

Care Services Guide



Agincare

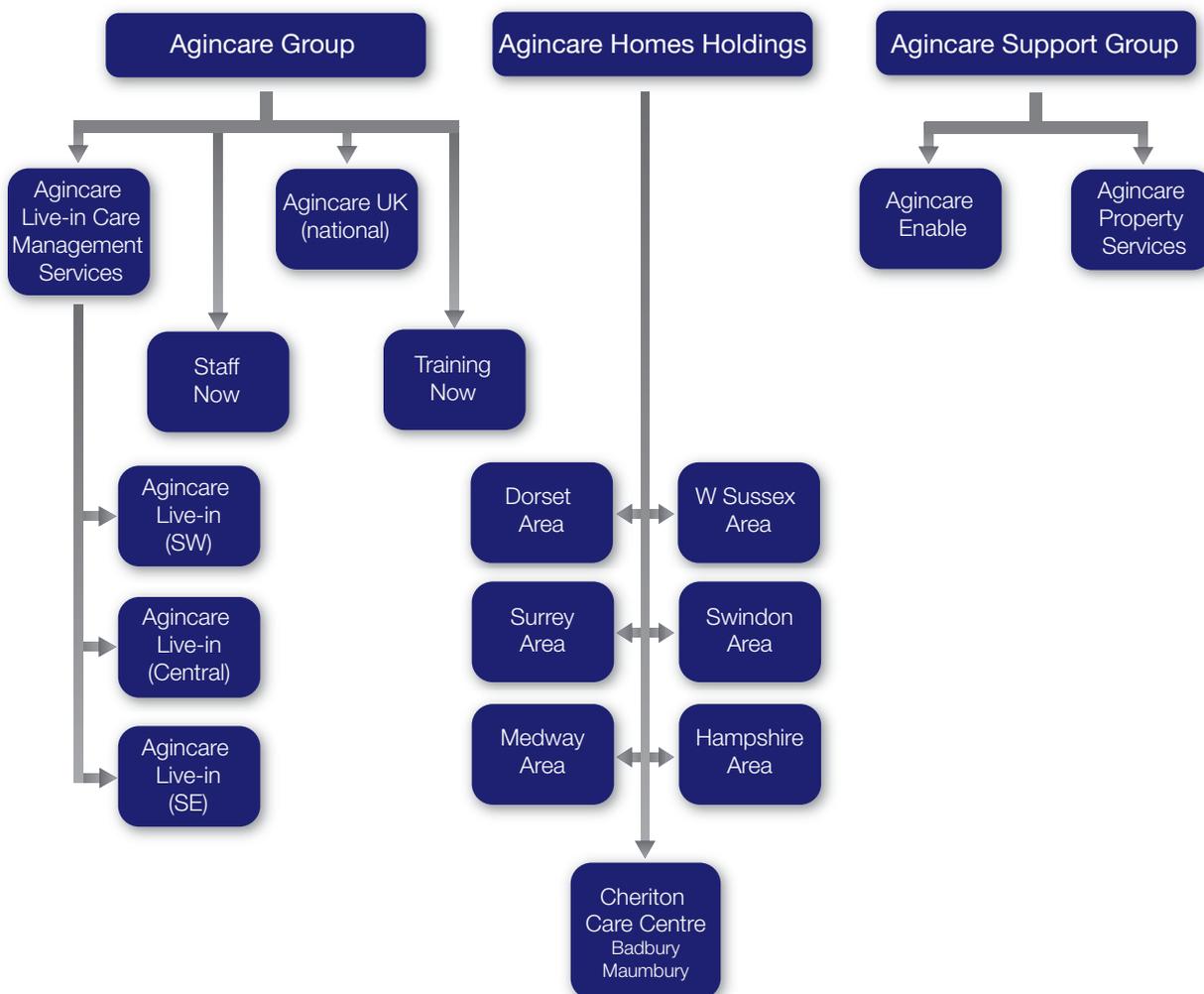
Caring in Your Community

Live-in Care | Home Care | Care Homes

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Agincare Structure Chart



1. Introduction

This Care Services Guide can be made available on request in Braille, audio cassette tape, on disk, in large print and in other languages on request to the head office address or your local office. The information in this guide contains that which is legally required, as well as other useful information, both about the services Agincare provides and other relevant organisations.

Agincare Group Ltd is a holding company for a range of community care services providing home care, live-in care and community meal services.

Agincare is a family owned business which has provided care to people since 1986. The group is now one of the largest independent providers of home care in the country and has expanded the range of services in response to the ever changing needs of people who need our support.

