



Service User Guide

Person Centred Care Services
135 Mottram Road
Stalybridge
Cheshire
SK15 2QS
0161 351 9505

Registered Manager: Hazel Shaw

Introduction

Person Centred Care Services was formed in August 2009 and operates in the Tameside area with plans to expand to the High Peak. It is a family owned business and is able to offer care and support to service users who prefer a care package that is individually tailored to meet their requirements.

Location and Facilities

The offices are located on the A6018 approximately one mile from the town centre of Stalybridge, Cheshire, close to public transport.

The business premises have been fully refurbished in 2016. We have our own training facilities and there are additional training/meeting rooms, should these be required.

Aims of the Service

Our mission statement is:

To provide good quality, reliable, person centred home and community support services in the Tameside and High Peak areas; by a well trained, highly motivated, qualified and valued workforce.

Person Centred Care Services is a company whose philosophy is to provide high standard support to vulnerable and dependent people. We aim to provide a service that is flexible, reliable and consistent and will incorporate the essential elements of choice, dignity and respect.

We aim to foster an atmosphere which both enables and encourages our service users to live as full, interesting and independent a lifestyle as possible with the scope and duration of our service provision being kept to a minimum, in line with an agreed plan of care.

We aim to ensure that at all times services are provided which comply with

The Care Act 2014, The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Amendment) Regulations 2015 and The Care Quality Commission (Registration) Regulations 2009, Care Quality Commission (Registration and Membership) (Amendment) Regulations 2012, Care Quality Commission (Registration) and (Additional Functions) and Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012 (Amendment to Parts 4 & 5) which refer to the arrangements for the provision of personal care and staffing respectively.

We will endeavour to continually improve our performance.

Objectives

Person Centred Care Services main objective is to provide a competent and professional service to people who wish to live in their own homes. We will recruit and train our workforce to ensure that our values are adopted by them at all times; we will ensure that our service users' rights are acknowledged and respected by any employee who may be in contact with them.

The Complaints Procedure

Person Centred Care Services is committed to maintaining the highest possible standards of care. When things go wrong or are perceived to have fallen below the required standards, we recognise the need for an effective complaints procedure to address the problems and to expedite an early resolution to the complainants' satisfaction.

You may contact us in writing, by telephone, by email or in person if you wish to express any dissatisfaction with the service, you may if you like ask a friend or a relative to contact us on your behalf.

- All complainants' will receive a written acknowledgement within two working days of us receiving the complaint.
- We will endeavour to complete our investigation within fourteen working days, if this is not possible we will keep you informed of the progress every fourteen days until the conclusion is reached.
- If your care is provided through the local authority you may if you wish contact them directly; their address is included in this guide.
- If your complaint is not dealt with to your satisfaction you may contact The Care Quality Commission; their address is also included in this guide.

All complaints and concerns are welcomed and the outcomes will be used constructively to enable us to continuously improve our service.

Terms and Conditions in respect of services to be provided:

Refusal by Service User – Where a service has been put in place and you either refuse entry or refuse to accept the service delivery, you will be charged for the service as if it had been delivered. If you wish to challenge such charges, you will be asked to follow the Complaints Procedure, see Appendix 1

Temporary Suspension of Service – You should provide the company with as much notice as possible prior to holidays, planned hospital admissions, day care, respite services etc. You should contact the company as soon as possible for any changes to your service requirement; failure to do this may result in full charges being made during this period.

The service is intended to be provided for you for the whole of the time that you require it and will not usually include breaks, suspensions, weeks off etc.

Personal Effects – Whilst every care will be taken, by all staff, who enter your property, to ensure the safety and integrity of your personal effects and possessions, occasionally an accident will occur and an item is either damaged or broken.

If such an action occurs and an item is damaged you should initially make the worker aware of the damage. They will take the appropriate steps by informing their manager who will in turn take such actions as may be required.

You must tell us about any electrical items that might be used by our staff and ensure that they are safe for us to use. If there are any doubts about an item, our staff will not use it until it has been tested by an electrician. There may be a charge for this.

If you no longer wish to handle your own financial affairs, or are unable to do so, you should arrange where possible, for somebody to do this for you. The management and staff are not usually allowed to do this, however, exceptions can be made and in some circumstances a company appointee may be made available.

Staff – The Company employs trained staff under the control of a professionally trained and qualified Registered Manager. Sufficient staff will be available at all times to meet your needs in relation to the services provided. Your views will be sought in order that the level of the care you require can be agreed. All our staff are trained to care for you, to safeguard your rights and to respect your dignity and independence. If you are not satisfied with the conduct of the staff please raise your concerns with the manager.

Assessment, Planning and Review – Our aim is to plan your care based upon an assessment of your needs. The company has in place procedures to review your own situation regularly, this will involve your carer, relatives and any relevant professionals involved in your care.

Medication – Prescribed medication is your own private property. In cases where you are unable to supervise your own medication the company will be able to make arrangements for the supervision of this.

Data Protection Act 1998

We are required under the National Minimum Care Standards 2000 to make any records available for inspection. The Act and The Freedom of Information Act also gives you the right to access your own personal file held by us. Please contact the Registered Manager if you wish to view any information held by us.

Termination of Service – Fourteen days notice, or payment in lieu, will be required should you decide to cancel the agreed services, except when the cancellation results from death or sudden illness requiring hospitalisation, in which case only reasonable charges will be made, for example, the cost incurred if the care worker cannot be contacted in time to terminate the service. It is the aim of the company to provide care for you until the expiry of the contract after a specified period of time or death; special circumstances, such as continual need for medical or nursing care based upon assessment may make it necessary for us to terminate this agreement earlier, in such cases four weeks' notice will be given.

The company reserves the right to terminate this agreement without notice in event of any of the following:

- Violence or intimidation towards any member of staff
- Inappropriate behaviour or actions towards any member of staff
- Refusal to allow any member of staff onto the premises to perform their duties
- Refusal of the services to be provided following assessment
- Any actions or issues that may compromise the health, safety and well being of our staff.
- Non payment of charges

Fees – Private Service Users only

Scale of Charges

The charges for services for 2017/2018 are listed below and will be valid until 31st March 2018; all charges are subject to an annual review and service users will be informed of any increases in advance.

£7.10 per half hour

£14.20 per hour

Sleep In/ Night Sitting - £14.20 per hour

Payments - Invoices will be raised 4 weekly unless negotiated by prior arrangement.

Payment can be made by Cheque or Postal Order, made payable to Person Centred Care Services and posted to

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or by BACS/Internet Banking (Please quote Your Invoice Number with any payment)

Account details	Cooperative Bank	
	Sort Code	08 92 50
	Account Number	68282310

Cash payments may be made in exceptional circumstances, by prior arrangement.

The Care Quality Commission

Our service is regulated by The Care Quality Commission, they are a national body which regulates the conduct of Domiciliary Care Agencies in England and their contact details are:

CQC North West
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Local Authorities

The addresses of the local Authorities in the areas which we work are:

Tameside MBC

Adult Services
Ashton Primary Care Centre
193 Old Street
Ashton under Lyne
OL6 7SR
Telephone 0161 342 8355

Derbyshire County Council

County Offices
Matlock
Derbyshire
DE4 3AG
Telephone 01629 772213