

DOMICILIARY CARE AGENCY SERVICE USERS GUIDE



Care of Excellence Domiciliary Care Agency

Unit 21 Rural Enterprise Centre

Ludlow Eco Park

Ludlow

Shropshire

SY8 1FF

Telephone: 01584 838413

07398227420

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Home

is where the heart is

Welcome

Welcome to Care Of Excellence LTD.

This Service Users Guide has been compiled in order to provide you with information so that you can make an informed decision on whether you feel we are able to meet your specific care needs at home.

This guide gives you information about what you can expect and what to do if you are unhappy with the service you are receiving.

We are regulated by The Care Quality Commission (CQC).

We are members of Shropshire Partners In Care (SPIC)

How to contact us:-

Care of Excellence Ltd

Unit 5 Business Centre

Telephone: - 01584 838413

Ludlow Eco Park

Ludlow

07398227420

Shropshire

SY8 1XH



Introduction

Our Statement of Purpose

Our Statement of Purpose outlines the care we provide and should be used in conjunction with this Service Users Guide. Both documents are available to all new prospective Service Users, family members and other relevant 'interested parties' with an interest in using our care service.

About Us

Care of excellence was formed in 2012 and registered by the CQC in January 2013 to provide care within your environment and help people to remain as independent as possible. Our Services are designed for adults over 18, whether it is an occasional visit for companionship or daily assistance with practical tasks like washing, dressing and help with mealtimes or medication.

Aims and Objectives

Care of Excellence aim to provide a high quality domiciliary home care and support service to people who need assistance to meet their social and personal needs. We will assist our clients in a holistic approach to service delivery. This will ensure that the individuality of each person's plan of care is developed to put the person at the centre of care within their preferred life style, enabling them to live safely and as independently as possible. The ultimate aim is to continually provide a superior, flexible and personalised home care service to best fit individual needs.

Objective

Our objective is to fulfil all Service Users' specific requirements and expectations of care to an exceptionally high standard. This will be achieved by assessing the Service Users' needs to ensure that they receive safe and appropriate care that supports their rights.

Hours of operation

Care of Excellence provides services 24 hours per day 365 days a year.

Our office is open from 09.00 to 17.00 hours week days and can be contacted on 01584 838413. The office is closed at weekends and public bank holidays.

When our office is not open we have an on call senior manager on duty at all times and can be contacted on: 07398227420



If you are generally feeling unwell or have had an accident you should either contact your own GP or call 999 in an emergency.

Please note that 'out of hours' services is intended to deal with urgent matters relating to the delivery of care and is not available to take advanced bookings or cancellations. The reason for this is to ensure that telephone lines are kept as free as possible for emergency situations with Service users.

Night Services

Night sleeping service

We provide a sleep in service that ensures the Service User is not left alone during the night and will be arranged at your own home between the hour from 10.00pm -7.00am (times may be flexible by prior arrangement). A member of the Care Team will be available to be woken up no more than twice per night to assist with your care needs. We do ask that a bed is provided for the Team member.

Night waking service

This service will be available between the hours of 10.00pm-7.00am (times may be flexible by prior arrangement) A member of the Care Team will be readily available to assist you throughout the night and attend to your care needs.

Night sitting service

This service is for Service Users who may need some attention during the night. Our Team member will expect only to be called periodically during the night- no more than 4 times per night.

24 Hour "Live In" Care

Details of our 'live in' care packages are available upon request.

Geographical area

Care of Excellence provides these services within a twenty mile radius of Ludlow.



Standard you can expect

- ✔ We will keep you (or someone acting on your behalf) fully involved in discussions about your care and support package.
- ✔ We will ensure that all the tasks listed within your support plan are carried out.
- ✔ Our Team will arrive at your home as near as possible to the time stated within your care plan. If, however, they are delayed by an emergency or road conditions, every effort will be made to contact you or the person acting on your behalf.
- ✔ Our Team will be polite and courteous at all times.
- ✔ Our Staff Team will wear a red uniform and carry a photo identification card.
- ✔ We will show the utmost respect for your home, belongings and personal preferences.
- ✔ We will respect your rights and dignity and promote your independence to the best of our ability.
- ✔ All our Staff Team will have the knowledge, skills and competence to carry out all tasks specified within your care plan.
- ✔ To provide and maintain a service which complies with and wherever possible exceeds current legislation.
- ✔ We will provide continuity of service to our Service Users.
- ✔ We will keep all your personal and financial matters strictly confidential.