Agincare currently comprises:

- Agincare Group Ltd - the group holding company
- Agincare UK Ltd - providing a wide range of daily domestic and personal care, waking and sleeping night-time care, respite sitting, help with social, work and education attendance. Also providing care and support to individuals living in a supported housing scheme.
- Agincare Live-in Care Services Ltd – providing live-in staff for 24 hour care and domestic services.
- Agincare Homes Holdings Ltd - the holding company for care home provision and management.

The statutory information provided here is supplemented in this guide with information about the specific service you are interested in and about what you can expect from us.

All Agincare services providing personal care or support are registered with the Care Quality Commission in England (CQC). We are members of the United Kingdom Home Care Association (UKHCA), affiliate members of Carers UK and the National Skills Academy (NSA), and have accreditation of the highest quality management standard ISO 9001.

2. Aims and objectives

The aim of our services is to enable individuals to remain as independent as possible whilst being supported in a way which takes into account rights to dignity, privacy, and confidentiality in a respectful manner at all times.

- a) To provide high quality, responsive services ensuring that the client or their representative has good quality information available so they can be fully involved in decision making about the services they receive.
- b) To provide services based on individually assessed needs and planned care, promoting dignity and respect whilst ensuring that we work in partnership with other agencies and professionals significant to the client.
- c) To provide and maintain services which comply with current legislation, standards and good practice guidance and in doing so ensure that individuals are safeguarded from harm through robust staff recruitment, training and working practices including medication management, infection control and health and safety policies and procedures.

- d) To recognise the role of the care and support worker as an integral part of our service, promoting and encouraging their contribution and ensuring that they receive ongoing training and supervision.
- e) To ensure that clients and/or their representatives are regularly consulted about the service we provide, now and in the future, and to make certain that our complaints procedure is available and is rigorously acted upon should concerns be raised. We also ensure that our services are reviewed regularly and revised as necessary.
- f) We are committed to ensuring the development of our registered managers and management practices within each of our services and to ensuring that service delivery is led with effective and structured organisation.

3. Kinds of services provided

As a Group of companies, Agincare offers a wide range of services which are tailored to individual needs and demonstrate a commitment to supporting people from low level support services, such as shopping and cleaning and meal provision, to 24 hour live-in care or residential care for people with high levels of need. See the Agincare Pathway of Care at the end of this booklet.

Agincare is constantly striving to further develop the services provided in line with the changing needs of the communities we serve. Our current range of services includes:

- a) Home (Domiciliary) Care including personal care, palliative and end of life care, shopping, bathing and domestic help.
- b) Live-in Care (both short and long term care) including personal care, shopping, bathing and domestic, help including wakeful or sleep-in night care.
- c) Assisting and supporting with medication management subject to training and risk assessment by staff.
- d) Respite sitting, support to attend social events, work or educational activities.
- e) Community meals on wheels in some areas.
- f) Care Homes that provide the best possible care for people with dementia or mental health conditions.

All of these services are complementary to each other, or they can be used separately depending upon the needs of the individual. We hope that we can support people through various stages of needs, working with them to increase or indeed decrease service provision as the situation demands.

4. The range of client needs which Agincare services are intended to meet

Our range of services is available for people with the following needs and enables us to respond to those needs in a flexible way:

- a) Older adults (over 65 years of age) – with a variety of needs relating to physical health or disability, sensory loss, learning disabilities, mental health or dementia. The range of care provided includes all aspects of daily support through to full assistance with personal care tasks, including palliative and end of life care.
- b) Younger adults (18-65 years of age) – with a variety of needs relating to physical health or disability, sensory loss, learning disabilities, mental health or dementia. The range of care provided includes all aspects of daily support through to full personal care tasks, including palliative and end of life care.
- c) Children (under 18 years of age) and families – ranging from providing sitting services for children with a disability and/or their siblings, including assistance with personal care, to the care of children where an adult in the family is requiring support.

Agincare is committed to ensuring that all staff are provided with appropriate training to prepare them for their work roles and responsibilities, and specialist training where a client requires a specialist care programme. Our assessment and care planning approach ensures that staff are able to recognise and utilise the skills and services of other health and social care professionals where necessary.

All staff employed by Agincare are subject to a robust recruitment process, including Disclosure and Barring Service (DBS) and DBS Register checks (the DBS replaced the Criminal Records Bureau; the DBS checks the criminal record of all people employed to work with vulnerable adults and children and holds the lists of people who are barred from such work).

