



RSD STATEMENT OF PURPOSE & SERVICE USER GUIDE

RSD HOMECARE

Tel 01792 585859

Fax 01792 580651

Out of Hours Emergency Number 07468511816

Registered Office:
RSD Social Care Ltd
134 Nantwich Road
Crewe CW2 6AX
Tel 01270 215910
Fax 01270 580844
Email socialcare@rsd.uk.com

RSD Social Care Ltd is part of the RSD Group



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Kingsway
Forestfach
Swansea SA5 4DL
Tel 01792 585859
Fax 01792 58065
Email: socialcare@rsd.uk.com

RSD HOMECARE

Kingsway

Swansea West Industrial Park

Fforestfach

Swansea

SA5 4DL

Tel: 01792 585859

Website www.rsdhomecare.co.uk

OFFICE OPENING TIMES

Monday to Thursday 08:30 - 16:30 Friday 08:30 – 16:00

REGISTERED MANAGER

Christian Heinrich

LOCAL AUTHORITY

Swansea

CONTACT NAME

Ms Liz Baglow

CONTACT DETAILS

Ms Liz Baglow, Contract Manager, Social Services, Civic Centre, 36 Orchard Street
Swansea, 01792 360600

Care & Social Services Inspectorate Wales

Inspector

Marie Sterling

CSSIW, South West Wales Regional Office, Government Buildings, Picton Terrace

Carmarthen, SA31 3BT

Tel: (0300) 7900 126

Email: cssiw.southwest@wales.gsi.gov.uk

Web site: www.cssiw.org.uk

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INTRODUCTION

This guide is to give you information about the service you receive from RSD Homecare and it is our aim to make sure that you receive the best service possible.

We hope that you will be happy with the service we provide to you.

We always welcome any comments you may have.

Please contact your local office for if you have any questions, concerns or comments about any aspect of the service you are receiving from RSD Homecare.

If you would like to make a complaint, please contact your local office in the first instance. For further details of how to make a complaint, please see the 'complaints, comments and compliments' section in this guide.

Domiciliary Agency Statement of Purpose

The Registered provider RSD Social Care Ltd & "Responsible Individual", Ian Bailey, are committed to meet all its customers' requirements and the main quality objective is to provide a service that gives total customer satisfaction and exceeds customer expectations and to continually improve its processes and Quality Management System (QMS).

The Registered Manager is Mr. Christian Heinrich, RSD Social Care Ltd, Kingsway, Fforestfach, Swansea. SA5 4DL and the registered nurses agency manager is also Mr Christian Heinrich, RSD Social Care Ltd, Kingsway, Fforestfach, Swansea. SA5 4DL

The nature of the services provided includes but is not limited to the supply of Nurses, Social Workers, Care Officers, Support Workers and Care Assistants throughout South Wales.

We currently Supply trained and experienced carers for the following categories of service user

Adults (aged 18yrs and above) who have a learning disability

Adults (aged 18yrs and above) who have Mental Health disabilities

Adults (aged 18yrs and above) who have a physical disability

Adults (aged 18yrs and above) who have sensory loss / impairment

Older people personal care

Older person personal care (Mental Infirmity)

We currently provide between 1000-1250hrs of care per week

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The company is committed to the continual personal training and development of its staff in order that it achieves its key business objectives. This will be achieved through managers and key personnel being pro-active in a day to day training, through mentoring, role providing help, support and guidance to their team.

All staff will ensure that services are provided to the service user's satisfaction and are suitable for the purpose for which they are intended. Complaints by service users will be processed through the appropriate procedure. See Domiciliary Care Agency User's Guide-Policies and Procedures.

The directors are committed to the continual mentored training and development of staff in line with the organisation's overall aim of improving efficiency, market penetration and in-house development

All staff are aware of the company's philosophy of transparency, integrity and fairness in all its dealings and this guides the work of all staff.

Staff understand their own role and their inter-relation of roles within the company giving a good understanding of the contribution each makes to the organisation.

It is considered a condition of employment that the terms set out within this mission statement are understood, implemented and maintained by all personnel irrespective of their role within the company.