Quality of Service

Care of Excellence places a strong emphasis on providing the highest quality service possible for all of its Service Users. We work on the basis that no matter how good we are, there is always room for improvement.

Quality Assurance process:

We will use a number of methods to monitor our performance and gather feedback on the service we provide which includes the following;

Questionnaires will be given to families and Service Users where appropriate for them to provide feedback on their experiences of working with Care of Excellence.

Annual stake holder's feedback survey:

Care of Excellence will complete an annual stakeholder feedback survey .This will consult our stakeholders where appropriate in order to form a detailed picture of how our service is performing and what challenges and opportunities we face as a business. The survey will also look at what areas we can focus on to improve the service we provide. In addition to these methods, Care of Excellence will keep stakeholders informed of the care package we are providing, so they can freely communicate their views with us and gain feedback about the service they are receiving and how this can be reviewed.

Every member of our Staff Team is expected to demonstrate a total commitment to quality and quality improvement in every aspect of their working day.

Our dedicated Management Team will also undertake a quality control check on all our Care Team. This will also involve them visiting and assessing our Care Team on duty to monitor the support we deliver. If this visit is planned to take place in your home, we will contact you to discuss this and seek your consent.

Compliment, Comments and Complaints

Care of Excellence welcomes any feedback on the service that we provide, especially from our Service Users and their families. Whether these are compliments, comments, complaints or suggestions for ways we can improve the service for you.

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



How to Complain

If your complaint is of a minor nature and you feel it can be resolved by an open discussion, please telephone either the Registered Manager Suzan Reeves or Care Manager Lucille Oliver on 01584 838413 or 07398227420

If your complaint is of a more serious nature about the way you have been treated or with any aspect of our service we have provided, or if you are unhappy with the conduct of a particular member of our Team, please put your complaint in writing to Suzan Reeves (Registered Manager) at the address below:-

**Care of Excellence
Unit 21 Business Centre
Ludlow Eco Park
Shropshire
SY8 1FF**

You will find a form for compliments, comments and complaints at the end of this Service Users Guide or within our statement of Purpose.

We accept the rights of Service Users to make complaints and to register concerns about the service received. We further expect that you should find it easy to do so. We welcome complaints and will look upon them as an opportunity to learn, adapt, improve and provide a better service.

How your complaint will be dealt with:

- 🏠 On receiving your complaint we will ensure that it is recorded on a Complaints Investigation form within the office. This will include a detailed record of the complaint, details of the investigation, outcomes and any action taken.
- 🏠 We will carry out a full investigation that may include us contacting you and any other persons involved for further information.
- 🏠 Where a complaint relates to abuse, exploitation or neglect of a vulnerable adult, immediate action will be taken by Care of Excellence to safeguard the vulnerable adult and we will ensure the incident is reported to the relevant person and agency in accordance with the procedure for protecting vulnerable adults.
- 🏠 We will aim to keep you fully informed of the process and the details of our findings, the actions we have taken and the proposals to resolve your complaint.
- 🏠 We will aim to resolve all complaints to the satisfaction of the complainant in the shortest possible time.
- 🏠 Where we receive a written complaint we will endeavour to acknowledge this in writing within 7 days of receipt and a formal response given within 28 days.



- If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.
- When a verbal complaint is made directly to our Care Team they will endeavour to resolve it immediately.
- If a meeting is necessary the complainant will be advised that they may, if they wish, bring a friend, relative or a representative such as an advocate.
- Care of Excellence formally reviews all complaints at least every six months as part of our quality monitoring and improvement procedures to identify the lessons learned.