Agincare does not undertake the following tasks:

Responsibility for managing a client’s finances: care workers are not permitted to act as appointees, attorneys or guardians for any clients. Care workers can assist in collecting pensions, doing shopping and payment of bills, though must follow strict procedures laid out in our company policy and procedure.

Nursing care (except in designated Nursing Home services or locations where this is specified): whilst high levels of personal care and support can be given, care workers are not able to undertake nursing tasks. However, care workers can receive specialist training enabling higher degrees of intervention than usual where their competencies have been assessed and are monitored. Our staff work in partnership with community nursing services to support people with nursing and healthcare needs.

This list is not exhaustive and it remains the discretion of Agincare to decide where other tasks may not be provided.

5. How care and support is delivered and reviewed

Access to Agincare services can be as a private client or one assisted by Social Services funding arrangements.

Social Services: after the initial referral (this can be made by yourself, G.P., district nurse, neighbour, hospital or a current carer, son or daughter etc.) a social worker or care manager will visit to complete an assessment from which a care plan will be completed and agreed by all parties. The care plan will set out the health, social care and level of support required in order to achieve specific outcomes and meet the particular needs of each client. Social Services will set up a contract between Agincare and Social Services Contracts Section and will inform the client of their level of financial contribution towards the full cost of the agreed package.

Direct Payments: sometimes referred to as Individual or Personal Budgets, Direct Payments are a fund provided to an individual, following assessment through Social Services in order that they may purchase their own care arrangements. Whilst this provides choice and control to the individual, Agincare can provide peace of mind, as well as enabling the client to make an informed decision based on all the information provided. Buying a service directly from Agincare using a Direct Payment budget, people can be assured of well trained staff, who have been recruited following stringent checks and vetting and be assured of robust policies and procedures for protection, care delivery, complaints management and quality review processes.

Private clients: may access Agincare directly having responded to an advertisement or having heard about our service through a friend or relative etc. In these instances, a suitably trained person from the Agincare service will complete an assessment and care plan which will identify the care that is to be provided and the tasks that are to be completed. They will also undertake a complete costing of the care agreed. A contract of care will then be drawn up between Agincare and the client with terms and conditions provided. A charge is payable for assessment to cover administration, travel and other related expenditure.

If a service is required at short notice or in a crisis, all clients will receive an initial assessment with a full assessment completed within two days.

However a person enters into a care agreement with an Agincare service, the manager of the service will make sure all the relevant information is provided regarding assessments, care planning and review processes and that the client is fully involved in the decision making processes. Where a client is unable to make informed decisions and choices, the manager will liaise with an appropriate adult or advocate who is representing the client. If a person is unable to make decisions and consent to arrangements made for their care due to mental health needs (dementia for example), Agincare follows the structure and requirements of the Mental Capacity Act 2005 which provides a legal framework for capacity and decision making about health and social care and financial decisions. The Deprivation of Liberty Safeguards 2009 supplement the Mental Capacity Act 2005 to provide a legal protection for vulnerable people who are, or may become, deprived of their liberty in a hospital or care home. The safeguards provide a legal process and protection in circumstances where deprivation of liberty appears to be unavoidable and in a person's best interests.

Risk assessments form part of the assessment process and ensure that not only are a client's personal care needs considered but their safety also. It is the right of every client to make choices and take risks but we play a role in reducing the risks without compromising a person's rights. Risks that are identified will inform the way in which we work with people and it is recognised that risks can frequently change depending on circumstances that alter often over brief periods of time. Risk assessment and risk management will therefore be subject to frequent review.

Following assessment, a care plan will be drawn up with the client or their representative who will have the opportunity to comment on the way we plan to deliver the care. The training that Agincare staff have received enables them to put person-centred values into practice in their day to day work to ensure care is outcome based, focusing on the quality of care the person receives and on what matters to them most. The values of person-centred care include choice and control, communication, meals and nutritional care, practical assistance, personal care, pain management, privacy, dignity and confidentiality and social inclusion. Staff will recognise a client's culture, their means of communication, their likes and dislikes and how their family, social contacts and other professionals can contribute to their physical and emotional well-being and will place this at the centre of their work with the individual. All care plans are reviewed at the very least annually but often more frequently as a person's needs change. At each review, the client and/or their representative will be able to contribute their views and opinions on care delivery, what they think their changing needs are and a new care plan will be drawn up as a result of the review.

