



# Service User's Guide

All Service Users are to be provided with a personal copy of this guide

**Notes:**

Service Users are referred to in this document as **service users**.

The Regulations state that the registered person shall make a copy of the Service User's Guide available on request for inspection at Loga Care premises by every service user and any person acting on behalf of the service user.

**Review** – The registered person shall –

- a) keep under review (at least annually) and, where appropriate revise the Service User's Guide and
- b) notify the Commission of any material revision within 28 days.

## Introduction

Loga Care providers of 24 hour live in Care Workers. We are a dedicated live-in care agency employing Care Workers to live with service users in their own homes. We provide 24 hour emergency support and work closely with our Service users, their Relatives, Care Workers and Social Services to ensure that everyone has peace of mind. We operate primarily in our local geographical area Hampshire and Surrey but are happy to provide Care Workers in other geographical areas.

Our service users are government and self-funded vulnerable adults who are unable to live alone.

Loga Care acknowledges the unique and complex needs of individuals and aims to deliver a service that is tailored to the needs of each individual. We offer our service to people needing care and support whilst living in their own home including:

- Older people
- People with physical disabilities
- People with sensory loss including dual sensory impairment
- People with mental health problems
- People with Learning disabilities

Loga Care Care Workers will help with:

- Personal Care – assist with bodily functions e.g. feeding, bathing, toileting. Assist with bathing and dressing.
- Non- physical Care – such as advice, encouragement and supervision relating to prompting a service user with activities of daily living e.g. bathing, cooking.
- Emotional and psychological support including the promotion of social functioning, behaviour management and cognitive functions.
- General activities of daily living – cooking, shopping, going to the gym etc.

Loga Care is registered with the Commission Social Care Inspection (CSCI) which means Loga Care have met the standards and complied with the regulations and conditions defined by the Secretary of State in The Care Standards Act (2000 Department of Health) with regard to domiciliary care services. This is reviewed annually.

## **Management Team**

Loga Care's management team have experience in the Recruitment, IT Sales and Nursing industry.

Loga Care is owned and managed by Natalie Ranger – Sizeland. Natalie has a BA/BSC honours degree in Business Studies and combined studies. A diploma in Adult Nursing and has worked in the care industry for 12 years and in the recruitment industry for 5 years. Natalie is passionate about providing a high quality reliable professional service for service users and Care Workers and is always available to hear your views, feedback and opinions.

On the management team is James Sizeland, he has a BA Economics Degree and 10 years IT sales management experience. James is committed to ensuring Loga Care fulfils its aims and objectives to you the Service User.

David Ranger has a BA in Care Management and Diploma in Social Work, he has worked in this arena for 10 years, primarily as a Team Manager in the Hampshire area. David has a wealth of knowledge from the care industry and is passionate about providing a high quality service that ensures people remain in their own homes if they choose.

Our Service User guide is written in English but is available in other appropriate formats e.g. large print and we can order in Braille if required.

## **Mission Statement and Statement of Purpose**

Our Mission Statement is:-

‘To provide a service of excellence to our Service Users and Care Workers.’

Our 'Statement of Purpose' is:-

‘To promote independence, to enable people to remain living safely and enjoyable in their own homes for as long as they wish, providing a high quality outcomes based service’.

## Aims and objectives of Loga Care

Loga Care commits to:

- a) Working with each service user, social workers, relatives, Care Workers (as appropriate) and all others associated with his/her care towards identifying, implementing and reviewing a personalised Service User Care Plan which adequately reflects his/her needs at any one time;
- b) Promoting independent living, working within the service user's range of abilities and competencies;
- c) Delivering care, in the service user's home in a manner which is non-discriminatory, sensitive to the cultural needs of the service user and respectful of their environment and traditions;
- d) Providing a high-quality flexible, responsive and non – intrusive service that is tailored to the needs of the individual;
- e) Ensuring that confidential information is protected at all times and only shared with others strictly in accordance with its policy on confidentiality;
- f) Working in partnership with other agencies involved in care in order to ensure a seamless and cost-effective service.

