



SERVICE USER GUIDE



DIGNITY HOMECARE AGENCY LTD.

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PART 1

About Dignity Homecare Agency Ltd.

1.1 Introduction

Dignity Homecare Agency Ltd aims to provide care and support for people who cannot wholly look after themselves. We provide our service in your own home, at times convenient to you, and in ways you find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount.

1.2 Our Mission and Vision

We want a future where vulnerable people with physical challenges and their families get adequate care and support when they need it. This support should be offered early on, before their needs reach a crisis point.

Our vision is to become the number one choice when it comes to domiciliary care service delivery in the whole of East London and to be among the top 10 domiciliary care service providers in the United Kingdom within the next 10 years.

Dignity Homecare Agency is in business to establish a first-class domiciliary care service that will take care of both the rich and the poor as long as they live in the United Kingdom.

We want to become one of the leaders in the domiciliary healthcare services industry in East London and in the United Kingdom.



1.3 Care Quality

Dignity HomeCare Agency Ltd. hopes to provide quality home care in line with the following CQC 5 key lines of inquiry:

Is it Safe?

Is it Effective?

Is it Caring?

Is it Responsive?

Is it Well-led?

The full inspection report is included in this information pack. It can also be obtained together with previous inspection reports on the CQC website. The service can make available its improvement plans developed as a result of the latest inspection report and the quality rating given.



1.4 About Dignity Homecare Agency Ltd.

Address

We can be found at:

Imperial Offices

Suite 10, 2A

Heigham Road

East Ham, London E6 2JG

You can get in touch with us by:

Telephone: 02045318400

Email: info@dignitycareagency.co.uk

Our website is www.dignitycareagency.co.uk.

1.6 Our Values and Aims

Dignity Homecare Agency Ltd. is a family-run business, set up in 2022, that provides a range of care and support services to people in their own homes so that they can continue to live independently and remain in control of their own lives.

Its staff are provided with the relevant training they need and have the necessary qualifications to meet a wide range of personal care needs.

1.5 Who owns and runs Dignity HomeCare Agency Ltd?

Dignity Homecare Agency Ltd. is owned by Elvis Osemwengie, whose business address is given above.

It is registered with the CQC to provide personal care and support to people in their own homes to keep them as independent and active as possible.

The registered person who is responsible for the CQC for the running of the service is Elvis Osemwengie.

The registered manager is Elvis Osemwengie, who is responsible for everything related to the day-to-day running of Dignity Homecare Agency Ltd. The business is fully insured in line with the statutory requirements.

SERVICES WE PROVIDE

2.1 What Dignity Homecare Agency Ltd. Provides

Dignity Homecare Agency Ltd. provides flexible services suited to individual needs, including:

- Domestic services
- Holiday care
- Home care
- Hospital to home
- Live in care
- Night care
- Palliative care
- personal care
- Respite care.
- Social companionship

2.2 People for whom we provide services.

We provide services to THE FOLLOWING SERVICE BAND

- Elderly aged 18 to 65.
- Elderly aged 65+.
- Dignity Homecare Agency Ltd. can provide help with personal care tasks and activities of daily living, such as:
 - Getting up and going to bed
 - Mobility
 - Oilet arrangements
 - Going to shops
 - Picking up prescriptions
 - Taking medicines
 - Preparing, cooking, and serving food and drinks
 - Eating and special arrangements for eating and drinking.
 - Companionship and social activities.

This is not a comprehensive list but note that Dignity Homecare Agency Ltd. cannot provide a full nursing service because it is not registered as a nursing agency.

2.3 Our staff members

We have an excellent team of highly qualified professional care staff to look after you.

Every carer receives continuous and continuing training to ensure the delivery of top-notch care services to you. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in health and social care.

2.4 How Dignity Homecare Agency Ltd. Delivers Care

2.4.1 Initial Contact

When you realised that you needed care, you may have approached Dignity Homecare Agency Ltd. directly; alternatively, you may have been referred to us by the local authority adult social care department or health service, which might be funding some or all your care. In either case, information about you that is passed to us will be dealt with sensitively and with confidence.

Before providing any services, we will need to talk with you as the person who is going to be receiving the service, perhaps with your family, and with the adult social care and health services that contacted us. We need to be sure that the services we provide are going to be suitable for you from the start.

2.4.2 Assessing Your Needs

If someone is referred to us from an adult social care or health service, their needs might have already been assessed. As a result, it has been agreed that care at home is going to meet your needs. A summary of this information, usually called a needs assessment, will have been passed to us.

