



**Sophisticare Limited**

**Service User's Guide**

**Other forms of written communication or language of this guide can be provided upon request**

**Author: Julie Evans**

**Date: Oct 2007**

**Version: 8**

## Section 1 - Aims and Objectives of the Organisation

Sophisticare is a privately owned, limited company which provides highly trained, experienced, professional carers to Adults and the Elderly who due to illness, frailty, injury or choice need support in their home, regardless of their race, gender, disability, sexual orientation, age or religion.

### **Our Vision Is**

*“To be invaluable to our Service Users”*

### **Our Mission Is**

*“To recruit and retain the best. To invest in our People so they can invest in our Service Users”*

### **Company Values**

*“We value the service we offer our Service Users. We value the People who make the service possible”*

### **Our Work Ethics Are**

*To improve quality of life*

*To respect Service Users’ choices and acknowledge their right to risk*

*To respect Service Users’ privacy and confidentiality*

*To promote Service Users’ independence*

*To adhere to the highest possible health and safety standards*

*To welcome Service User feedback positive or negative to improve the service we offer*

*To never discriminate against race, gender, disability, sexual orientation, age or religion*

All Sophisticare’s people are solely employed by the company and only focus on providing the highest possible service to you. Each member of staff is trained to National Standards as laid out by the Commission for Social Care Inspection. Cost is not compromised in delivering our services which enables us to employ, retain and motivate the best people to provide you with a reliable, invaluable and flexible service seven days a week.

**Sophisticare will arrange your care plan around your needs from as little as ¼ hour per week utilising our expertise in the following areas:**

- **Domestic Support** – including, housework, shopping, meal preparation, laundry, ironing, collecting pensions
- **Personal Care** – including, dressing/undressing, washing/shaving, toileting, getting up, going to bed
- **Other** – including, relief/respite holiday support, emergency care, check in calls, assistance with transport,
- **Specialist Services** – People with sensory loss, dual sensory impairment, older people with complex health and care needs, people who have had a stroke, people with learning difficulties, dementia. Exclusions to this are adults with challenging behaviour or alcohol/drug addictions.
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## **Section 2 - Terms and Conditions of Service Provision**

The Terms and Conditions stated below are those upon which you accept the services agreed with Sophisticare.

### **1. Termination/Temporary Suspension or Cancellation of Services**

Termination of services will be subject to West Berkshire Social Services Terms and Conditions if your service is commissioned via them, but in all other instances, Sophisticare may terminate any services under the following circumstances:

- Non payment of invoices
- Abusive behaviour
- Health and Safety of staff and Service Users
- Where Sophisticare's capabilities are inappropriate for the level of care required

The Service User or Sophisticare Limited may temporarily suspend or cancel services under the following circumstances:

- Non payment of invoices
- Abusive behavior
- Health and Safety of staff and Service Users
- Where Sophisticare's capabilities are inappropriate for the level of care required
- Where insufficient staffing levels are available to carry out the level of care required

### **2. Fees**

If you are a Social Services client fees for Sophisticare Services are agreed with and paid to your local Social Services office in line with their charging policy. If you are a private client fees are agreed with Sophisticare and paid to Sophisticare Ltd in line with agreed Terms & Conditions of business.

### **3. Invoicing**

If you are a Social Services client invoices for all services will be administered by your local Social Services office. If you are a private client invoices for all

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services will be administered by Sophisticare Ltd in line with agreed Terms & Conditions of business.

#### **4. Payments**

If you are a Social Service client your local Social Services will agree with you your payment terms to them. If you are a private client Sophisticare will agree your payment terms with them.

#### **5. Limitation of Liability**

Sophisticare limit liability in respect of death or injury caused by the negligence of Sophisticare.

Any claim you wish to make in respect of the provision of the Services should be notified to Julie Evans within seven days of the date upon which the claim arises, in line with the Sophisticare's official complaints procedure.

#### **6. Services**

The services provided by Sophisticare are subject to your requirements as agreed by you with West Berkshire Social Services or directly with Sophisticare for Private Service Users. Should you wish to review the service provided by Sophisticare, you can either approach West Berkshire Social Services directly or contact Sophisticare. The Service to be provided to you has been assessed by and agreed with West Berkshire Social Services or Sophisticare if you are a private client. A copy of your care plan detailing your services is included within your client file.