CODE OF VALUES - We believe that

- Everybody should be treated with integrity, dignity and respect
- All our staff must genuinely care about people and be transparent in their approach.
- Everybody has a right to remain in their own home if they want to
- We are always open to suggestions to how we are able to improve on our services
- Teamwork is likely to achieve greater results than individuals working on their own
- Everyone associated with RSD Homecare should be treated in a fair and friendly way
- The care of our Service Users is our most important aim

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PRINCIPLES FOR YOUR HOME CARE AND SUPPORT

You have the right:

- To have care and support provided which is appropriate to your needs. To be supported by staff who are suitable for the job and who provide care in a friendly and respectful manner
- To be treated as an individual, and to make your own decisions on matters which affect you
- To participate as fully as possible in developing your support/care plan
- To request a review of your support/care at any time
- To remain living in your own home if that is your wish
- To decide who will and who will not enter your home
- To have privacy for yourself, your belongings and your affairs
- To be listened to at all times and to have your thoughts, opinions and attitudes respected and considered
- To have your values, beliefs and chosen lifestyles respected at all times
- To have your personal dignity respected at all times
- To be encouraged to be as independent as possible
- To be allowed to take risks and to live a lifestyle which is geared to your personal choice and preference
- Not to be discriminated against for any reason such as race, age, colour, religion, sexual orientation, physical and financial circumstances and to have all such needs respected and accepted
- To have access to friends, relatives, anyone who is important to you and to be assisted, where necessary in making such arrangements
- To have access to personal files and information held about you
- To have access to a formal complaints process and to be represented by a relative/friend/advisor
- To have access to an interpreter or interpreting service if required

HOW ARE SERVICES ARRANGED?

When we receive a referral or a request to provide services from either an individual or an organisation, we record all details and arrange a visit. The first visit is to meet with you and find out what help you may need. Then, if you are happy for us to support you, we will assess your needs which will involve asking you questions about the kind of help you may need. These details will then be written into your support/care plan. We will give you a copy of your support/care plan as well as your needs assessment and risk management plan. We will then match you with Care/Support Workers who have the skills, training and experience to meet your needs. The Field Care Supervisor/Care Manager will introduce your Care/Support Worker(s) to you and we will start to support you at your chosen commencement date

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WHAT IF MY CARE/SUPPORT WORKER CAN'T ATTEND?

If your regular Care/Support Worker is unable to attend for any reason, we will let you know as soon as we can and let you know who will be visiting instead. We make every effort to ensure that your services are not disrupted and also to keep the number of Care/Support Workers known to you to a minimum. If your Care/Support Worker leaves our employment we will discuss with you the provision of an alternative Care/Support Worker.

Sometimes, we may need to introduce a new Care/Support Worker, because your regular Care/Support Worker maybe on holiday or off sick.

We maintain a register of fully trained Care/Support Workers who are qualified to cover for your Care/Support Worker at these times.

WHAT IF MY CARE/SUPPORT WORKER DOES NOT ARRIVE?

We will do our utmost to ensure your support worker will attend:

1. We conduct handovers to the on call staff member both morning and evening.
2. Every Friday office staff contact all staff working at the weekend to confirm their shifts for the weekend.
3. All staff are aware of the on call system and its purpose. In addition on call staff are asked to contact staff at random to spot check that work is going to plan.
4. We will inform you if your care worker is running later due to unforeseen circumstances such as traffic jams etc.
5. If your Care/Support Worker does not arrive at your home at the time expected: Please allow at least 15 minutes and then call the local office or the 'out of hours' telephone number. **07825664991**

It is our responsibility to ensure a care/ support worker arrives however we do appreciate your assistance in this matter.

WHAT CAN CARE/SUPPORT WORKERS DO?

Care/Support Workers may support you with the following

- Assistance to get up
- Shopping
- Help with bathing
- Meal preparation
- Domestic cleaning
- Social support and companionship
- Assisting with prescribed Creams only

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Care/Support Workers may not support you with the following these include:

- Cutting toenails
- Administering controlled medication
- Giving injections

If there is something that we cannot help you with, we will endeavour to advise you of someone who can.

POSSIBLE WITHDRAWAL OF SERVICE

If it ever becomes necessary to withdraw a service from you, we will tell you first that this is going to happen and the reason why. We will also discuss this decision with anyone who is involved in your care.

The reasons for withdrawing a service from you may include:

- Because of a serious health and safety risk
- The services being provided are insufficient to meet your needs
- Non-payment of invoices (if self-funding).

We will give as much notice as is practicably possible

CHARGES AND PAYMENT

If your care is determined by Social Services, who will calculate any contributions towards the cost of your care and will explain to you how the charges will be collected. If you are paying for your own care, we will provide you with the scale of charges, at your initial visit, before your Care/Support package commences. Terms and Conditions of service are included in your Service User contract that you will be required to sign.

TIMESHEETS

At the completion of each visit, your Care/Support Worker will ask: you to sign a timesheet (unless your local authority has alternative arrangements).

Please check that the start and finish times are correct.

