



# Altonian Care

Service User Guide

**01420 550161**



# About Us

Altonian care is a family run business, based at Alton Community Centre, and provides support to individuals living in their own home, to assist and improve the quality of their lives whilst maintaining their independence and personal choice.

Our aim is to make every day a good day for people that use our services. We achieve this by making sure our service users are safe, our staff are caring and responsive to people's needs and that our management team have the knowledge and qualities to lead an effective team.

We recognise it is important to give people as much choice and control over their lives as possible and therefore we offer a service which takes into account each service user's personal preferences as far as absolutely possible. Your dignity, privacy and retention of independence will be of paramount importance in the delivery of your care and support.



# Our Aims

- To meet the assessed needs of each service user, based on systematic and on-going planning of care for each service user, made in conjunction with the service user, families, advocates, care managers and other healthcare professionals.
- To promote the independence of our service users through the provision of a professional, reliable and consistent care service.
- To deliver a service of the highest standard that will improve and sustain the overall quality of life of users of our service.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.
- To ensure that service users' needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood, and disabilities or impairments.
- To ensure that the care service in whole is delivered in accordance with agreed purchasing contracts or individual care agreements within an agreed budget.
- To manage and implement a formal programme of staff planning, selection, recruitment, training, retention and personal development to enable the care needs of service users to be met.

- To manage the care service efficiently and effectively to make best use of resources and to maximize value for money for users of our service.
- To ensure that all staff receive the necessary training and personal development to perform their jobs in the most effective manner in line with Altonian care's business philosophy.
- To match the nominated care/support worker as closely as possible with the service user, and to respect the need to change the care / support worker in the event of subsequent non-compatibility.
- To undertake a risk assessment of environmental and ergonomic health & safety hazards within the home of each new service user, and to ensure that areas of concern are duly reported to the purchaser/service user. Such risk assessments will take into account the right of the service user to take risks.
- To ensure that all service users receive written information on the organization's policy and procedure for handling complaints, comments and compliments, and how to use them to improve our service.



# Our aims and objectives will be achieved by

- Delivering a service of a superior quality that will sustain and improve each individual's overall quality of life.
- Ensuring the service is delivered flexibly, attentively and in a non-discriminatory fashion whilst respecting each individual's right to independence, lifestyle choice, privacy, dignity, fulfilment and the right to make informed choices and to take managed risks.
- Ensuring each individual's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- Continually assessing and improving upon what we do through consultation (through Service Users, professionals, families, and purchasers), self-assessment, quality management, observations, supervisions and inspections.
- Ensuring the care and support services are delivered in accordance with the agreed Care Plan and Purchasing Contracts, where applicable.
- Rigour in recruitment, selection, training and personal development of homecare workers and other staff to enable Service Users' needs to be met.

- Matching nominated Homecare Workers as closely as possible with Service Users, and respecting the need to change the Homecare Worker in the event of subsequent non-compatibility.
- Managing the Care Service efficiently and effectively to make the best use of resources and to maximize value for money for the Service User or purchaser.
- Undertaking a Risk Assessment of environmental Health and Safety hazards within each home and reporting concerns to the Service User or purchaser. The Risk Assessment will take into account the right of the Service User to take managed risks.
- Ensuring each Service User receives written information on the company's procedure for handling concerns, complaints, comments and compliments, and how that information will be used.
- Placing absolute priority on the value of excellent communication with Service Users and staff to ensure individuals are kept as informed as is practicably possible about the service they receive from Altonian care Limited



# Who we provide services to

- Adults between 18 and 65
- Older people over 65
- Adults with sensory impairment
- Adults with dementia/Alzheimer's
- Adults with physical disabilities
- Respite care (providing help to give a regular carer a break)
- Adults with terminal illness – end of life care
- Adults who are recovering from illness
- Adults who are ill
- Adults who have had a recent operation and require short term help at home



# The services we provide

## Personal Care

Your Care Worker will be able to undertake personal care services such as helping you to get up in the morning, washing, dressing, toileting, bed-making, helping you to go to bed at night etc.

## Prompting & administering medications

The Care Worker can also prompt you to take any medicines that have been prescribed by your doctor.

## Preparation of food, snacks and drinks

Your Care Worker will prepare your breakfast, your mid-day meal, evening meal or supper, and any other snacks and drinks you may need during the day.

The Care Worker will be able to sit with you while you have your meals for conversation or companionship. In addition where required and whilst maintaining independence, we are able where stipulated in the Care and Support Plan, to provide assistance at mealtimes with eating and feeding difficulties.

## Personal services

Your Care Worker can support you with personal tasks such as preparing shopping lists and doing the shopping for or with you. They can also help you to manage your personal affairs.

Your exact care or support needs are discussed with you so the outcomes of your care and support plan reflect your personal preferences.

## Care and support during the night

We can offer you a flexible service in respect of caring for you at or through the night:

Waking Night - this service is for Service Users who require frequent assistance during the night.

Sleep Night - this service is for Service Users who may need some assistance during the night. Staff will expect only to be called periodically during the night (no more than 3 times per night). We do ask that a bed is provided for the Care Worker, who will be expected to sleep.

## 24 Hour Live-in Care

Details of our 'Live In' Care packages are available on request



# Standards that you can expect from your Care Worker

- Complete the tasks set out in your support care plan.
- Arrive as near as possible to the time stated in the care plan. If, however, they are delayed by an emergency or road conditions every effort will be made to contact you.
- Wear a uniform with the Altonian care logo, and carry a photo identity card.
- Be polite and courteous.
- Maintain a good standard of appearance.
- Keep all your personal and financial matters strictly confidential.
- Respect your rights and dignity and promote your independence at all times.
- Respond to changes in your needs and help to put you in touch with other professionals when necessary.
- Show respect for your home, belongings, personal preferences and personal standards of behaviour.
- Have the knowledge, skills and competence to carry out their work with you.

