

All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

New employees are inducted to National Training Organisation standards within six weeks of employment, and complete an NTO approved foundation level training course during their first six months.

We manage and train our employees with the aim that all of our carers achieve QCF Level 2 & QCF 3.

All other employees receive the training appropriate to their work.

All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action, health and safety and a range of other areas.

Description of Our Services and Facilities Services offered:

- Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

Therapeutic Activities

Key2support Ltd has a policy of promoting the maintenance of Service Users' normal social networks and social activities. The Service User's Care Plan includes a facility for recording life history, social networks

and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality.

We assure all Service Users that no-one will be victimised for making a complaint, and we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary.

Complaints procedure can be requested but also found on Key2Supports website.

We do not wish to confine complaints to major issues.

We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside the the Agency. For Service Users funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance be directed to them.

For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

Adult Care Services – The Hub 0300 123 6720

CQC - Care Quality Commission Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Tel: 03000 616161, Fax: 03000 616171

Local Primary Care Trust - East Lancashire Primary Care Trust 33 Eagle Street Accrington BB5 1LN 01254 356 800

The Local Government Ombudsman - PO Box 4771, Coventry CV4 0EH, Tel: 0845 602 1983 or 024 7682 1960, Fax: 024 7682 0001, advice@lgo.org.uk

Advocates Service - Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks. Some of those currently known to us are: Age Concern 24-26 Whalley Road Accrington BB5 1AA 01254 871 010

Central Advocacy - Preston Business Centre Watling Street Road Preston Lancashire PR2 8DY 01772 524469

Arrangements for your voting rights can be made through the: Electoral Registration Officer Scaitcliife House Ormerod Street Accrington BB5 0PF 01254 380127

Other documents you are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date.

A copy of each will be given to you on admission and subsequently published on the notice board in the the Agency, and copies are available from the manager at any time.

Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of the agency are guests in the home of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of the agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.
- Records will be designed digitally, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User. Service User's dignity
- Your dignity is a matter of prime importance to us, and all staff receives training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.

PART 3

Service User's Guide

PHILOSOPHY OF CARE Key2support aims to:

- *Offer skilled care to enable people who live in their own homes to achieve their optimum state of health and well-being.
- *Treat all people who work for and are supported by Key2support and all people who visit with respect at all times.
- *Uphold the human and citizenship rights of all who we support, and who visit them.
- *Support individual choice and personal decision-making as the right of all Service Users.
- *Respect and encourage the right of independence of all Service Users.
- *Recognise the individual uniqueness of Service Users, and visitors, and treat them with dignity and respect at all times.
- *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users.

Principles and Values Underpinning Our Services

Key2support Ltd is committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Because of this, in the first instance, Key2support Ltd is committed to meeting the needs of those people entrusted to our care. Usually we see no conflict between meeting the needs of Service Users and those of workers. Where such conflict exists, the needs of Service Users must take precedence.

The basic principles underlying our support to vulnerable people include:

- Privacy of Service Users. The care worker recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both their personal affairs and their belongings. Written permission will be sought for access to Service Users' records.
- Confidentiality of Information. The Service User's rights to confidentiality must be safeguarded. The care worker will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in their care.

- **Fulfilment of aspirations.** To have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. Service Users will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
- **Consultation.** Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. They will also be fully involved in and fully informed about, the individual assessment of their care needs. Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Key2support Ltd's commitment will be to find the best and most cost effective way of meeting the Service User's needs and aspirations. Service Users will be supported to make informed choices about their future, which should be incorporated into their personal Care Plan.
- **Personal Choice.** The care worker will support each individual Service User to exercise, to their full potential, personal choice in opportunities and lifestyle. The care worker will ensure that the person for whom they care has a say in decisions about the provision and extent of their Care Plan, the frequency and regularity at which it is reviewed, and over the withdrawal of any service. Where, for reasons of mental frailty, the person who is being cared for is not able to participate fully in the development and review of the Care Plan, consideration will nevertheless be given to his or her wishes, as far as these are expressed and are practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.
- **Review.** The Service User will have a regular review of their individual circumstances at which they have a right to be present.
- **Services Information.** The Service User will be fully informed about the Services provided by Key2support Ltd.
- **Legal Rights.** The Service User will be fully informed about their legal rights.
- **Medication.** The Service User will be fully informed about their medication needs and to make decisions about their medical treatment whenever possible.
- **Family and Friends.** The Service User will be supported to maintain continued access to family, friends, facilities and the community.
- **Complaints.** The Service User will have access to a formal complaints procedure and will be able to be represented by a friend or adviser if they so wish.
- **Supporting independence of Service User.** The Service User will be supported to take risks to the extent that they do so on the basis of their own informed opinion. Service Users will have the opportunity to think, act and make decisions without reference to another person, and without other unreasonable restrictions. This will include the capacity to incur a degree of calculated risk.

The principles outlined above must be guided by prior commitments imposed by health and safety or statutory requirements.