## 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
- 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 e.g. 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.

## The nature of the services provided

### General scope of services

Loga Care is engaged in the provision of **care support services** to individual service users in their own homes. These services are based upon an assessment of need, at the time the contract commences, and reflect the requirements of a *Service User Care Plan*.

### Care support services are provided in the following areas:

- Dressing, undressing, into and out of bed etc;
- Personal hygiene, grooming etc;
- Health;
- Food;
- Housekeeping;
- Social, Leisure etc;
- Helping service users with their personal affairs.

**Loga Care does not provide nursing services.**

## Service Delivery

### Health and safety assessment

Prior to commencement of service Loga Care will undertake a health and safety assessment of the service user's home in order to identify any specific hazards which may be present, and which may present a risk to the health, safety or welfare of Loga Care's staff. Where hazards are identified then a risk assessment will be completed and where necessary, advice given as to correction and maintenance. Loga Care will not permit staff to engage in any activity where a significant hazard is present, and the risk has not been eliminated or reduced to an acceptable level. In some instances this may require service to be withheld or suspended.

### Assessment of care needs and requirements

Loga Care will visit the service user, prior to the commencement of service to discuss and agree the service user's precise care needs. Following this visit Loga Care will draw up a *Personalised Service User Care Plan* and present this to the service user, together with an accurate assessment of the costs involved, the methods of payment etc. This information, together with the standard terms of business will constitute the contract between Loga Care and the service user.

## **Review of health and safety assessment and the Service User Care Plan**

Loga Care will review the health and safety assessment annually, or whenever an accident or an untoward incident takes place. The *Service User Care Plan* will be reviewed in accordance with a schedule agreed between Loga Care and the service user.

## **Key Contract Terms and Conditions**

### **Assignment of care workers**

#### *a) Recruitment and protection of service users*

Loga Care undertakes rigorous recruitment processes for care workers which includes personal interview, reference checking and criminal records checks with the Criminal Records Bureau (CRB). The CRB check provides additional confirmation that the care worker is not on the register of workers who are not permitted to work with vulnerable adults.

#### *b) Training and competence of care workers*

Loga Care's care workers have received adequate training in relation to the responsibilities which are assigned to them and are assessed by Loga Care as competent workers. All care workers employed by Loga Care are required to follow policies and procedures which are designed to ensure the highest quality of service to service users, and to protect confidential information.

#### *c) Continuity of care*

Loga Care recognises that care is best given at a time when the care worker and service user have worked together for some time, and will try to ensure continuity in this regard. There will be occasions, however, (such as holidays, sickness etc) when the care worker normally assigned to the service user may not be available. In such cases an alternative care worker will be supplied.

### **Keyholding**

Loga Care will make suitable and permanent arrangements with the service user for entering the service user's premises. Where keys are held by Loga Care then the service user will be asked to complete a key transfer form and a receipt will be given.

### **Supplies and/or equipment**

Loga Care does not provide any supplies or equipment in connection with the care services which are to be undertaken. All supplies and equipment (including cleaning aids, detergents, electrical equipment etc) necessary for the satisfactory completion of tasks must be supplied by the service user. The service user will be advised by the care worker when equipment is needed or supplies need to be replenished.

### **Refusal/Withdrawal of service**

**Loga Care may refuse** to provide service, where, in its opinion, the pattern and/or type of care requested is inappropriate to, or conflicts with, the needs of the service user or where Loga Care believes that it is not competent to deliver the care to the standards required.

Once started, Loga Care may withdraw the care provided (either on a permanent or a temporary basis) in situations, for example, where:

- a) The health and safety of the care worker is seriously at risk;
- b) The care worker has received threats of violence;
- c) The care worker has received any form of abuse.