If you are not able to sign yourself, we may agree in advance for a representative to sign on your behalf. If you do not have a representative to sign for you we will make alternative arrangements with you or the person paying for your care services. If a Call Monitoring system is running in your area, you won't be required to sign a timesheet.

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INSURANCE

RSD Homecare has public liability and employer's liability insurance in accordance with statutory requirements. Full details can be obtained from your local office.

Please note that we cannot be responsible for any loss, damage and breakages to your property. We recommend that you have your own insurance for your property and contents.

ELECTRICAL APPLIANCES

You have responsibility to make sure that all electrical goods in your home are safe and meet current safety standards. RSD Homecare staff are not responsible for the safety of the fixtures and fittings in your home. If any member of staff has any concerns about the safety of an electrical appliance, they may refuse to use it and advise you to have it replaced or repaired.

STAFFING STRUCTURE

Responsible Individual is Mr Ian Bailey

Registered Manager is Christian Heinrich

Each RSD Homecare office has:

- A Care Manager/Branch Manager who is responsible for the day-to day management of the service
- Care Co-ordinators who are responsible for maintaining and distributing the roster of services to be provided and are responsible for the monitoring of service provision and the supervision of Care/Support Workers
- Senior Care Workers who are responsible for the collection of pro-formers and assisting in the quality monitoring process.
- Care/Support Workers who deliver the service to you, the Service User

RSD HOMECARE POLICIES AND PROCEDURES

RSD Homecare has a full set of policies and procedures, which ensure the delivery of quality care services. A complete set of our policies and procedures can be seen at our offices and we can make alternative arrangements for you to see them if you wish.

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WHERE WE PROVIDE SERVICES

We provide services to people in a variety of settings, which include

- Your own home
- Sheltered Housing Units
- Extra Care Housing Schemes
- Day Centres
- Care Homes

Depending on the service you require and our staffing in your area, RSD is able to provide its services throughout South Wales

DISCOVERY OF ABUSE OR SUSPECTED ABUSE

If you think that you are being abused in any way, by any person, or are worried that someone you know may be being abused, please let us know on 01792 585859. All our staff are required to report any incidents of mal practice which may affect your health, safety or welfare.

COMMENTS, COMPLIMENTS AND COMPLAINTS

If you wish to complain or make any comment about the service you are receiving from RSD Homecare, please contact your local office. Complaints, comments and compliments can be made in person, in writing or by telephone. Your local office address and telephone number is listed at the front page of this guide.

When you make a complaint, we will need to know:

- What happened?
- Where and when it happened
- Who was involved?
- What your expectations are or what you would like to happen?

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Who can help?

If you feel unhappy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be pleased to find someone from an independent organisation to act as an advocate for you. You may wish to ask a friend or relative to support you with writing and recording the complaint on your behalf.

If your service is paid for by Social Services, you may wish to use their complaints procedure, in addition to our procedure.

After making a complaint — what you can expect:

- Your complaint will be taken seriously and thoroughly investigated
- You will receive a written acknowledgement of your complaint within two working days
- If your complaint is not resolved within a week, you will be regularly advised how your complaint is progressing
- RSD will acknowledge the details of the complaint with the complainant within 3 days of receiving it
- All investigations will be recorded and any action to be taken will be discussed and agreed with you, where appropriate
- We will compose a written response within 14 days only to be extended up to 28 days with agreement
- When your complaint has been fully investigated, you will receive a letter stating the outcome and action taken as a result of your complaint

If you are not satisfied with any action taken about your complaint you can Contact the local office of the Government Regulators or the CSSIW. You can find their contact details at the front of your guide.

CONFIDENTIALITY

RSD Homecare has a commitment to keeping in confidence any information we hold about you or any information that you choose to tell us. We have a Confidentiality Policy, which all members of staff must follow at all times. All workers must not tell anyone outside the service any information about anything they have seen, heard or read in connection with their providing a service to you. However, there may be occasions when a Care/Support Worker or other RSD Homecare employee believes that to withhold information about you may affect your safety or well being.

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QUALITY ASSURANCE

All our services are monitored to make sure that they are safe and meet our statutory obligations.

To ensure our service meets the required Regulations we are regularly inspected by the Care and Social Services Inspectorate Wales (CSSIW).

