Stonesby Domiciliary care

Statement of Propose

Stonesby domiciliary care is owned by Mr O.A Saghir, 43, Shackerdale Road, Wigston Leicester

Osman Saghir is the responsible proprietor, who is an accountant and has several years’ hands on experience in residential and nursing care. Osman has six years experience running a care home at management level and has completed training in health and safety, fire safety, P.O.V.A, food hygiene, risk assessment, and also infection control.

Beverley Hall is registered manager to Stonesby Domiciliary care; she has thirty years experience working with varied client groups, several years at management level, Bev has NVQ level 3 and level4 Register manager award, IOSH risk assessment assessor, Moving and handling trainer, A1 assessor and internal verifier Health plan facilitator, person centre plan facilitator.

Supporting Bev is a team of highly qualified support workers, who are trained to meet the needs of the individuals who use our services.

When first employed all support staff are entered in to a robust training programme, which include, six week induction, health and safety, fire safety, P.O.V.A, food hygiene, risk assessment, infection control, first aid, and moving and handling

Introduction

Stonesby Domiciliary provides a Domiciliary Care service to a whole range of service users within the community. The service provides support to individuals within their own homes, both on a practical and personal care level, which enables them to maintain their own independence and lifestyle.

The service may vary from a very small amount of support weekly e.g. provision of shopping support weekly to large and detailed packages of care providing several visits per day, this of course depends on the individual needs of the service user. We also offer Respite services to individuals to give Carers peace of mind and time for a break from their Caring duties.

Hours of Operation
Services are available twenty four hours a day.
Availability of times may vary according to area in which service user lives and current availability of time slots.

We offer services to: People with mental heath problems, People with physical disability. People with learning disability, People with a drug or alcohol problems,
The Registered Manager of the Service is available during office hours and a supvisor is On – Call for staff and service users outside office hours, during the hours our service is delivered.

Aims and Objectives

We aim to:

• Provide a person – centred service which promotes and supports independence, dignity, individual rights and choice within a personal and practical care service.

• Promote and help to support individual lifestyles.

• Promote and improve quality of life for individuals. Our service is tailored to meet the individual requirements of the service user to maintain maximum quality of life and normality in their own home environment.

• Help to reduce stress associated with a disability and encourage methods of coping with those disabilities.

• Provide a service which supports service users in a professional and confidential way.

• We aim to respond to referral requests within 24 hours following initial call from purchaser.

• Whilst we do provide a service which may be of a personal care nature our staff will always consider the rights, choice and wishes of those individuals receiving a service from us.

• We recognise that we are guests within the client’s home and will always respect this.

• We aim to achieve visit timings to within 15 minutes either side of a booked time, allowing for any unforeseen travelling or previous client problems.

• We will communicate promptly with all relevant individuals should problems arise in order to rectify these and give a quality service to our clients.
Nature of Service

Stonesby is a home care service.

Our service is tailored to meet the individual requirements of the service user, to enable service users to maintain maximum quality of life and normality in their own home environment.

Stonesby provides a comprehensive and flexible range of Home Care Services to assist clients in carrying out normal activities of daily life, therefore maintaining optimum independence.

Our Home Care Service is run by appropriately qualified staff committed to providing a quality service to all our clients.

Services we provide
Support worker are experienced in all aspects of personal care requirements and are happy to assist with domestic duties and meal preparation. Examples:-

Basic Tasks
- Help with:
  - Bathing;
  - Dressing and undressing;
  - Mobility;
  - Feeding;
- Assistance to the toilet and continence care;
- Exercise programmes only under the instruction of a Physiotherapist or Occupational Therapist;
- Prompting of prescribed medication, orally and topically. Medication should be blister packed, or pre-prepared in ‘unit doses’ by a relevant other e.g. Chemist, district nurse, GP or a family member. Staff are unable to administer medication from bottles from which they need to achieve a dose.

Things we cannot do

The service our staff provides is not a nursing service purely a caring service with some domestic duties.
- Assist with invasive treatments e.g. Injections, suppositories, IV lines etc.
- Cutting toenails;
- Cutting finger nails (if there is a medical risk);
• Removing or replacing urinary catheters or tracheostomy tubes;
• Bowel evacuations/ bladder washouts
• Injections
• Filling oxygen cylinders
• Lifting of service users/ heavy objects
• Moving of large items of furniture
• Cleaning External windows
• Working from ladders

Delivery of Care

Our Domiciliary Care Service can be accessed via social workers or on a private basis.
Following the initial referral, we will arrange to meet with the service user in their own home if possible.
The service users needs and requirements will be discussed and a plan of care will be developed which includes details of our visit time to the service user and what tasks will be carried out during our visits. During this visit to discuss the service users needs, we also carry out risk assessments to ensure the health and safety of service users and staff.
We will review the care package initially at six weeks, or more frequently if needed, to ensure we are meeting the needs of the service user as per the plan of care.

Our Quality Assurance System

The company has put into place systems of work to set and achieve goals and targets, monitor, assess and review performance and act on findings to continually improve business quality and performance in the best interest of its service users.
The company will ensure that staff supervision and appraisals are carried out in line with CQC regulations and training targets are achieved and monitored for all staff.
Complaints and compliments procedures are in place to ensure continued quality management. Complaints and compliments are logged and actioned and the information shared with staff, customers and regulators of the service.
To achieve the quality service, the company will send out annual quality surveys to its service users to help us measure the quality of service we provide.
Additional service

We also have supported living accommodation mainly one bedroom flats, where individuals can be supported, either by Stonesby support worker or other of the individual's choice.

Stonesby are committed to ensuring the well-being and happiness of the individual tenants, therefore we will support the individual to find the most suitable service to meet their requirements.

Insurance

Stonesby is covered for public liability insurance and Professional Indemnity

Contract Terms and Conditions

Service Provision: Domiciliary-Care Service

Visit Timings: Office hours are 0830 to 1730hrs On-call service 24hrs each day

Charging/Fees: Support worker Day £13/hr and Night £15/hr

If a service users package of care has been booked through a social worker, charging will be made in line with the appropriate councils charging policy, which you may request from your social worker.

If a service users package of care has been booked privately with the company, we will invoice on a monthly basis. Payment will be required on a monthly basis. A costing for care will be made available to the service user, following initial referral.

Withdrawal of Service

Withdrawal of service by the Company may be considered following in depth investigation if there are unresolved issues which may include: - unresolved hazards within the Service Users home that may put the carer at risk or for physical, racial or verbal abuse.

Termination of contract

If you wish to terminate your contact then you are required to give four weeks' notice in written.
Philosophy of Care

Stonesby staff is committed to the following philosophy of care.

• To promote the core values of care:
  Independence, Privacy, Dignity, Confidentiality, Rights & Choice

• Staff will respect individuality of service users and take all precautions to avoid accident and reduce risks whilst accepting that these exist in order that life skills can be maintained.

• The service user has the right to care for themselves as far as they are able and willing.

• The service user has the right to have their dignity respected by others in every way possible and to be treated whatever their disabilities or frailties, as individuals in their own right.

• The service user has the right to privacy for themselves, their belongings and their affairs.

• The service user has the right to have their cultural, religious, sexual, emotional and any other needs accepted and respected

• Staff must remember preferences and accept idiosyncrasies and give help to maintain a sense of purpose and accomplishment.