



## LOGA CARE QUALITY CHARTER

Loga Care believes that the following statements best describe the values within which we seek to **operate on a daily basis.**

We believe that each service user in our care has the fundamental right to:

- be regarded as an individual and given our special attention;
- be cared for by people who are capable of understanding their needs and are competent to meet those needs;
- be treated equally, and no less favourably than others;
- receive respect and understanding regarding their cultural, religious and spiritual beliefs;
- receive prompt attention in relation to all of their healthcare needs;
- be safe, feel loved and always know that “someone cares”;
- be informed about all important decisions that affect them, and to have a say;
- be afforded privacy for themselves and their belongings;
- have the opportunity to think independently, and make their own choices;
- complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to.

We commit to our service users to:

- Provide you with a bespoke tailor made care package that will promote independence, and enable our service users to remain living safely and enjoyable in their own homes for as long as they wish, providing a high quality outcomes based service’
- Provide our service users with 24 hour care 7 days a week, 52 weeks a year.
- Provide service users and care workers with 24 hour telephone support for 24 hours a day, 7 days a week 52 weeks a year, including all public holidays and weekends.
- Provide Care Workers who have been cleared for work with relevant independent organisations.
- Provide Care Workers who have undergone a training programme that includes:-
  - Moving and Handling
  - Infection Control
  - Health and Safety
  - Food Hygiene
  - Medication Training
  - Basic First Aid
  - Abuse and awareness training of vulnerable adults
  - Person Centred Care
  - Risk Assessment
  - Mental Capacity Act
  - Care Planning
  - Safeguarding



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- We ensure all assessments, reviews and spot checks are completed by an appropriately experienced and qualified care manager.
- A full care needs assessment and risk assessment is completed prior to the commencement of a care package.
- Match the client and care worker in terms of:-
  - Gender
  - Smoker/Non- Smoker
  - Age
  - Relevant Experience and Qualifications required eg. NVQ 2.
  - Ability to look after pets.
- We guarantee that Loga Care will review the care package within 72 hours of its commencement to ensure that all is operating smoothly.
- We will continuously monitor the care package and commit to provide a Care Worker as long as care is required. To ensure continuity of care.
- We will regularly review of service with you through the use of Quality Assurance Questionnaires.