#### **7. Contact Numbers and Hours of Operation**

Standard Office Hours of Operation are 9.00am to 5.30pm

Standard Operating Hours are 6.30am to 9.30pm.

Out of Hours Emergency Hot Line: 01635 817401 6.30am to 9.30pm

Standard Office Hours Contact Number: 01635 817401

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Sophisticare will not undertake Service User meetings within the office. All Service User meetings will be held at a Service User's premises or external premises as agreed.

## **8. Sophisticare Limited's Responsibilities**

- Sophisticare Limited shall perform the Services in accordance with the terms agreed with you
- Sophisticare Limited shall provide such Services as are described in 6 Services, as agreed by the Service User and other services agreed by Sophisticare and West Berkshire Social Services from time to time
- Sophisticare Limited shall use its reasonable endeavours to ensure that the Standards laid out by the Commission for Social Care Inspection (CSCI) are achieved
- Sophisticare Limited shall insure itself for Professional Indemnity, Employers Liability and Public Liability to the levels required by CSCI

## **9. Service User's Responsibilities**

- The Service User and/or their representative shall indemnify Sophisticare Limited against any loss, theft or damage of personal effects within their home
- The Service User shall pay for services provided in line with 2 Fees and 4 Payments
- The Service User should ensure as far as is reasonable the health and safety of their care workers whilst within their home and indemnify Sophisticare Limited against claims where reasonable steps have not been taken
- The Service User is responsible for providing Sophisticare Limited with true and accurate information relating to their care plans and risk assessments
- Breach of terms may result in immediate termination of services through Sophisticare Limited
- Provide a smoke free environment for their Carer to work within, wherever possible

## **10. Supplies and Equipment**

Sophisticare Limited will provide gloves and plastic aprons to all care staff, however, it is the responsibility of the Service User to provide all other equipment.

## **11. Sickness and Holidays**

In the event of a carer becoming sick or absent due to holidays, Sophisticare Limited will provide another carer to cover the required services and the Service User will be notified of any such changes where possible with as much notice as possible. The additional carer will normally be familiar to the Service User, however this cannot be guaranteed. The Service User has the right to refuse alternative cover.

## **12. Entering or Leaving the Home**

Sophisticare Limited is unable to hold keys to Service Users' properties. The appropriate key holding policy is contained within the Service User's Guide.

## **13. Time Sheets**

The Service User will be required to sign a time sheet at each visit to confirm that their service has been provided to their satisfaction. Should a Service User not be satisfied with the service provided they are not obliged to sign the time sheet and should contact Sophisticare immediately.

## **14. Service User Satisfaction Questionnaires & Feedback**

Each Service User will be provided with a Service User Satisfaction Questionnaire. The questionnaire should be filled out on an annual basis by the Service User with the assistance of a Care Manager, family member, advocate or carer if required. The purpose of the questionnaire is to allow Service Users the opportunity to formally express their views about the service provided and for Sophisticare to use this feedback to improve service provision. Other feedback can be provided directly to Sophisticare by telephone or through the formal complaints/compliments procedures included within this document.

## **15. Changes in Service Provision**

Where a Service User requires a change in time of call or service Sophisticare require, wherever reasonable, not less than 7 days notice of that change. Where less than 7 days notice has been provided, Sophisticare will not guarantee that changes will be accommodated as required.

## **16. Complaints and Compliments**

To ensure that the service we provide matches the needs and expectations of Service Users, we welcome any comments and feedback.

All Service Users are entitled to make complaints or compliments at any time. If a Service User wishes to complain or compliment the service from Sophisticare, or from a carer, the complaints procedure can be found within the Service User file, kept in each home.

The Government body responsible for setting and monitoring the standard of service provided is the Commission for Social Care Inspection, whose local telephone number is: 01865 397750

## **Section 3 – Key Procedures and Requirements**

The following sections outline some of Sophisticare's key policies, procedures and requirements in delivering their service. A full outline of any of these policies, procedures or requirements are contained within each carers Company Handbook and are available upon request.

### ***Identity Cards***

Each carer is issued with an identity card on joining the Company. These will be carried with them at all times and should be presented before entering any premises.

### ***Service User Key Handling Policy***

Sophisticare does not hold keys to Service Users' homes, but does encourage external key safes for that purpose. For any concern about entry to a home contact Sophisticare on 01635 817401.

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## ***Health and Safety Policy***

Sophisticare acknowledges and accepts its statutory responsibilities for securing the health, safety and welfare of all its carers, Service Users, contractors working on premises over which it has control, visiting members of the public and all others affected by their activities.