Loga Care will endeavour to provide at least 4 week's notice to the service user of withdrawal of service although in certain situations, for example where the health and safety of the care worker is at risk, withdrawal may be immediate. If the contract is still within the trial period Loga Care will withdraw immediately but has a right to enforce a 48 hour payment period to cover the costs of providing the Care Worker. If withdrawal of service is not permanent, the service user will be advised of the conditions which must be met in order to permit the resumption of service.

**The service user may cancel the Contract** by providing at least four week's notice to Loga Care.

### **Fees payable**

Fees are payable four weekly, in advance and are due within 7 days of the presentation of the invoice. Loga Care reserves the right to charge interest on outstanding fees as described on Loga Care's invoice.

Cheques should be made payable to Loga Care.

If your care package is funded by Social Services or another body we will invoice them directly.

The service user will be liable to additional charges in respect of:

**Travelling expenses** will be charged at Loga Care's normal rates and outlined in the contract. You do not pay travelling expenses for Care Workers to attend work. This is only for Loga Care Management or transportation of Service User.

**VAT** (Describe how VAT applies, if it does)

Work undertaken on **Public and Bank Holidays** will be charged at **double the normal rate**.

In the event that **the service user employs the care worker** supplied by Loga Care then the service user will be liable to pay an introduction fee of £2000. If the Service user employs the Care Worker within nine months from the date of the end of the services then the service user will pay Loga Care a fee of £3000.

### **Insurance**

Loga Care has comprehensive insurance cover in respect of Employer's Liability and Public Liability. This is provided by Castle bank Insurance Brokers and includes:

Employers Liability, Public/Products Liability and Additional Liability – Abuse.

### **Quality of Service**

Loga Care aims at all times to deliver a quality service to the highest standards. Information from service users is a vital part of Loga Care's *Quality Assurance Programme* and service users will be asked for feedback on the quality of service they have received on a regular basis.

### **Complaints and Suggestions**

Loga Care welcomes complaints and suggestions as a means of accurately judging the quality of its services and identifying ways of improving service user satisfaction. Any complaint made by or on behalf of a service user will be investigated and dealt with under the procedure, a copy of which may be obtained from Loga Care. **A summary of the complaints procedure is attached.**

### **Hours of Operation**

Loga Care is proud to say that it operates 24 hours a day, seven days a week and 365 days per year! Loga Care's office is open between 09:00 am and 5.30 pm, Monday to Friday. Please call the office on any matter related to your care. If you need to contact someone in case of an emergency from Loga Care outside of office hours please call the duty care manager on 07508 706817.

## Specific Information on Key Policies

### Access and security

Service users receiving care at home are more likely to be living alone, and may well have some form of disability or impairment which makes them feel vulnerable and unsafe. This is particularly true where service users lack mobility, and dealing with an actual, or a suspected security issue (e.g. an unlocked door, or open window) can present major problems and anguish. In recognition of this, Loga Care is committed to ensuring the security and safety of the home and the service user **at all times when providing care**. In support of this general statement of policy, employees of Loga Care are provided with guidance on the proper procedures for entry into a person's home, and security measures which must be followed at all times. Topics covered include:

- *Entering premises;*
- *Written and signed agreements on key holding;*
- *Safe handling and storage of keys outside the home;*
- *Action to be taken in case of loss or theft of keys;*
- *Confidentiality of entry codes;*
- *Alternative arrangements for entering the home;*
- *Action to be taken when unable to gain entry;*
- *Securing doors and windows;*
- *Discovery of an accident to a service user /other emergency situations;*
- *Identity Cards\*.*

\*All employees of Loga Care are required to have **identity cards** with them when at work. These cards include:

- A photograph of the employee;
- The name of the employee and Loga Care in large print;
- The contact telephone number of Loga Care;
- Date of issue and date of expiry of the card.