If at the end of our complaints investigation you are still unsatisfied that it has not been resolved to your expectation, you can forward your complaint;

The Care Quality Commission

West Midlands Regional Office
77 Paradise Circus,
Queensway, Birmingham
B2 4UZ
Telephone 01216005300
Fax 01216005351
Email; enquires@cqc.org.uk

If the complaint is still unresolved then the next step would be to write to:

The Local Ombudsman

Commission for Local Administration

Westwood Way

2 The Oaks

Coventry

CV4 8JB

External Inspections

In addition to our own self-assessment, we also receive inspections from the Care Quality Commission to ensure that we are operating in accordance with government standards.



Overview of the Care Planning process

A member of our Management Team will visit you within your own home at a convenient time to undertake an assessment of your needs. We will encourage you to have a family member or friend with you when we visit. They will then discuss and identify what support you may require at home and how these needs can be met.

We will also undertake several risk assessments. This will allow us to identify any risks to you or our Care Team^{TW5 9QE} and ensure that work can be undertaken safely in your own home. We will work with you in order to minimise any risks discovered. If required, a moving and handling risk assessment will also be completed to identify any equipment and /or handling techniques needed for your care to be provided.

Once we have collated all the relevant information about you with your involvement and other agencies to obtain views about the care, we will develop your own tailored care package, taking into account your care needs and manual handling risk assessment. This will allow you to have a copy of your own personal care plan which sets out how the service will be delivered to ensure that desired outcomes and choices of your life styles are supported and maintained and remain flexible to adapt to your changing needs.

Your care plan and risk assessment will be reviewed within the first six weeks and then formally reviewed every three months by a Senior Manager to check whether your needs have changed. However, rest assured that our Care Team will monitor your care plan daily and if they feel your needs have changed he/she will inform the Management Team to ensure the continuity of on-going assessment throughout the duration of care.

The plan is signed by you and is available in a language and format you can understand.

Short Notice service

Should we be contacted to provide care at short notice, maybe because of an unforeseen crisis, or discharge from hospital etc. will mean we have to deliver care initially, without the opportunity to complete a full needs assessment.

Therefore a senior member of the Care Team may make a visit to the Service User's home to complete an initial assessment of the Service User's needs until a more thorough assessment can be completed.

Within the next 24 hours of the short notice service we will complete an initial care plan and complete the care plan process.

Care of Excellence aims to provide the following services;

- ✔ Assistance with Personal care e.g. washing, showering, bathing, toileting, and all other grooming needs
- ✔ Assistance with shopping
- ✔ Offer respite for regular carers to have a break
- ✔ Overnight Care
- ✔ 24hr Live-in Care
- ✔ Palliative Care
- ✔ Help to look after pets
- ✔ Dementia Care
- ✔ Convalescence & Post-operative Care
- ✔ Medication support and Prompting service
- ✔ Assistance to access the local community e.g. leisure activities, social networks, maintaining family links, shopping and companionship
- ✔ Assistance with domestic services such as housework, laundry and ironing
- ✔ Assistance with meal planning and preparation
- ✔ Assistance with range of motion activities and exercises
- ✔ Budget management e.g. pension collection and assistance with bill payment
- ✔ Assistance with any other specific tasks that have been identified and agreed during the assessment process
- ✔ Assistance with appointments e.g.; hospital and GP
- ✔ DIY and handyman service

It is the aim of Care of Excellence to provide a flexible service to each individual's needs therefore, if you cannot find the service you require above please don't hesitate to contact us to discuss additional services we can offer.

Services we are not able to provide

Our Care Team will not carry out tasks that need skills and expertise of clinical professionals.