If you have approached us directly (or through your family), we need to make an assessment ourselves. To do this, we will need to ask you quite a lot of questions and probably seek information from your family carer, your doctor, and any other specialists who know about your health and needs. Specially trained staff will carry out the assessment.

We hope that you do not find how we get to know your needs intrusive. We want to build up a full picture, and we will do this as quickly and tactfully as possible.

Remember, all the information will be treated confidentially. Our aim is always to make sure that we understand what you need and what your preferences are about services so that we can respond in ways that suit you.

2.4.4 Your Personal Care Plans.

Having assessed your needs and the risks in the situation, we then—again with help from you and your family members, friends, and possibly an advocate—prepared a plan for the care we expect to deliver.

We call this your personal care plan because you, as the person receiving care, are central to it. It will spell out the services we will provide, with details like the timing of care worker visits and the special tasks to be performed and will state what we all hope to be the objectives of providing the service and how we plan to achieve those objectives.

2.4.3 Assessing any risks to your safety.

If you have decided to have care provided in your own home, you will know, of course, that this carries some risk. The care worker is unlikely to be with you all the time, so there will not be the same level of support as you would receive in, for example, a care home.

On the other hand, many feel that they retain more independence and find that, on balance, a measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly, and that the risks to be taken are not unreasonable or unnecessary.

So, with you, we carry out a risk assessment, weighing up the risks to be taken with the advantages, and if it seems appropriate, we might make suggestions as to how unnecessary risks can be kept as low as possible.

2.4.5 Reassessing the need and reviewing the care.

Of course, over time, your needs may change. You may need care, the type or pattern of service may have to be varied, and new risks may become apparent.

So, again, with your help, we will keep your needs under review and make care decisions accordingly.

If, at any time, there are aspects of the care that you would like to change, let us know.



2.4 Cover and Emergency Arrangements

We are committed to making sure that you always have enough support in terms of both the number of staff and the skills that you require for your proper care.

We recognise that you will most likely prefer to be cared for by the same carer or a small team of carers whom you can get to know and trust. We will always try to make sure that you have that kind of continuity and consistency as much as possible. We will work out with you whether your needs will be met by single carers or if you require more than one to visit at the same time.

Where it is known that our care workers are going to be away—for example, on holiday or if they give in their notice—we will inform you as soon as possible and discuss the alternative cover that we intend to put in place.

We will also let you know as soon as possible if your expected carer is suddenly unavailable—for example, having been taken sick will immediately arrange for someone else to visit. Wherever possible, this will be someone you already know.

We expect carers who are unavoidably late to make contact with the agency or with you directly so that you are kept informed of the reasons for the delay and the expected time of arrival. If your carer does not arrive at the expected time without prior information, you should then contact the agency as soon as possible to find out what might have gone wrong and how the situation can be put right.

2.5 Terms, Conditions, and Fees

We will explain our charges to you personally, as they are decided on several factors, including whether your care is being funded partly or wholly by the local authority or health services. The written agreement made with you will include all details about our fees and the arrangements for paying and revising the fees if you are paying them yourself.



Part 3

3.1 Complaints and compliments

We always welcome feedback on our services, whether it is compliments, complaints, or suggestions for doing things better.

You should feel free to make any comments directly to your care workers, who may need to report them to management for further action. If you prefer, you might wish to take up the matter with Jeanette Goodcare. You should request to speak with Jeanette or the duty manager if you believe that the person to whom you initially reported your concern is not considering or acting on it.

If you want any dissatisfaction with the service to be dealt with more formally, you should take the steps outlined in the attached complaint procedure.

If you feel that we have not dealt with a complaint to your satisfaction, you have the right to complain or report the matter directly to the local authority or health service if it is funding your care.

We also have a duty of candour to always let you know that if we make mistakes in any part of your care, we will let you know how we have or will put matters right.

A copy of our complaint procedure is attached to this document.

3.2 Keeping You Safe

We will continue to give the protection of the people who use our services the utmost priority. We will work closely with the local safeguarding adult's board if we have grounds to suspect that anyone who is using our services is being abused or is at risk of being harmed. Dignity Homecare Agency Ltd. requires its staff to report and record any accident or mistake, no matter how minor, so that all possible steps can be taken to prevent and avoid such incidents from happening again.

A copy of the safeguarding policy is attached to this document.