### Administration of medicines

Many of Loga Care's service users are advised (for example by their GP, local Pharmacist, Community Nurse etc,) to take medicine(s) either regularly, or on an occasional basis, in order to maintain or improve their health. The taking of medicines will form part of the initial needs assessment, and a decision taken as to whether the service user wishes Loga Care, and its care workers, to participate in any way in the process of administering medicines to the service user. Typically, Loga Care will always try to encourage and maintain the service user's independence, through the service user's own self-administration of medicines, but will provide

assistance, as needed, when this has been agreed as part of the service user's *Service User Care Plan*. Where assistance is given by any care worker employed by Loga Care, then it will be **undertaken within a strict procedure**, as outlined in Loga Care's policy and procedure on the administration of medicines. **Care workers employed by Loga Care are not permitted to deviate from the procedures laid down** (or they may face disciplinary action) and are advised to seek advice on any matter of concern either to them or the service user. Loga Care and its staff will co-operate with other members of the community team, in relation to individual's medication, and may share relevant information with them, unless the individual has specifically asked Loga Care not to.

### **Autonomy and independence**

Loga Care will assess, plan, deliver and review the care services it provides to service users with a view at all times to promoting autonomy and maintaining/increasing independence. It will do this through a number of activities and processes involving the service user, such as:-

#### *Care assessment and Service User Care Plans*

Loga Care will involve the service user in the assessment and planning of the care services they need, and seek the service user's opinion as to the most beneficial service which satisfies their own individual needs. Loga Care endeavours where possible to provide individual service users choices in the care to be provided, and the manner and frequency of its delivery. Loga Care's aim will be to tailor a package of care which reflects need, offers choice, and respects the service user's opinion and judgement.

#### *Review*

Loga Care will agree a review schedule with the service user upon creation of the inaugural *Personalised Service User Care Plan*. The service user is entitled to request a review at any time. The review will take into account the manner in which care has been delivered, whether it is meeting the objectives which were set at the beginning, and any changes which have taken place in the service user's overall needs assessment.

#### *Personal Finances*

Control of personal finance is a key component of being able to demonstrate independence in living, and Loga Care will encourage, enable and empower service users, where possible, to make decisions in relation to their own lives, providing information, assistance and support where needed.

### *Administration of personal care needs*

Where appropriate, care workers employed by Loga Care will seek to carry out tasks assigned to them *with* the service user, as opposed, for example, to simply carrying out tasks *for them*. In this way the service user becomes involved in the care process, and may, over time reduce dependence as both confidence and competence increase.

### **Confidentiality**

Loga Care and its staff will respect and protect all confidential information concerning its service users, at all times. **All service users will be provided with Loga Care's policy on confidentiality**, which outlines the obligations placed upon Loga Care to safeguard confidential information, the circumstances whereby Loga Care may disclose confidential information, the circumstances where express consent is required and the service user's right to object to any disclosure.

### *Disclosure of confidential information by Loga Care*

Loga Care is expected, on occasion, to share confidential service user information between members of care teams and between different organisations, in order that the service user is able to receive, overall, the highest quality care. The information may be needed for care purposes involving the service user, (such as delivering the correct care, arranging for care or co-ordinating care) or for such matters as clinical governance or clinical audit.

**Service users may object** to the routine disclosure of information described above if they wish, although they will be advised that this may not be in their best interests.

### **Control of infection**

Loga Care recognises its duty to promote a safe working environment for domiciliary care workers and service users. The control of infectious diseases is an important aspect of this overriding duty. Care, especially intimate care, involves risks of infection which need to be managed in a safe and organised manner including the use of standard/universal precautions.

Standard/Universal precautions **include**:

- Handwashing and skin care;
- Use of protective clothing;
- Safe handling of sharps (including sharps injury management);
- Spillage management.

**Advice will be sought from time to time** from appropriately trained professionals working in infection control.

### **Diversity in care**

The United Kingdom is a true multi-cultural society and it is inevitable that service users within Loga Care will come from a variety of different backgrounds.

**Loga Care’s “Equal Opportunities” policy** states that:-

“All people shall be treated equally, regardless of their age, gender, ethnic origin, nationality, colour, religion, marital status, sexual orientation, disability, or offending background unless unequal, or different treatment can be shown to be justified and is appropriate”.