These tasks include the following:

- ✔ Syringing your ears
- ✔ Removing or replacing catheters
- ✔ Cutting nails
- ✔ Administering suppositories
- ✔ Administering enemas
- ✔ Lifting you from the floor unaided
- ✔ Giving injections

-  Filling dosette boxes for medication
-  Changing dressings

We Provide Services for the following people;

-  Specialising in supporting people with Dementia, Alzheimer's disease. (Earlier interventions through to palliative care).
-  Older People (Over 65)
-  People with Physical Difficulties and Disabilities
-  Palliative Care
-  People with Mental Health Problems
-  People with Hearing and Eyesight Difficulties
-  Adults (over 18 years)

Confidentiality

All Staff and Carers employed by Care of Excellence have a duty to keep your information strictly confidential and use it only for the purposes in accordance with the law and in the data Protection Act 1998.

Any breaches of confidentiality by any Team member will be dealt with through Care of Excellence disciplinary procedures.

Your personal data held on computer or in paper format may be reviewed as part of the inspection and regulation process. This will include inspectors working on behalf of The Care Quality Commission (CQC) and authorised employees of local authorities with whom we may have contracts. However, this will only be the case if your care is provided by us on behalf of the local authority.

Rest assured, we will only disclose information with your consent unless we are required to do so by law.

Handling of Information by Care Workers

The Care workers assisting a Service User have access both to the information passed to them when they start to work with that Service User and to knowledge which accumulates in the course of providing care. They have a duty of confidentiality:

1. To treat all personal information with respect and in the best interests of the Service User to whom it relates.
2. To share with their Manager, when appropriate, information given to them in confidence.
3. To share confidential information, when appropriate, with colleagues with whom they are sharing the task of providing care.
4. To pass and receive confidential information to and from colleagues on occasions when they have to be replaced because of sickness, holidays or other reasons, in a responsible and respectful manner.
5. Only to pass confidential information to other Social and Healthcare agencies with the agreement of the Service User, with the permission of their Manager, or in

emergencies when it is clear that it is in the interests of the Service User, or is urgently required for the protection of the Service User or another person.

6. To refer to confidential information in training or group supervision sessions with respect and caution and preferably in ways which conceal the identity of the Service User to which it relates.
7. Never to gossip about a Service User or to pass information to any other individual other than for professional reasons.

Exceptional Breaches of Confidentiality

There are rare occasions on which it is necessary for a Staff member acting in good faith to breach confidentiality in an emergency situation — for example, to protect the Service User or another person from grave danger — without obtaining the permission of the person to whom it applies. In such a situation, the staff member should use their best judgement, should consult the Service User's representative, a Manager or a colleague if possible and should inform their Manager of what has happened as soon afterwards as possible.

Privacy

Every person has the right to privacy which involves being free from intrusion or unwelcome attention.

We will strive to retain as much privacy as possible for our Service Users in the following ways:

- Our Staff will not enter your home and rooms within the home without your permission.
- We will ensure confidentiality and make sure our records are only seen by the people who need to see them
- Our staff will respect a Service Users' right to open and read post, make telephone calls and carry on conversations without being overheard or observed by a Team member.
- We will respect the fact that your possessions are private and we will always remember this in our work.

Dignity

The right to dignity involves recognising that everyone is an individual and has different needs. We will try to preserve respect for our Service Users intrinsic value in the following ways:

- We will ensure that all our Service Users are treated as individuals.
- Helping Service Users to present themselves to others as they wish through their own clothing, personal appearance and behaviour in public.
- Addressing each Service User by their preferred title and respond to specific cultural demands and requirements.
- We will aim to minimise any feelings of inadequacy, inferiority or vulnerability which Service Users may have by tackling the stigma which may arise through age, disability or status.
- We will deal with any sensitive situations in a dignified and respectful manner.

Independence

Service Users are enabled to act independently. Our services are aimed at maximising the individual's capacity for self-care and mobility. We aim to maximise our Service Users' independence in the following ways:

- We will help you manage for yourself where possible rather than becoming totally dependent on our Care Team and other people and for carrying out the tasks of daily living unaided.
- We will encourage you to take as much responsibility as possible for your own health care and medication.
- We will encourage all Service Users to be involved in the planning of your own care and managing your own records.