Sophisticare will provide and maintain safe and healthy working conditions, in particular ensuring, as far as reasonably practicable, that:

- The premises and equipment are kept in a clean and safe condition;
- Service Users are made aware of any safety issues that need addressing within their home;
- Working practices are safe;
- Everyone receives information, training and supervision in how to carry out their work with regard for their own and others' safety;
- Contractors and visitors are made aware of the procedures and rules in place to safeguard health and safety;
- Safety factors are given important consideration when any changes are made to the operation or when new equipment is specified and installed.

Sophisticare will encourage everyone to be actively involved in maintaining the safest possible operating conditions and practices.

Sophisticare will carry out a regular review to this policy to ensure that the highest standards to health and safety are maintained.

The specific factors of any Health and Safety review will include:

- *Fire Safety*
- *Work Equipment Safety*
- *Electrical Safety*
- *Gas Safety*
- *Hazardous Substances*
- *Violent and Aggressive Behaviour*
- *Infection Control*
- *Water Safety*
- *Safety Around the House*
- *Food Hygiene*
- *Hand Hygiene*
- *Moving and Handling Service Users*

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- *Vulnerable Adults*

If concerned about any Health and Safety factors within a home contact Sophisticare on 01635 817401.

### ***Care Plan***

A care plan will be completed for each Service User and a copy will be kept in the individual Service User's file, kept within the home. A care plan will be completed by Sophisticare and will determine the services provided. This plan will be reviewed by Sophisticare, however, for Social Service's clients, changes to the amount/type of care required will need to be agreed following a review by a West Berkshire Social Services Care Manager and there may be delays in providing additional service.

### ***Work Programs/Timing of Calls***

The days and times of services will be agreed directly with a Social Services Care Manager or the Service User if a private client at the outset. Sophisticare will add the days and times of visits into their carer's daily work plans. If a Service User is unsure about the days and times of visits they should call Sophisticare on 01635 817401. Sophisticare will endeavour to keep to the agreed time in a care plan, but a Service User will need to allow flexibility of approximately half an hour either prior to or after their designated call time, as there may be some unavoidable delay due to traffic or problems with previous Service Users. If the time of a visit needs to change permanently a Service User will be consulted. A weekend visit may be at a different time to a weekly visit, but should remain constant every weekend.

If a regular carer is off sick or on holiday Sophisticare will take every reasonable step to advise Service Users of any change in time or carer, however, this can not be guaranteed, where short notice cover is required.

### ***Duration of Calls***

It is a carers' role to complete all the tasks within a care plan within the time allocated. A carer is asked to stay with a Service User for the total allocated time. If a Service User is satisfied that all tasks have been completed to their satisfaction within the allocated time and the Service User is happy for the carer to leave, this should be noted and signed within the daily record sheet.

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### ***Health Tasks***

Sophisticare's carers are not permitted to carry out any duties that should be performed by a trained nurse and are not permitted to either give medication or purchase any kind of medication on a Service User's behalf.

### ***The Service User File***

All Service Users will be provided with a Service User file which will be kept within their home. The Service User file will contain information on: communication sheets, health and safety assessments, care plan, accidents and incidents recording, daily record sheets, complaints procedure, a copy of the Service Users Guide, medication sheets and a complaints procedure.

All relevant information will be kept within the file and Service Users are able to access it as often as they wish. Daily record sheets and time sheets are handed into the office each month. Service Users have the right to access their personal information kept within Sophisticare's office. However, third party information from outside Sophisticare is only available with written consent of the original provider of that information. When a service ends the file should be returned to Sophisticare at the address detailed within the file.

### ***Temporary Absence or Cancellation of Service***

A Service User should inform Sophisticare if they know they are not going to be in for their call or if they are going to be away for a number of days by calling 01635 817401.

### ***Entry to a Service User's Home***

A carer is not permitted to enter a home if a Service User is not there. The Service User will be asked how they would like their carer to enter their home. A carer should agree with the Service User how they wish to be addressed. E.g. Mr or Mrs to being called by a first name.

### ***Cross Gender Care***

As an equal rights employer, Sophisticare employs both male and female carers. If a Service User has a preference for the sex of their carer they should contact 01635 817401 and the appropriate arrangements will be made.