Confidentiality

Our policy is that any information about Service Users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, some information will be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge. The Service User or, where appropriate, their principal Carer will be consulted where appropriate before information is released. Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way. Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes,

such as:

- Making sure our services meet your needs
- Helping staff to review the support they provide to you to help them achieve the highest standards
- Investigating complaints or legal claims
- Auditing of our services. Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital.

The types of organisations with whom we may share information about you are:

- GPs
- District Nurses
- Other health professionals
- Social workers
- Care Quality Commission.

Gifts, Wills and Other Documents Employees of key2support are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the agency may be a beneficiary under a Will of any past or present Service User.

Gifts to staff are subject to disclosure to the Registered Manager, and may be refused on the basis of conflict of interest.

Service User's Personal Fulfilment

The aim of Key2support Ltd is to actively help Service Users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise.

Staff will take an interest in things that Service Users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service Users in continuing to use their skills and in following their interests if they so wish, and in facilitating a varied range of new skills and interests for Service Users to pursue if so desired.

Service Users will be central to the devising of their Service User Plan. A family member, friend or external advocate may also be involved as considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service Users potential. They will attend to the complete needs of the individual person irrespective of how the Service User's disabilities affect them. All Service Users are equal and unique human beings and will be offered help and Services according to their own unique needs, irrespective of race, gender, sexuality, culture or state of health.

Risk Taking & Risk Management Staff at Key2support Ltd understand that there is a delicate and difficult balance between Service Users' self-determination in risk taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others.

The issue is further complicated when a Service User may not be able to make informed decisions, for instance because of communication difficulties. The assessment of risk is addressed as part of the admission process for each person and the results are integrated into the Care Plan.

By this process of integration the views of the Service User, principal carer, family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Key2support Ltd aims to undertake to meet the Service User's own wishes about their lifestyle:

- Privacy and use of rooms and bedrooms
- Going out alone
- Visitors
- Visiting outside Key2support Ltd
- Attendance at clubs and centres
- Going to places of worship and other external activities;
- Engaging in leisure and recreational pursuits
- Carrying identification
- Restricted areas in Key2support Ltd, such as the kitchen and outbuildings

- Bathing
- Use of stairs
- Degree of independence.

Service Users and Equal Opportunities

All Service Users have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practice. Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.

All complaints will be recorded in such a way as to highlight repeated problems.

Becoming a Service User

The first step is to visit our organisation with your principal carers or friends to look around and be introduced to our Service Users and staff. The Registered Manager or one of our senior staff members will be very pleased to provide transport and an escort for a visit if you telephone the the Agency to ask. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at Key2support Ltd.

This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and the the Agency as to whether admission to the the Agency is appropriate. In common with all records regarding Service Users, the assessment(s) will be made with your full knowledge, your co-operation, and the records will be shown to you and be available to you at any time.

The Registered Manager or one of our team will visit you in your home, or in hospital if necessary, and will document a pre-admission assessment with you. This initial set of information will form part of your Care Plan which illustrates and reviews how your family and our staff gain understanding of how we can use our skills for an overall improvement to your health and wellbeing.

If you have any questions please discuss them with your Key Worker, or contact the Registered Manager, who will be very happy to answer any questions. The the Agency manages pre-admission and admission according to a detailed Policy and Procedure, a copy of which is available within the the Agency and on request.

Lead Carer In order for you to receive quality care, we have initiated a Lead Carer system. You will be allocated a Carer who will be your Lead Carer for your needs. They will undertake to identify your needs with you and ensure that they can be met through a Service User Plan to ensure that your health gains are maximised.

The aim of the Lead Carer system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect. The Lead

Carer will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and social and medical circumstances, all of which will be entered into your Care Plan.

The Lead Carer will also assess your psychological and physical capabilities. Previous work and hobbies will be noted, as well as your preferences with regard to activities and food, and a personal programme of care will be devised accordingly. Your preferences and responses with respect to each activity session, both individual and group, will be recorded in the Service User Plan.

Your Lead Carer will be the main point of contact for you and your principal carers/relatives, and will be available to answer any questions, to support your daily care routine and to simply have a chat with you whenever you so wish. They will also arrange for meetings to review your Service User Plan periodically with you and your family or friends, and to measure the progress of your care programme.

Obviously not everyone gets on with each other. If you are unhappy with your Lead Carer, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially and, where appropriate, a new Lead Carer will be assigned to you.

Inappropriate behaviour

Inappropriate behaviour is the systematic maltreatment, or physical, sexual emotional or financial abuse of one person by another.

Key2support Ltd is committed to preventing inappropriate behaviour and if a Service User, carer, friend or relative has any concerns in this area they should discuss this immediately with a senior staff member, or use the formal complaints procedure. Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

Part 4

If you require a copy of this handbook in large print, or in a language other than English, please ask any member of staff.

This copy issued to:

Name of Service User:

Address of Service User:

If you require a copy of this handbook in large print, or in a language other than English, please ask any member of staff.