This clear unambiguous statement of intent will apply to all aspects of Loga Care’s operations and to the treatment of all service users of Loga Care, at all times, whilst, at the same time, taking account of the individual’s special needs with regard to their religion, culture, language etc.

### **Gifts, wills and bequests**

Employees of Loga Care have a personal duty to ensure that neither they, nor Loga Care, may legitimately face charges or allegations of malpractice or corruption in their conduct at work. As such, a code of conduct has been developed by Loga Care which follows good practice and national standards. This code, embraced within Loga Care’s policy/procedure on gifts, wills and bequests, includes advice on:

#### *Solicitations – seeking gifts or favours*

Any employee who seeks gifts or favours from service users in return for the services they are required to provide will be subject to disciplinary action which will, almost certainly, lead to dismissal.

#### *Voluntary gifts*

It is not uncommon for a service user, or someone closely connected to the service user, to offer some gift as a mark of appreciation for the high quality of care they have routinely received from Loga Care. At the same time, the taking of gifts or acceptance of substantial favours by employees from, for example, service users, or relatives can give rise to embarrassing situations and may be seen as an improper inducement to give some concession in return to the donor. As such, it is Loga Care’s policy to discourage the practice of service users or relatives offering gifts to care workers, or others employed in Loga Care.

### *Service users' wills*

National Minimum Standards preclude staff involvement in assisting in **the making of or benefiting from service users' wills**. As such care workers and other employees of Loga Care are instructed to refuse to offer any advice whatsoever, either to the service user, or anyone connected with the service user, on the making of wills, or their contents.

### **Handling service user's money**

Loga Care aims to promote and maintain the independence of service users in all aspects relating to the care and services they receive and believes that control of money matters is a key element of independence. Service users are therefore actively encouraged to take control of all aspects of their financial affairs, thus avoiding over-dependence on others, even in minor ways. There will be **instances, however, when support is needed, and given**, and it is in these situations in particular where Loga Care ensures that simple good practices are implemented and observed, so as to promote trust and avoid disputes, misunderstanding or suspicion.

### **People moving and handling**

Manual handling of people, (lifting, supporting, carrying, pushing and pulling by bodily force) is one of the most common activities within domiciliary care, and one which, the Health and Safety Executive (HSE) believes, results in substantial injuries each year.

**The Manual Handling Operations Regulations 1992** have established certain principles within which care providers should operate, such as:

- To **avoid** the manual handling activities where it is reasonably practicable to do so; and, where it is not,
- To **assess the risk** and take appropriate steps to reduce it so far as is reasonably practicable.

### **"No lifting" policy**

**Loga Care does not believe that a blanket "no lifting policy"** is a viable option when one of the primary objectives of Loga Care is to assist individuals live their lives as independently as possible. Rather Loga Care will try to balance the needs of everyone involved in the care process (particularly the needs of the service user on the one hand, and the needs of the care worker on the other) in order to ensure that:

- Care workers **are not required to perform** tasks that put them and their service users at unreasonable risk;

- Service users' personal wishes on the type of assistance given to them by Loga Care's care workers are **listened to and respected** wherever possible; and
- Service users' **independence and autonomy** is supported as fully as possible.

In order to satisfy these essential goals, Loga Care will undertake **general risk assessment as part of the needs assessment process**, and ensure that **all relevant issues relating to health and safety** are embraced within the wider context of providing a "home care service". This risk assessment will focus on the needs of the service user and the needs of the care worker, so that care is delivered in a balanced and sustainable way and one that has taken into account the service user's lifestyle, personal preferences and functional needs.

### **Privacy and dignity**

Loga Care recognises that most interactions between care workers and their service users demonstrate some form of dependence upon the care worker, and obligations exist therefore to ensure that a **code of conduct** is observed which ensures that all actions undertaken:

- a) are with the express wish of the service user;
- b) are conducted in such a way that the service user does not feel undervalued or inadequate;
- c) protect privacy and dignity;
- d) promote respect between the care worker and the service user.