Agincare requires each client to consent to the plan for care and at each assessment and care plan review a consent form will be discussed with them. The form will ask that the client or their representative consents to all aspects of care delivery, some matters relating to security and medication management and to sharing information with relevant parties and only as necessary within the bounds of our policy on confidentiality and data protection. Clients are at liberty to withdraw consent to all or any part of their care at any time; options for this and consequences will be discussed for each case.

The consent form will also ask that the client's representative signs to confirm the decision making process where the client lacks capacity.

6. Quality assurance

Agincare is registered with Quality Management Systems Ltd and has gained the ISO 9001 standard for approved administrative systems, standards and guidelines applying to the provision of Home care.

We have a team of Quality Management Committee Executives who conduct internal audits to ensure compliance with regulations and good practice.

We ensure the provision of a quality service and enable feedback to be gained from clients and/or their representatives through use of telephone surveys, written questionnaires, regular care reviews with clients and/or their representatives and, where necessary, relevant health and social care professionals, audits of minor issues arising in daily care provision including any complaints and compliments, regular staff meetings and staff supervision and by using reports from the CQC and local Social Services contract teams. Clear action plans are developed to address any shortfalls.

Agincare also work hard to involve clients and their carers in our quality assurance framework. Reviews of the quality of the service will be available for inspection by clients, their representatives and staff and any such report will also be provided to the CQC.

7. Key policies and procedures

Legislative and good practice guidance inform all our policies and procedures and the way in which we work with clients. All policies and procedures are subject to review at least annually and copies of working policies and updates are available to all staff in our offices, with summaries of key areas also included in care workers' handbooks and practice guides.

Key policies and procedures include those relating to confidentiality and record keeping, the protection of vulnerable adults, key-holding, handling a client's money, safe moving and handling, reporting of accidents and incidents, health and safety, complaints and compliments. There are many more covering all aspects of service delivery and service delivery management.

Please note that our staff are unable to accept money and that this can seriously compromise them professionally. We do have a strict policy on gifts and legacies, so please contact your local Registered Manager if you have any queries.

8. Equality, diversity, anti-discriminatory practice and inclusion

Agincare is committed to non-discriminatory practices, working in a way which respects the views and rights of people from minority groups and which celebrates their diversity. Agincare is committed to building an equal and inclusive service regardless of a person's race, culture, religion, age, disability, gender and sexuality.

We have a sensitive and responsive approach to people receiving care and to their relatives and representatives and we will do everything possible to ensure that the way in which our service is delivered does nothing to compromise their rights.

Diverse abilities, needs and cultures are natural and desirable and we recognise that everyone has a right to be included in our services and for our services to ensure that people using them are included in their preferred or chosen activities including community services, clubs, organisations, church etc. Agincare makes full use of the talents, skills, experience, and different cultural perspectives available in a multi-ethnic society and embraces anti-discrimination, celebrates diversity and supports people to overcome barriers and discrimination. No one will be disadvantaged because of any disability and opportunities will be equally available for all.

9. Costs of care

The costs of care differ depending on the service selected and the level of care required. More detailed information about the costs of the service you have selected will be provided as part of your assessment. Please ask if you need any further details. If you would like to know the costs of all of Agincare services, please contact Head Office.

Each client will be issued with a copy of Agincare's Terms and Conditions which outline the rights and responsibilities of both parties including insurance and liability. If privately funded, a copy of the Agreement (Contract) will be issued detailing the fees, who is responsible for payment and when and how to pay.

10. Complaints

Agincare believes that if a client wishes to make a complaint or register a concern they should find it easy to do so. Our aim is to ensure that our Complaints and Compliments Procedure is properly and effectively implemented and that the individual feels confident that their complaints, communications and worries are listened to and acted upon promptly and fairly.

If you have any concerns or complaints, in the first instance contact your local office who will try to resolve any issues you have; for more detailed information please see our Complaints Procedure. In brief, our complaints system ensures that:

- (a) Clients and their representatives are aware of how to complain, communicate and that the organisation provides easy to use opportunities for them to register their communications both verbally and in writing.
- (b) Every complaint is acknowledged in writing within 5 working days with details of who is dealing with the complaint included.
- (c) All complaints are investigated within 28 days of being made.
- (d) All complaints are responded to in writing by the organisation within 28 days of being made (even if not yet resolved). Records are maintained of all input and output information for review and further improvement.
- (e) Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and clients.
- (f) Senior management review all complaints on completion and report across the group on lessons learned, with improvement plans where necessary. Compliments are also reported, shared with staff and subject to review.