3.3 COVID-19 and Outbreaks of Infectious Illness

Following the COVID-19 pandemic, Dignity Homecare Agency Ltd. is following all updated government and public health guidance on preventing and controlling outbreaks of infectious illnesses. We undertake to keep all the people who use our services well informed of the measures we are taking and of the current situation in the care service. We encourage all of our staff to be fully vaccinated against COVID-19 and other infectious illnesses. We follow all guidance concerning:

- promoting the vaccination of people who use services.
- the correct wearing of personal protective equipment
- hand hygiene.
- physical distancing except where close contact is required to carry out the work.
- testing and self-isolation where necessary.



3.4 Quality Assurance

Dignity Homecare Agency Ltd. is always keen to provide the best possible service and to do this, we continually check on what we are doing, talk with our staff and with outsiders who have opportunities to see and judge our work, and, above all, listen to our customers. This process is called quality assurance. It involves:

- Regular reviews with you about your care and support needs and how they are being met by this agency.
- Report from staff about any difficulties or concerns they might have about your care.
- Regular, careful checks on all people's files, timesheets, and other records
- Regular supervision meetings between each care worker and their line manager
- Annual visit to all people receiving care by a supervisor or a manager to hear your views firsthand.
- Annual survey of people using the services and, where appropriate, their relatives or representatives, to obtain views and opinions.
- Taking note of what the CQC has to say about the service and acting on its recommendations for improvement.

3.6 Confidentiality

Our Care Staff are obligated to adhere to a Code of Conduct that includes maintaining the confidentiality of any information you share with us. We will only request sensitive information from you if we believe it is necessary to create a more comprehensive Care Plan that serves your best interests. When we possess such information, we commit to not revealing any of it to an unauthorised third party without your explicit consent, unless it is an emergency or crisis case. We will consistently update you with any discussions that have occurred, and these will be documented in your care plans, which you can access whenever you like.

3.5 Additional Information

These are the organisations that you should know how to contact if you need to.

- The CQC invites people who use registered services to share their good or bad experiences with them by phoning 03000 61 61 61, sending an email to enquiries@cqc.org.uk, or completing an online form at cqc.org.uk.
- If you are concerned about possible ill-treatment, neglect of your needs, or abuse occurring anywhere in the provision of the service, you should contact the local safeguarding adult's board, who will respond to your concerns. NEWHAM ADULTS SAFEGUARDING BOARD (020 8430 2000.).
- If you need to discuss or review any part of your care with someone from the local authority, you should contact the adult social care department at (020 8489 1400).
- You might also wish to have independent help when making decisions about your care and treatment, which you can get by contacting, e.g., the local branch of Age UK at the following phone number: (020 8503 4800.)

3.7 In the event of any changes in registration

Dignity Homecare Agency Ltd. will always keep you informed, in the unlikely event of its closing or changing ownership, of what any such change might mean for you in line with its registration requirements. You can be assured that the CQC will have been notified of any such changes and will be actively involved in any transition or transfer of responsibilities with the local authority.



3.8 Review of this Document

Dignity Homecare Agency Ltd. reviews all its policy documents from time to time. We welcome any comments on the contents of this information. Dignity Homecare Agency Ltd. tries to make sure that everyone is fully satisfied with its services.

3.9 Attachments

3.9.1 Complaints and feedback are welcome.

Dignity Homecare Agency Ltd. is dedicated to delivering the highest standard of care to our clients. We recognise that complaints may arise from time to time, and we are committed to addressing and resolving them promptly, fairly, and by CQC regulations. We view complaints as opportunities for improvement and are committed to learning from them.

All complaints should be forwarded to the following contact details:

Email: info@dignitycareagency.co.uk

Mobile: 07490934130

- All complaints will be acknowledged within 48 hours.
- A thorough investigation will be conducted to understand the nature of the complaint.
- During the investigation, efforts will be made to obtain all relevant information and to involve the complainant in the process.



3.9.3 Continuous Improvement

- Dignity Homecare Agency Ltd. will use complaints and feedback to improve the quality of care and services provided.

3.9.2 Resolution and Response

- Complaints will be resolved as swiftly as possible, to resolve most complaints within 28 days.
- The complaints officer will provide a written response to the complainant, summarising the findings and any actions taken.





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DIGNITY HOMECARE AGENCY LTD.

OFFICE CONTACT:

02045318400

OUT OF OFFICE:

07490934130

ADDRESS:

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Heigham Road
East Ham, London E6 2JG