- All our staff receive regular supervision
- Your Care/Support plan will be completed with you and will reflect your particular needs
- A Field Care Supervisor/Care Manager will visit you regularly to make sure that your needs are being met and that you are happy' with the service
- RSD Homecare will regularly obtain feedback from Service Users to ensure that these quality standards are being achieved
- This feedback will be fed into an Annual Quality Care Review of our services which is available to all Service Users & CSSIW

HEALTH AND SAFETY

RSD Homecare has a responsibility to make sure that you are safe and protected at all times. All our Care/Support Workers carry an identity badge, which contains their photograph and the details of our office. You should not allow entry to your home to anyone claiming to be from RSD Homecare who is not able to produce a RSD Homecare identity badge

RISK ASSESSMENT

On our first/second visit, we will do a risk assessment. This will involve asking you questions about your personal needs and will include questions about your mobility, medication, and your general safety within your home. This assessment will be agreed with you and any actions required will be detailed in your Risk Management Plan. It is very important that you tell us about any potential risk or change in circumstances that may affect your health and safety or the health and safety of our workers.

FINANCIAL TRANSACTIONS

Any money given or received, must be entered, agreed and signed by both you and your Care/Support Worker using the financial transaction record sheet in your Information pack. Care/Support Workers cannot use their own credit cards when doing your shopping. Care/Support Workers are not permitted to have access to your PIN for the purpose of obtaining cash from automated cash dispensers, banks or post offices.

If your benefits are paid by direct payment transfer, we will need to agree alternative arrangements for collecting your money. All this information will be agreed with you and stated in your Care/Support plan.

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GIFTS AND GRATUITIES

RSD Homecare staff are not allowed to receive any gifts or money directly from Service Users. Staff are advised of RSD Homecare policy not to accept any gifts or money from Service Users.

MEDICATION

Care/Support Workers may only assist with medication if this has been dispensed by your local pharmacy in a NOMAD Tray. For further details of what we can/cannot do for you regarding your medication, please ask RSD Homecare staff or ask to see our medication policy.

The overall responsibility for your medication will be with your General Practitioner/District Nurse/Health Professional.

NON-DISCRIMINATION

RSD Homecare will expect you to be treated equally and fairly. Our staff are not permitted to actively discriminate on the grounds of ethnic origin, gender, religion, culture, age, sexual orientation, disability, financial status or political opinion. We will at all times take your individual cultural needs into consideration when developing your individual plan of care.

If you have any concerns regarding discrimination please contact us immediately and follow our complaints procedure.

DATA PROTECTION

In accordance with the Data Protection Act 1998, RSD Homecare operates policies and procedures which prohibit unauthorised access to, or disclosure of Service Users' personal information. You have the right of access to personal information held about you. If you wish to access any information please contact us.

Any personal data you provide is used by RSD Homecare to identify appropriate RSD Homecare Care/Support Workers and services. We may also use the data to conduct market research and to keep you informed of the latest social and healthcare developments, legislative changes and RSD Homecare initiatives by mail, telephone or email. If you do not wish to receive details of these, please tell us.

Personal data such as racial or ethnic origin, beliefs and health is for monitoring, Care/Support Worker selection and service provision purposes only. By signing these Terms of Business you are expressly permitting us to use this information in this way.

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TERMS OF BUSINESS FOR SERVICE USERS

These Terms of Business are the principal provisions governing the services provided by individual Care/Support Workers appointed by RSD Homecare to its Service Users.

1. RSD Homecare has compiled and maintains a register of Care/Support Workers who are available for work in establishments and are introduced by RSD Homecare for this purpose
2. RSD Homecare uses a system of supervision and quality control for service provision
3. Any change to your requirements must be agreed in advance between you, RSD Homecare and the organisation that is funding your care.
4. You are entitled to request a change of Care/Support Worker at any time.
5. This agreement and all rights under it may be assigned or transferred by RSD Homecare providing RSD Homecare gives fourteen days notice
6. RSD Homecare staff are trained to adhere to the National Care Standards Codes of Practice, a copy of which is available on request
7. RSD Homecare shall be entitled to vary these terms and conditions at any time
8. All Care/Support Workers are under contract with RSD Homecare for the provision of care services

Points 9 to 13 apply to private or self-funding Service Users only

9. RSD Homecare will render an account to the Service User for services provided by the Care/Support Worker and RSD Homecare. All accounts are payable within seven days of the date of the invoice.
10. In the event of any Care/Support Worker who has been introduced by RSD Homecare entering into an agreement with the Service User or any third party to whom the Care/Support Worker was also introduced the Service User or third party shall be liable for a placement fee of £1,500 plus VAT (If applicable)
11. RSD Homecare will give a minimum of fourteen days notice of any increase in the fees payable for their services
12. RSD Homecare will give a minimum of twenty-four hours notice to withdraw the service, save in the case of substantial breach of any express or implied term by the Service User in which case the services may be withdrawn immediately
13. The Service User shall give a minimum of twenty-four hours notice to terminate the service.

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