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### ***Emergency Procedures***

All carers have been trained and carry details of their emergency procedures within their Company Handbook to include:

- *Fire Precautions*
- *Water Leak or Flooding*
- *Gas or Fumes*
- *Electricity*
- *Service User Emergencies or First Aid*

### ***Professional Boundaries***

Sophisticare's carers' role is to help Service Users to retain as much independence as possible and are not allowed to:

- Spend any part of their time on gardening, decorating, cleaning cars or in work for able bodied relatives or lodgers.
- Partake in any tasks that requires specialist nursing qualifications to do so.
- Enter into any type of private or sexual relationship with any Service User of Sophisticare.
- Undertake any support for the Service User which is outside the care plan or services agreed between the Service User, West Berkshire Social Services and Sophisticare.
- Undertake any private support for the Service User which is outside normal allocated hours for that Service User.
- Undertake any work for the Service User in their own home e.g. laundry or cooking.
- Undertake any work for other members of the Service User's family or children.
- Take any person who is not an employee of Sophisticare into a Service User's home or ask/authorise any person who is not an employee of Sophisticare to undertake any work or support to Service Users.
- Undertake any task that may result in personal injury e.g. unsafe lifting or moving.

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### ***Risk Assessments***

To comply with Health and Safety legislation it will be necessary to carry out a risk assessment which will be reviewed at least annually. If as a result of any review specialist equipment is provided this must be used at all times.

### ***Gifts, Gratuities or Rewards***

A Carer should not automatically accept gifts, gratuities or rewards from Service Users or their relatives without authorisation from their line manager. Sophisticare reserves the right to hold any gifts, gratuities or rewards for even distribution throughout the Company or to decline offers. If a gift is authorised by the office a note must be entered into the Daily Record Sheets within the client file, identifying the nature of the gift, date it was given and reason. This note must then be signed by the Service User.

### ***Confidentiality and Security of Information***

Sophisticare Limited shall not directly or indirectly disclose to any unauthorised person any knowledge or information relating to the business of any Service User that the Service User has not agreed to. If Sophisticare Limited is concerned with the health of a Service User or needs to liaise with a colleague to ensure care is adequate, relevant and consistent they may discuss a Service User's circumstances or any information contained within a client file internally in private, with Social Services or with a doctor, nurse or family member.

Any staff acting outside the confidentiality policy will be subject to Sophisticare's disciplinary procedures.

Sophisticare will ensure all personal information is:

- Obtained and processed, fairly and lawfully
- Held only for specific and lawful purpose and not processed in any matter incompatible with those purposes
- Relevant, adequate and not excessive for those purposes
- Accurate and where necessary kept up to date
- Not kept for longer than necessary
- Processed in accordance with your rights
- Secure
- Not transferred outside the UK

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A Service User has the right to:

- Be informed upon request of all the information held about them by Sophisticare Limited
- Prevent the processing of data for the purposes of direct marketing
- Compensation if a Service User can show that they have been caused damage by any contravention of the Act
- The removal or correction of any inaccurate data about you.

### ***Handling Service User's Money***

Anyone, who as part of their role, is required to handle Service User's money will be responsible for accounting for all transactions relating to its use. Failure to do so may result in disciplinary action or dismissal.

Details of monies given to a carer must be entered onto the "Cash Record Form" and signed by the Service User as correct. Receipts must be obtained for all transactions and kept with the Cash Record Form. Any change should be entered onto the Cash Record Form and passed immediately back to the Service User, the Service User should then sign the Cash Record Form to confirm the transaction has been completed to their satisfaction.

*Pension Books* – Pension books and the money should be returned to the Service User immediately following collection. Details of the cash should be entered into the Cash Record Sheet and signed by the Service User to confirm receipt. Under no circumstances should they be taken home or passed to any non-member of staff. Failure to adhere to these rules will result in serious disciplinary action.

*Other transactions* – Under no circumstances should items be bought from or sold to Service Users. Money should never be lent to or borrowed from Service Users. Failure to adhere to these rules will result in serious disciplinary action.

### ***Witnessing Wills or Legal Documents***

Anyone employed by the Company will not be permitted to be a witness or beneficiary of a Service User's will. Should they become aware that they are a beneficiary of a will they must notify the Home Care Director immediately. If it is decided that they will remain a beneficiary they will have to relinquish their role within the Company. Anyone employed by the Company will not be permitted to sign or witness any legal documents of the Service Users. If they decide to do so

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they must inform the Home Care Director immediately and they will have to relinquish their role within the Company.