Fulfilment

We aim to help our Service Users to realise personal aspirations and abilities in all aspects of their lifestyles in the following way:

- We will always listen and attend promptly to any Service Users' desire to communicate at whatever level.
- We aim to respond to you sensitively and compassionately to all your needs and wishes, should the time be right to prepare for your end of life.
- We will try to help Service Users to participate in a broad range of social and cultural activities to the best of our ability.
- Respecting the Service Users' religious, ethnic and culture diversity.
- We will make every effort to inform ourselves about each individual's histories and characteristics.

Choice

We will give you the opportunity to choose independently from a range of lifestyle options in the following ways:

- We aim to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- We will encourage Services Users to exercise choice in their selection of organisations and the individuals that support them.
- To manage our service so far as possible to Service Users' preferences as regards to the Team member that support them.
- We aim to retain maximum flexibility when delivering the care package by being prepared to provide an alternative service if the Service User so wishes.



Civil Rights

We aim to help our Service Users to continue to enjoy their rights in the following ways:

- Encourage our Service Users to make full use of all services present within their local area.
- We will provide easy access for our Service Users and their relatives, friends and representatives to complain about or give feedback on our service.
- If you would like to take part in elections we will try to provide the information you need to vote.
- We will encourage you to make full use of Health Services in all ways appropriate to your medical, clinical and therapeutic needs.

Diversity

Care services are used by people from a wide diversity of ethnic and cultural backgrounds. We will make every effort to reach out to the vulnerable people who may have been deterred from approaching Domiciliary Care organisations which appear not to relate to their special needs and aspirations. We will demonstrate that we welcome a wide range of people within our community. We will respond to Service Users' right to express their diversity in the following ways:

- Respecting the ethnic, cultural and religious practices of Services Users.
- Positively communicating to our Service Users that their diverse backgrounds enhance the life of the community.
- Not tolerating negative discrimination by the Care Team and others.
- Helping Service Users to celebrate events, anniversaries and festivals which are important to them.



End of life Care

Our approach to **End of life** care (also known as palliative care) enables us to support Services Users with their advance, progressive, incurable illness, to live as well as possible before they depart this life. Our overall goal of Palliative care is to achieve the best quality of life for Services Users and their families when using our service. We understand that allowing an individual to die with dignity in the comfort of their own home with their family around them is a key measure of good end of life provision. We will acknowledge the unique and complex needs of each individual and in addition provide specific Team members who have the knowledge and skills required in order to deliver a service that is tailored to the needs of each individual Service User. We will support your needs and your family and work very closely with other professionals to manage your care needs in your own home, focusing on the management of pain and other symptoms and provision of psychological, social and spiritual comfort. We understand that competent and compassionate care is critical to giving our Service Users the opportunity to have a dignified death. We will respect the knowledge of the family

carer and treat them as equal partner in the care delivery and offer bereavement support to families and other representatives following your departure from this life.



Preferred Priorities for Care

The preferred priorities for care (also known as PPC) can help you prepare for the future. It gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of your life. You do not need to do this if you do not wish to.

The PPC can help you and your carers (your family, friends and professionals) to understand what is important to you when planning your care. If a time comes when, for whatever reason, you are unable to make a decision for yourself, anyone who has to make decisions about your care on your behalf will have to take into account anything you have written in your PPC.

Sometimes people wish to refuse specific medical treatments in advance. The PPC is not meant to be used for such legally binding refusals. If you decide that you want to refuse any medical treatments, it would be advisable to discuss this with your GP.

Remember that your views may change over time. You can change what you have written whenever you wish to, and we would advise you to review your PPC regularly to make sure that it still reflects what your wishes.

We will give you the opportunity to complete this document as part of the care planning process.

Your protection

You are protected from abuse, neglect and self-harm.

You are safeguarded from any forms of abuse or exploitation including physical, financial, psychological, sexual abuse, neglect discrimination abuse or self-harm or inhuman or degrading treatment through deliberate intent, negligence or ignorance in accordance with our written policies and procedures. All our Team members receive training on protection of vulnerable adults and prevention of abuse.

Money and Shopping.