Without limiting the extent of the code of conduct in any way, such protection must be observed in relation to some of the more common activities associated with domiciliary care, such as: -

- Dressing and undressing;
- Bathing, washing, shaving and oral hygiene;
- Toilets and continence requirements;
- Medication requirements and other health related activities;
- Manual handling;
- Eating and meals;
- Handling personal possessions and documents;
- Entering the home, room, bathroom or toilet.

### **In each case:**

- The care worker must be made aware of the nature of the care needs;
- The views of the service user on support and assistance will take precedence, unless otherwise explicitly stated in the *Service User Care Plan* or concerns arise in relation to health and safety;

- The service user will have an individual care plan drawn up with details of the personal care needs and how these are to be addressed;
- If appropriate, written instructions from a professional person as to the nature of the care required may be obtained;
- When accompanying a service user to the toilet, assisting with bathing, dressing or other intimate tasks, care staff must endeavour to maintain a service user's dignity and privacy, only undertaking those tasks that the service user is clearly unable to do.

**Wherever possible** the service user's wishes will be respected concerning the sex of the care worker assigned, (in particular where a *Genuine Occupational Requirement* is evident) when intimate care is to be provided, although there is no automatic reason why a service user should raise concerns about a care worker of the opposite gender.

### **Protection from abuse**

Abuse is defined as:

“A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress.”

Loga Care is committed to preventing the abuse of service users. It will strive to achieve this by:

- promoting a strong and identifiable culture of respect and valuing people;
- ensuring that thorough and systematic recruitment practices are followed which ensure that references are taken up for all care workers, and use is made of all checking procedures, particularly the Criminal Record Bureau (CRB) disclosure process;
- encouraging the role of the advocate for service users. Service users who have no relatives or friends to act as advocates should be encouraged to have an independent advocate who will act as spokesperson for the service user and participate in care reviews as necessary, Service users who wish to make use of an Advocate, or wish to learn more about such services, should consult Loga Care Manager for more information;
- recognising the fundamental rights of service users to privacy, dignity, maintenance of self-esteem and fulfilment, choice, recognition of diversity, individuality and independence, together with the maintenance of their rights as citizens;
- making relatives and advocates aware of Loga Care's complaints procedure and encouraging them to comment upon the care received by service users and to participate in reviews of care;
- committing to quality assurance and regular quality reviews;

- ensuring that training is provided on the forms and prevention of abuse and that such training is available to all employees;
- taking action whenever there is suspicion that abuse has occurred.
- utilising management systems which support and supervise employees in their work and facilitate good communications;
- encouraging an atmosphere where employees feel able to discuss and therefore prevent the development of potentially abusive situations;
- ensuring that induction procedures for employees include the prevention of abuse of service users;
- giving service users a copy of Loga Care's complaints procedure upon commencement of care and ensuring that they understand how to use the procedure;
- encouraging service users, their relatives or advocates to participate in reviews of care and to comment on care received.

## Records

In accordance with good practice, and National Minimum Standards, Loga Care will introduce into each home where care is provided, a procedure for recording key events and activities associated with that care.

Called "Homecare Record", the record contains information on:

- Name of the service user.
- A description of the services provided.
- Assistance with medication. and other requests for assistance with medication and action taken.
- Financial transactions undertaken on behalf of the service user.
- Details of any changes in the service users (or Care Worker's) circumstances, health, physical condition and care needs.
- Any accident however minor to the service user and/or care or support worker.
- Any other untoward incidents.
- Any other information which would assist the next health or social care worker to ensure consistency in the provision of care.

Service users and/or their relatives or representatives will have access to the records in the home. These records will be kept in the home for one month, (or until care ceases, if earlier) after which they will be transferred to Loga Care's office for safe-keeping.

A service user (or their relatives or representative) **may refuse to have records** kept in their home. In such cases the refusal must be in writing, dated and signed, and this statement will be kept on the personal file of the service user in Loga Care's offices.