If the matter is still not resolved to your satisfaction you are able to complain to the CQC and/or Social Services (Social Care and Health) who can investigate further on your behalf. However, you can contact them directly at any stage during the process should you wish to do so. Your local authority (Social Services) contact details can be found in the additional information given to you with this Care Services Guide.

The address for CQC is:
National Customer Service
Care Quality Commission
City Gate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Tel 03000 616161

Local Government Ombudsman:
postal address is available
on enquiry
Tel 0300 061 0614

11. Name and legal status of provider

Agincare Group Ltd is a holding company for a range of community care services managed within subsidiary companies, which are individually registered as providers of care with the CQC where necessary.

Agincare Homes Holdings Ltd is a holding company for a range of care homes, each care home is owned and managed by a subsidiary company which is the registered provider with CQC.

Agincare Support Group Ltd is a holding company for supported living property services, provision of complex care and learning disability support services.

All Agincare companies are registered at our Head Office address:

Agincare Head Office
Agincare House, Admiralty Buildings
Castletown, Portland,
Dorset
DT5 1BB
Tel: 01305 825500
Fax: 01305 778868
www.agincare.com
www.agincare-homes.com
www.liveincare.info

Agincare Care Home Services Ltd provides operational management and consultancy services to care homes, including those within Agincare Homes Holdings Ltd.

Raina Taylor Summerson, Group Chief Executive Officer, is the Nominated Individual for all of the Agincare services. 'Responsible Individual' means the person whose name has been notified to the CQC as being the person responsible for supervising the management of a regulated activity (where the registered provider is a company or partnership).

The continual growth and development of Agincare results in frequent increases in our structure and additions to locations. The information provided here is correct at time of writing. To enquire about development and growth in Agincare services and their locations, please contact Agincare Head Office or see our website.

12. Insurance details:

Agincare's insurance details are as follows:

- Public Liability: £10 million
- Employers Liability: £10 million

13. Useful links:

Action on Elder Abuse (AEA) - A charitable organisation giving help and information about abuse of older people.

| Tel: 0808 808 8141 **| Web:** www.elderabuse.org.uk

Age UK - Working to improve later life by providing life-enhancing services and vital support.

| Tel: 0800 169 6565 **| Web:** www.ageuk.org.uk

Alzheimer's Society - A membership organisation, which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.

| Tel: 020 7423 3500 **| Web:** www.alzheimers.org.uk **| Email:** enquiries@alzheimers.org.uk

Care Quality Commission - Provides information on your local office, published inspection reports on care agencies and care homes and general news about regulation of social care.

| Tel: 03000 616161 **| Web:** www.cqc.org.uk **| Email:** enquiries@cqc.org.uk

Carers UK - A membership organisation of carers, looking after the interests of carers and improving their lives.

| Tel: 0808 808 7777 **| Web:** www.carersuk.org **| Email:** info@carersuk.org

Citizens Advice - Providing information and advice on health and social care.

| Tel: 0844 4994105 **| Web:** www.citizensadvice.org.uk

Department of Health & Social Care - Information on government policies and agendas, news, services and benefits. **| Tel:** 020 7210 4850 **| Web:** www.dh.gov.uk

Health and Care Professions Council - The regulator of health, psychological and social work professionals.

| Tel: 0845 300 6184 **| Web:** www.hpc-uk.org **| Email:** ftp@hcpc-uk.org

MIND (National Association for Mental Health) - Provides information, support and legal advice to people with mental health needs.

| Tel: 020 8519 2122 **| Web:** www.mind.org.uk **| Email:** contact@mind.org.uk

Parkinson's UK - A support and research charity leading the work to find a cure for Parkinson Disease.

| Tel: 0808 800 0303 **| Web:** www.parkinsons.org.uk **| Email:** hello@parkinsons.org.uk