No financial transactions will be carried out by a Team member on your behalf, unless it is an agreed part of your care package. We limit financial transactions to small amounts of shopping and only with agreed financial limits.

Team members are issued with a financial Transaction form which details any financial transaction undertaken by the Team member on your behalf.

- 📍 Shopping at local stores for essential food and hygiene items.

- Assisting with pension collecting, paying utility bills,
- Accompanying Service Users to the shops, bank or post office as part of the care plan to promote independence.

Bequests in Wills

No member of our Staff Team is allowed to accept bequests under wills. Neither are they permitted to act as a witness on wills or any other legal documents regarding a Service User.

Gifts and Hospitality.

It is not uncommon for Service Users who have developed sometimes long and close relationships with individual Team members to offer gifts or gratuities as such activities can lead to accusations of coercion, exploitation or fraud. It is vitally important to Care of Excellence that our Staff Team at all times uphold the highest standards of the company and always act in an honest manner with the best interests of the Service User in mind.

We recognise, however, that in some circumstances refusing a gift may be seen as offensive, for example at Christmas or birthday. In such circumstances, receipt of the gift should be notified to the office and recorded within our Home Care records. A maximum gift of £10.00 is deemed acceptable.

Assistance with Medication

Our Care Team can provide assistance to you with your medication with your consent when it is identified as part of your care package, so long as this is in accordance with the prescriber's directions (The Medicines Act 1968).

Our Care Team will not offer advice to any Service Users regarding over the counter medicines or complementary treatments.

Care of Excellence will, during the care assessment stage, determine the level of support required and ensure that the appropriate training and record keeping needs are met. A separate medication plan of care will be put into the care plan and reviewed as necessary.

Only medication in an appropriate container labelled with;

- The Service Users' name
- The name of the medicine(s)
- The time to be administered
- The dose
- Any special instructions (e.g. after food)

Prescribed medicines which are not labelled as above or dispensed into a medication aid by the pharmacy will not be administered by our Care Team.

Safe Keeping of Keys

Team members will ensure the safety of you and your home at all times when providing our service.

Care of Excellence does not allow any member of our Care Team to hold keys to Service Users' property. Therefore, if you are unable to let your carer into your home yourself, it may be appropriate to have a key safe fitted. This will allow your carer access to your key enabling them to let them in.

What is a key safe?

A key safe is a secure box that allows keys to be stored on the exterior of a building for convenience or emergency access. The box can only be opened with a combination or with a master key.

Your key code will be kept confidential and only Team members who need to know the code will have access to it.

Under no circumstances should you give a Team member a set of keys to your property without written consent of Care of Excellence. If you do so without knowledge, we will not be responsible for any loss which may occur.

Securing your home.

When a team member leaves your home they will ensure that windows and outer doors are secured unless you request otherwise.

Main Terms and Conditions

Contracts

Our Terms and Conditions for the care and support service are embodied in our Care and Support Services contract which forms the basis of your agreement with us. You will have free access to copies of any such documents and any other records concerning your care and support at any time.

Time Sheets

A time sheet must be completed upon every visit by a team member and countersigned by yourself. The time sheet acts as a record of time worked and this is how we calculate the charge to you. Any queries must be raised by you with the office within three days of the date recorded on the time sheet concerned.

If the Local Authority is responsible for payment of your care, your Team member is booked for a specific length of time and in this instance will be unable to spend any longer with you unless this is agreed beforehand by the Local Authority or if it is an emergency and has been agreed by the Care of Excellence office.

If you are paying privately for your care and request your Team member to stay for longer than is booked and we are able to accommodate your request, this will be recorded on the time sheet and you will be charged for the additional time accordingly.

Charges for services purchased by the Local Authority

If your care package has been arranged by a Social Worker and the Local Authority is the purchaser then there are no fees liable to Care of Excellence Ltd from you. There may well be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care following an assessment of your needs. If this is the case, it will be arranged by your Social Worker who will provide all the necessary details for you.