### ***Abuse Of Vulnerable Adults***

It is now recognised that adults, especially older people, as well as children, may be abused. They could be abused by someone they know – a member of the family or a friend who is looking after them, someone who works in their home or garden, or by strangers who call at their home.

The Company embraces Social Service's Inter-Agency Procedures and Guidelines for responding to the Abuse of Vulnerable Adults and the Department of Health guidance No Secrets. The abuse may take different forms, the most common of which are detailed below. It is important to remember that abuse may not be obvious; it can happen initially by accident and build up over time. If a Service User feels they have been effected by any of the issues below they should contact Sophisticare immediately:

- Physical abuse – Attacks on the person, which might be anything from rough handling leading to bruising through to injury, which might end up in admission to hospital.
- Psychological abuse – Abusive comments, bullying, 'putting down', or insults that make the person feel worthless and useless.
- Sexual abuse – Anything from unwanted touching and personal contact through to rape.
- Financial abuse – Putting a person under pressure to leave money, property, etc, in their Will to someone they would not otherwise have left it to. Also pressuring them to pay for things that they would not otherwise choose to pay for. This can include:
  - Stealing money – including not giving the right change.
  - Talking about personal financial problems so that the older person feels they must help out or leave money in their Will.
  - Keeping control over the older person's cheque book and pension book so that they do not have control over their own money.
  - Getting them to sign agreements to pay for something they don't need.
  - Persuading the person not to buy or do something that they want to do, so that the inheritance is not reduced in any way.
- Neglect – Person is not eating properly, or is unable to wash or bathe, is left soiled if incontinent, not stimulated or is ignored.

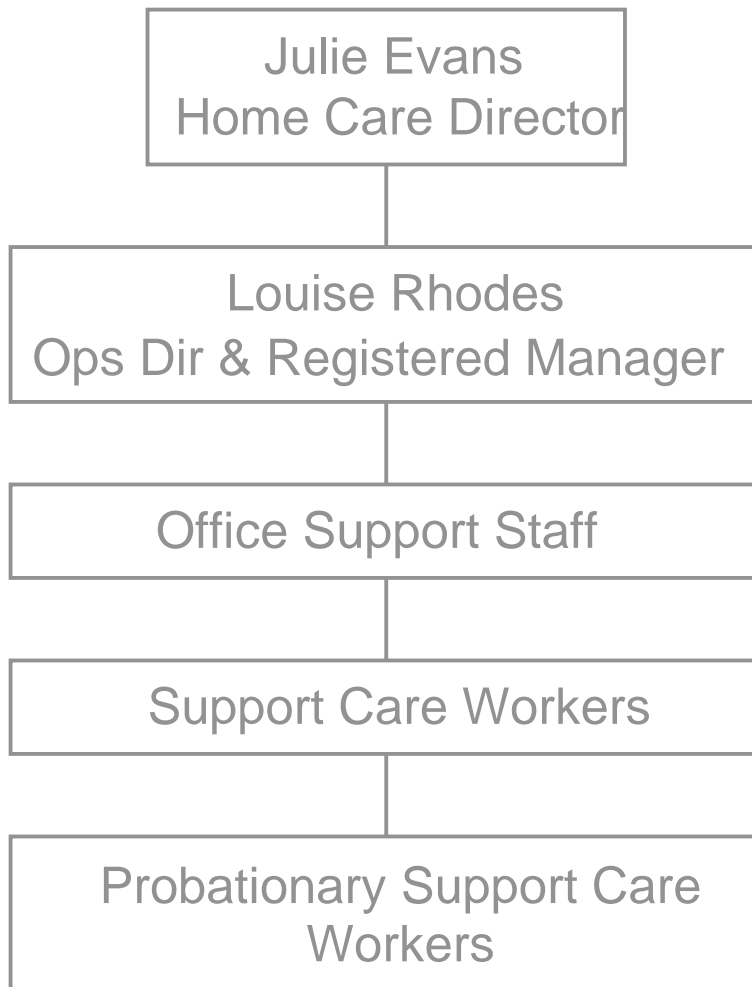
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- Discrimination – where a person or group are treated less favourably than you would treat another person based on their colour, sex, age, disability, sexual orientation, religion or status etc.