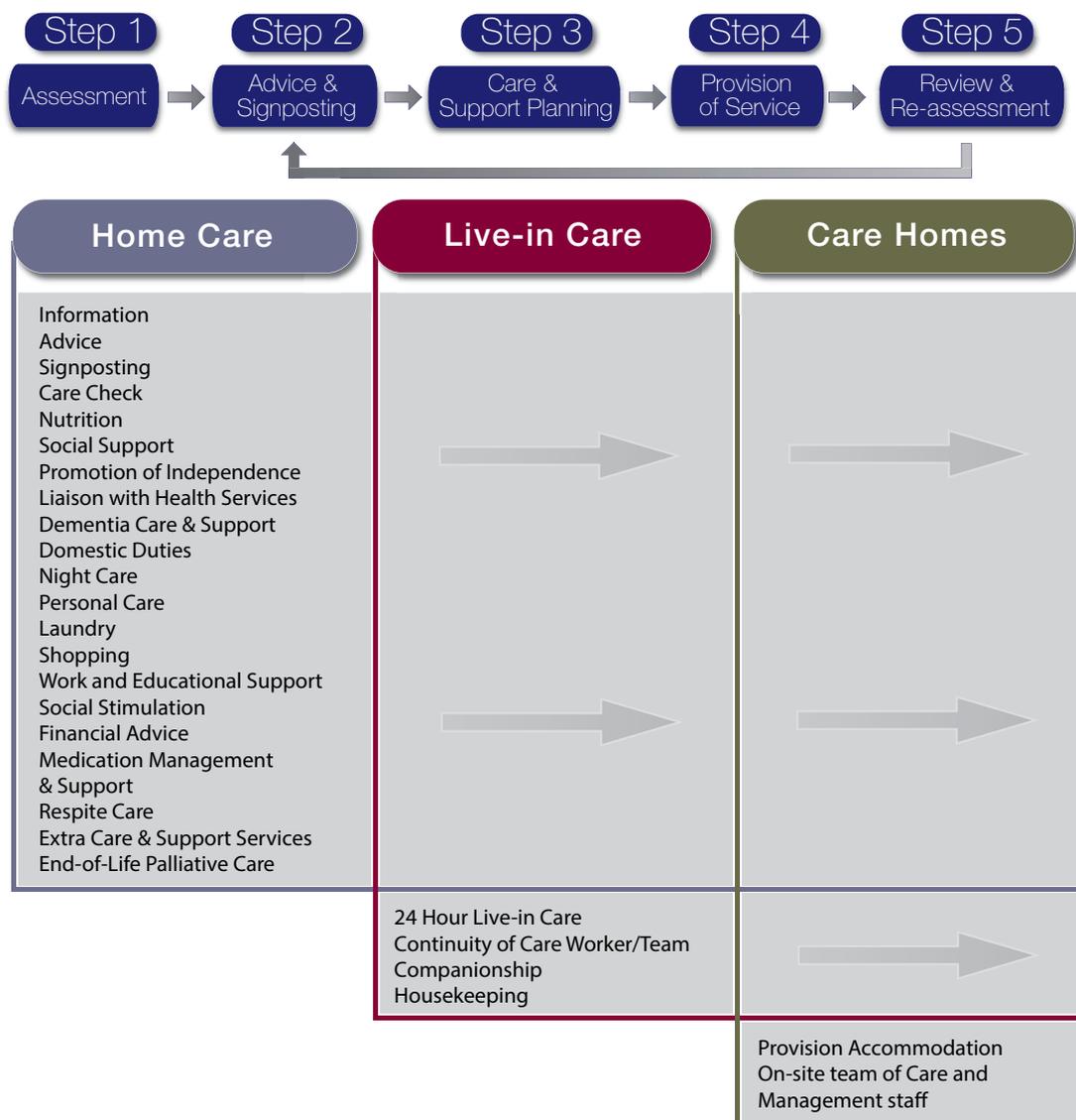
SCOPE – Information, help, support and advice on disability issues.

| Tel: 0808 800 3333 **| Web:** www.scope.org.uk **| Email:** response@scope.org.uk

United Kingdom Homecare Association Ltd (UKHCA) - The professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

| Tel: 020 8288 5291 **| Web:** www.ukhca.co.uk **| Email:** enquiries@ukhca.co.uk

THE AGINCARE PATHWAY OF CARE



Home Care case study

Mr C has a number of daily personal care visits which enable him to remain at home. He has an hour of care in the morning, a half hour visit at lunchtime for assistance with eating and drinking, and then in the evening another hour to help him prepare for bed. Once a week he has support to do shopping and to attend a local club. The care workers link in with his friends, family and local health care professionals who also support him. Together with Mr C, we regularly review his care needs in order to minimise input where possible but equally to provide more cover for when he is unwell.

Live-in Care case study

Mrs A was living alone with daily home care visits to support and assist her. However, her needs increased, she suffered occasional falls, became lonely, in need of more frequent visits and wanted reassurance during the day and night. Live-in Care has meant a more cost effective way of receiving this increased care, whilst also having assistance with bathing, managing her medication and shopping/meal preparation. She also enjoys having someone there to help her go out more and to help maintain her independence.



Agincare Group Ltd

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