Charges for Private Service Users

You will be charged for all work undertaken by any Team member of Care of Excellence Ltd. All charges are subject to regular review and variations will be notified to you in writing from time to time. All charges must be paid to Care of Excellence Ltd. Payments must not be made under any circumstances to a Team member.

Private paid work

Any requests for additional support on a private basis outside of your care package should be made through the Care of Excellence office. If we are providing your care on behalf of the Local Authority then you should speak with them in the first instance.

Any Team member is forbidden from taking on a private task without authorisation from the Care of Excellence office. All our Team members are made aware of the potential danger to themselves and the Service User of providing additional voluntary support. Care of Excellence Ltd may take disciplinary action against any Team member who has an inappropriate relationship with any Service User either within or outside of their employment contract.

Bank Holidays and Public Holidays

Public and Bank Holidays will be charged at Time plus half, Christmas day and New Year's Day will be charged at double the normal rate. In addition to Bank Holidays and Public Holidays, these rates will also apply to the Friday and Sunday of Easter weekend, the 24th of December after 16:00 hours and 31st December after 16:00 hours. Where Christmas and New Year holidays fall on or immediately prior to or after a weekend, Care of Excellence will advise you of the rates applicable.

Payment

You or your authorised representative will be issued with an itemised Care of Excellence invoice which will be issued on a two weekly basis. This will highlight each visit and individual charge.

Fees are due for payment immediately upon receipt of our invoice. Care of Excellence reserves the right to require a deposit, in an amount to be agreed, as security against payment.

Payments should be made by cheque until a standing order method of payment is arranged.

Care of Excellence reserves the right to review its charges at any point. Two weeks written notice will be supplied to all Service Users.

Penalty for late payment

If no payment has been received within five days after the date of invoice, unless Care of Excellence has agreed different terms, a 15% surcharge will be levied on the amount of the invoice.

Travel Expenses

All travel expenses due to Team members for providing our services to Service Users will be charged at £0.35 per mile and levied to Service Users. This charge will be added to the amount payable on two weekly invoices. Where it is necessary for Team members to use their car or public transport to shop on your behalf, the actual bus fare or travel allowance at the rate of £0.35 per mile will be added to the amount payable on the two weekly invoice.

Mutual Respect

At Care of Excellence Ltd, we are deeply committed to a culture of respect. We recognise that there is a great need to create and maintain a working environment based on mutual respect and dignity for every individual, our Team members and Service Users. We want both parties to feel they are able to operate in an atmosphere in which both the Team member and the Service User feel comfortable, safe and are treated with mutual respect and dignity.

We will reserve the right to review or withdraw our services immediately if any member of the Care of Excellence Team is treated in an abusive or disrespectful manner.

Cancellation of visits or reduction in hours

Clarification of charges payable by the Service User:

Definition of break in care – ‘cancellation of visits’ or ‘reduction in hours’

‘Break in care’ required for less than three days within a seven day period.

- More than 48 hours’ notice provided - no charge
- Less than 48 hours’ notice provided - 100% charge.

Break in care required for more than three days in a seven day period.

- Less than four weeks’ notice provided – 100% charge
- More than four weeks’ notice provided - No charge.
- Emergency admission to Hospital or respite 100% Charge to a maximum of four weeks.
- Fees will be chargeable up to a maximum of four weeks.

- After four weeks the care Package is to be re-negotiated.

All changes in the Care Package and any cancellations should be made directly to the office and not to any Team members. Care of Excellence reserves the right to charge for all duties booked.

Cancellation of Part or All of the Service visits.

Either party may cancel part or the entire care package by giving appropriate notice in writing. A minimum of four weeks' notice of cancellation of part or all of the contract is required. Earlier termination of part or all of the delivery of the service may be arranged but a charge will be made for the full four weeks.

Other charges:

The minimum service charge will be for thirty minutes.

In the event that a Team member contracted to Care of Excellence is engaged in full, part time or casual employment by the Service User, the company reserves the right to charge the Service User a 'one off' fee of £1,000 as Care of Excellence will have affected the introduction.