# How we maintain our standards

## Policies

Every aspect of running and managing our business is set out in a comprehensive set of Policy documents.

These policies ensure we meet and exceed in certain circumstances, the statutory requirements for running a Home Care Service. We are very mindful to take into account your choices and preferences in all aspects of the delivery of your care. In order to manage any risks associated with these choices, it is important we have clear procedures that are followed in practice by all staff. Our policies are intended to assist in this and this is the main thrust of our focus in providing a quality service to you.

The policies cover all aspects of staffing, managing, and caring for our Service Users and the preservation of health and safety standards where appropriate. Moreover, the standard of conduct we expect from our staff and the standard of service you can expect from us to ensure your dignity and rights as an individual are protected at all times. All of our policies are regularly monitored and reviewed to ensure they are kept up-to-date.

Our master Policy Manual is held at our Registered Office but may be consulted at any time upon request.

# Some Key Policies

## Gifts and Hospitality

Our job is to ensure you are looked after to the best possible standards and that you receive the best possible care. We are rewarded enough when we receive compliments from our Service Users. There is no need to offer any gifts, tips or gratuities; indeed we are unable to accept them. Your understanding in this matter is appreciated.

## Bequests in Wills

Altonian care staff are not allowed to accept bequests under wills. Neither are they permitted to act as witnesses on wills or any other legal documents regarding a Service User.

## Additional Services

You can purchase further services from Altonian care over and above the care being given and paid for via Social Services. These will have to be paid for separately by yourself or relatives. If you require additional services please contact the Altonian care office.

Care Workers are not allowed to undertake any work for you through a private arrangement, even though you may offer to pay for this.

For further information please contact the registered manager of Altonian care on 01420 550161.

## Confidentiality Policy.

This assures you that our office staff and Homecare Support Worker(s) will keep your personal and private affairs confidential.

## Equalities Policy.

This policy ensures that our service is provided without discrimination against anyone regardless of their age, disability, sex, race, lifestyle, religion or in any other way.

## Health and Safety Policy.

Care Workers have responsibilities to follow all documented policies about:

- Safe working practices and emergency procedures
- How to identify hazards and reduce the risk of accidents
- How to prepare food safely
- How to maintain personal safety
- How to move and handle Service Users safely
- The use of protective clothing

## Accident and Emergency Policies

The action Care Workers must take in case of an accident or emergency.

## Handling Service Users Monies and Pensions Policy.

Care Workers who collect pensions or shop on behalf of a Service User have procedures to follow in recording, storing and accounting for any monies. The procedures are for the protection of both Service Users and staff.

## Entering and Leaving the Service Users Home Policy.

The Service User will always know when a Care Worker is expected (via a rota or telephone call). There are agreed procedures on entering and leaving the Service User's house including the safe storage of keys.

## Medication Policies

This policy details what the Care Worker may and may not do to assist Service Users with their medication. This policy is for the protection of both Service Users and staff.

## Safeguarding Adults Policy.

Altonian care staff are obliged to report to their manager if they have any concerns about actual or potential abuse of any kind. The policy also explains exactly what staff should do and the procedure they should follow.

# Quality Assurance

Altonian care Ltd places a strong emphasis on providing the highest quality service possible for all of its 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
- A 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
- Regular review of all policies and procedures

# Compliments, Comments and Complaints

Altonian care welcomes any comments, compliments or complaints about the services delivered or suggestions on how to improve the care services provided.

All comments, compliments or complaints about the service provided within any Service User's home can be made verbally, in writing or by telephone and will be treated seriously.

Compliments, comments or complaints can be made to Altonian care, your local Social Services Department or the Care Quality Commission. All contact details can be found on page 18 of this document.

You have the right to make a comment or to complain about:

- Services you have received
- Lack of service
- A plan or decision affecting you or someone close to you.

It is your right to have your complaint fully investigated. Unless we know of your concerns we cannot help you, so please let us know.

A form for compliments, comments and complaints can be found in your care plan folder. Please use the form to tell us what you think of our services.

If you are dissatisfied with the way the complaint is dealt with or with the outcome of the investigation, you have the right to appeal.

To do this you can telephone or write to the Managing Director of Altonian care.

You may also complain to the Care Quality Commission, a National body which regulates the conduct of Domiciliary Care Agencies and other social and nursing care services in England and Wales. There are a number of Regional Offices from which Commissioners carry out their duties.

Or you may contact your local Social Services Department

## Hours of Operation

The Altonian care office is open Monday to Friday from 9am to 5pm.

Should there be an emergency outside of office hours, our phones will continue to be answered by a member of the office team



# Directory of addresses

## **Altonin Care Limited**

Alton Community Centre  
Amery Street  
Alton  
GU34 1HN  
Tel: 01420 550161  
Email: admin@altonian.co.uk

## **Local Social Services:**

Adult Services  
Park house  
High Street  
Alton  
GU34 1EN  
Tel: 0845 603 5630

Out of hours emergency telephone number: 0845 600 4555  
Email: adult.services@hants.gov.uk

## **Care Quality Commission**

You can also contact the Care Quality Commission if you wish to make a compliment or a complaint.

The best way to contact C.Q.C is online [www.cqc.org.uk](http://www.cqc.org.uk)

Alternatively you can write to them at :

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Telephone: 03000 616161  
Fax: 03000 616171

# Contact Us

## **Tel**

01420 550161

## **Email**

[admin@altonian.co.uk](mailto:admin@altonian.co.uk)

## **Web**

[altonian.co.uk](http://altonian.co.uk)

## **Address**

Alton Community Centre  
Amery Street  
Alton  
Hampshire  
GU34 1HN