Service users and their relatives or representatives (with the permission of the service user) may **review the service user's personal file** kept by Loga Care by making arrangements with Loga Care Manager. **Such files may be reviewed** as part of the **inspection and regulation process**.

### **Safe working practices including safeguarding**

Loga Care has an overriding responsibility for safeguarding the health and safety of all of its workers whilst at work. However, in the field of domiciliary care, the service user's home is the care workers "workplace", for much of the time. While the worker is in a service user's home, Loga Care shares with the service user or their representatives the responsibility for health and safety.

In general, Loga Care is responsible for giving adequate training and information to its workers and for developing safe working procedures in relation to the work to be performed. Much of the training and many of the procedures will be applicable across all the home care work of an organisation but the variability of service users' homes means that very individual risks and procedures may also have to apply in each one.

The service user will generally be responsible for the condition of the "workplace" itself and for co-operating with agreed safe working procedures. In practice, Loga Care is likely to be far better informed about the requirements of health and safety and expected to assist and advise service users accordingly. It must also be recognised that domestic premises are not primarily designed as workplaces and that alterations or improvements which would be considered routine in a factory or office environment may either be impractical or unaffordable in the service user's home.

Where a risk cannot be eliminated by practical changes in the service user's home, Loga Care and the service user must agree a 'safe system of work' - a procedure for that specific task which will minimise the risk.

**Care will not be provided in any circumstances where, at the same time, the care worker or their service user is exposed to any unreasonable risk.**

All Loga Care policies are available to view on-line at

<http://www.logacare.com/policies/index.php>

Password: splendid09

## **Vetting of staff**

It is Loga Care's policy to recruit employees who can demonstrate the highest standards of honesty, integrity and competence, relevant to the position they hold. Validation of information is an important feature of Loga Care's recruitment policy, (covering, as appropriate, education, qualifications, training and criminal records) and all prospective employees (in any occupation) will be invited to provide information, at the outset, on whether or not they have a criminal record or have been banned from working with children or adults through inclusion on a statutory list of persons unsuitable for such work.

All employees will then undergo a CRB and POVA check accompanied by at least two references.

## **Housekeeping Policy**

All Care Workers are entitled to three meals a day, tea, coffee and soft drinks. Snacks, luxury juices and treats are provided by the Care Workers. The Care Workers do have a choice over their meal choice and Loga Care accepts that different cultures and tastes have different palates. However meal choice is made by the Service User and the Care Workers must be given the option to have their own meal choice. Loga Care recommend a budget of £30 a week for Care Workers meals. This may be given to the Care Worker to do their shopping or incorporated into the weekly shop.

## **Smoking Policy**

Loga Care has a duty of care towards both Care Workers and Service Users. Care Workers are not allowed to smoke in a Service User's home and if a Service User at the initial assessment requests a non-smoking Care Worker Loga Care will respect that request at all times.

In cases where a Service User smokes Loga Care will:-

- 1) Obtain an agreement from the service user to keep certain room's smoke free for the Care Worker to use and document this in the care plan or contract.
- 2) Ask the service user to agree to ventilate rooms that are used for smoking.
- 3) Make sure that the Care Worker agrees to the assessment of the risks and is happy that every reasonable effort has been made to ensure a safe working environment and that they wish to work in such an environment

## **Thank you**

Thank you for choosing Loga Care and we look forward to working with you. Please do not hesitate to contact us with any questions or concerns.

## Inspections

**Loga Care is subject to periodic inspection** by representatives of the Care Quality Commission (CQC) A copy of the most recent inspection report may be made available upon request to Loga Care Manager.

## Contact Information

### Loga Care

Contact name	Address	Telephone Number
Natalie Ranger – Sizeland	Yew Tree House (The Annexe) Doras Green, Farnham, Surrey, GU10 5DZ	0845 2242415

### Health Services

Contact name	Address	Telephone Number