Section 4 – Staff Structure

## Sophisticare Staff Structure



## **Section 5 – Commission for Social Care (CSCI) Inspection Local Area Office**

Sophisticare Limited is inspected by CSCI. Once completed a copy of their report is available upon request or can be found at [www.carestandards.gov.uk](http://www.carestandards.gov.uk). A copy of the National Care Standards can also be obtained by contacting:

### **CSCI**

Burgner House

4630 Kingsgate

Oxford Business Park South

Cowley

Oxford OX4 2SU

Tel: 01865 397750 Fax: 01865 397763

West Berkshire Social Services Complaints department can be contacted on Tel: 01635 519024 or Adult Protection Officer on 01635 519005. West Berkshire Social Services will be able to provide contact numbers for any relevant Health Care Authorities and the General Social Services Council.

You can also request a copy of Sophisticare Limited's Statement of Purpose by contacting 01635 817401.

## **Section 6 – Outline Process for Delivery of Care and Support For New Service Users**

1. Initial instruction to provide the service is received from Social Services, who should have already conducted a care needs assessment, or directly to Sophisticare Ltd via a private enquiry.
2. When a service is provided at short notice or in a crisis, and a care needs assessment has not been undertaken, the person providing the service undertakes an initial contact assessment.
3. A Care Plan is developed and a Risk Assessment is undertaken with each Service User. On agreement two copies are made and both signed by the Service User. One copy to be returned to the office to be kept within the Service User's file.
4. A Service User file is produced and left in the home within 7 days of commencement of service.

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5. A review date is identified for the review of the Service User plan, risk assessments and quality review, no longer than 12 months from commencement of service and reviewed no less frequently than every 12 months thereafter.

## **Section 7 – Sophisticare Limited Quality Assurance Process**

Sophisticare operates an effective system for Quality Assurance based on the outcomes for Service Users, in which standards and indicators to be achieved are clearly defined and monitored on a continuous basis by care and support staff and their line managers to include:

- An annual visit to all Service Users is undertaken by a senior support care worker to review the Service User plan and monitor the performance of the support care workers.
- Quarterly supervision meetings between the support care worker and their senior
- An annual survey of Service Users, their relative or representative where appropriate, to obtain their views and opinions of the service.
- Regular checks on records and time sheets.
- Care support workers know the standard of service they are required to provide and are monitored to meet the standard on a continuous basis.
- The outcome from the quality assurance process will be published annually, supplied to the Commission for Social Care Inspection and made available to users, their family or representatives.
- Standards and the quality assurance process are reviewed and revised as necessary or no longer than on an annual basis.

## **Section 8 – Sophisticare Limited Insurance Cover**

Professional Indemnity	£5,000,000
Employers Liability	£10,000,000
Public Liability	£5,000,000

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Further details of insurance cover can be obtained upon request by calling 01635 817401.

### **Section 9 – Name & Address of Registered Provider and Registered Manager**

Sophisticare Limited  
Unit 16 Galaxy House  
The Enterprise Centre  
New Greenham Park  
Newbury  
Berkshire RG19 6HR

Registered Provider: Julie Evans, C/O Unit 16 Galaxy House, The Enterprise Centre, New Greenham Park, Newbury, Berkshire RG19 6HR

Qualifications: BTEC Business & Finance  
13 years sales and marketing experience  
5yrs responsibility for managing a high quality rated domiciliary care company

Registered Manager & Operations Director Louise Rhodes, C/O Unit 16 Galaxy House, The Enterprise Centre, New Greenham Park, Newbury, Berkshire RG19 6HR

Qualifications: Preliminary Certificate in Social Care  
13 years Domiciliary Care Experience  
5yrs responsibility for managing a high quality rated domiciliary care company

## **Section 10 – Support Care Worker Training**

Sophisticare Limited's support care workers all undertake the following training prior to working with any Service User:

3 day company induction to include:

- Principles of Care
- Role of a Worker
- Communication
- Developing as a Worker
- Personal Care
- First Aid Awareness
- Contenance Awareness
- Infection Control
- Medication
- Protection of Vulnerable Adults
- Food Hygiene
- Health & Safety
- Moving & Handling
- Company Policies/Procedures and Administration

3-5 day double ups with more senior/experienced support care workers to shadow their role and receive on the job training.

Sophisticare is committed to ensuring that the correct proportion of staff are trained to NVQ level 2 standard by the end of 2008.

Sophisticare's support care workers' experience currently ranges from 13 years for more experienced staff to Probationary Support Care Workers who are new to the role.