

**'Service Users' Guide & Statement of Purpose**

**Vale Senior Care Limited T/A**

# **At Home – Vale Senior Care**

**Domiciliary Care Agency**

**At Home**  
**Vale Senior Care**



**We make a difference by providing a personal,  
professional, reliable, confidential and caring service**

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**No5 Coronation Corporation Buildings**

**Back Row, Denbigh**

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# ***At Home – Vale Senior Care***

**CARE AGENCY**

**Service Users' Guide  
&  
Statement of Purpose**

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## Introduction

Welcome to **At Home-Vale Senior Care**, a small family-run business, based in Denbigh, dedicated to the care of adults aged 25 years and over.

This guide has been produced to give you, the current or potential service user, all the necessary information about **At Home-Vale Senior Care** and the services we provide. The guide provides information about what **you can expect** from us and also what you can do if you are dissatisfied with the care service **you are receiving** from us. We are fully committed from the outset to offering you the best service we can give.

**At Home-Vale Senior Care** aims to provide you with a positive, friendly, reliable and personal service that makes a real difference, by giving you a helping hand when you need it. **At Home-Vale Senior Care** has a very simple vision: to ensure that our service users receive the highest possible standard of personal care. Our ethos is about preserving and maintaining the dignity, individuality and privacy of all our service users. We aim to provide a warm, caring atmosphere in the service users' homes, which will encourage them to make their own choices about how they live their day-to-day lives. To ensure this happens, we provide a range of comprehensive, client-focused services, tailored to individual needs.

We believe that what sets **At Home-Vale Senior Care** apart from other such agencies, is the importance we place on enhancing the life-style of our service users in the care that we give.

We use a sound, proven business model. This will ensure that you are given the particular care you require, as detailed in your individual care plan. The provisions of your care plan will be discussed and agreed initially by you, your next of kin and, if appropriate, social workers. By drawing up an assessment of your specific needs, we aim to ensure the most appropriate care services are accessed and that continuity, consistency and structure are maintained.

We hope the following combined Guide and Statement of Purpose will answer any queries you may have and that it is clear and easily understandable.

However, if you require further clarification, please do not hesitate to contact us. The booklet is also available in large print, on request. The guide is continuously revised and updated to meet strict guidelines and standards. We aim that all services provided by us comply with the requirements of the Domiciliary Care Agencies Regulations, 2004, and also that they fall in line with Care Inspectorate Wales (CIW). Compliance with Regulation and Inspection of Social Care (Wales) Act 2016, Social Services and Wellbeing Act 2014 and Welfare of Future Generations (Wales) Act 2015. The certificate of registration of ***At Home-Vale Senior Care*** will be readily available for inspection by all potential clients.

What follows in this combined Service Users' Guide and Statement of Purpose is more detailed information about:

- the aims and objectives of ***At Home-Vale Senior Care***
- ***At Home-Vale Senior Care*** - more about us
- ***At Home-Vale Senior Care*** - the services we provide
- the quality assurance of our service provision

## **Our aims and objectives**

A main aim of the ***At Home-Vale Senior Care*** agency is to give you, the service user, the freedom to make your own choices about how you live your daily life, combined with the best possible individual care. We believe this offers you the chance of an enhanced quality of life, spent in your own home, with your own possessions around you, and contact with familiar faces. Our aims are geared round encouraging you to live as independently as possible, maintaining a full and interesting life. We believe that this is the best environment for you to receive the care and support our services can offer.

In order to foster your independence, we will recruit and train the highest calibre of support workers. They will be there to assist you with tasks you may find difficult, or to carry out those tasks for you that you are unable to do for yourself.

Another aim of ***At Home-Vale Senior Care*** is to offer you reassurance about remaining in your own home. We aim to develop trust and companionship between you and your support worker so that this becomes a key part of the care package you receive. You will feel safer knowing that there is a familiar and friendly person you can rely on.

***At Home-Vale Senior Care*** is an innovative provider of domiciliary care to residents of Denbigh and those in the Denbighshire area. As a developing agency, we are enthusiastic and totally committed to what we offer. We aim to provide a value-for-money service that is thoroughly professional, reliable and responsive to our service users' needs and preferences.

***At Home-Vale Senior Care*** aspires to create an atmosphere of care and support within your home, encouraging you to live a full, interesting and independent life. The duration, scope and nature of the provision we give will be adapted and altered to suit your individual needs and circumstances, in line with your agreed plan of support.

We aim that all services provided by us comply with the requirements of the Domiciliary Care Agencies Regulations, 2004, and also that they fall in line with Care Inspectorate Wales (CIW). Compliance with Regulation and Inspection of Social Care (Wales) Act 2016, Social Services and Wellbeing Act 2014 and Welfare of Future Generations (Wales) Act 2015. The certificate of registration of ***At Home-Vale Senior Care*** will be readily available for inspection by all potential clients.

***At Home-Vale Senior Care- the aims and objectives we aspire always to meet***

- to provide a person-centred, flexible, high-quality level of personal care to all service users
- to strive constantly to improve the quality of our service
- to strive to enhance the quality of life of all our service users who have special care needs as a result of illness, disability or age
- to meets the needs of all service users to the best of our ability in the following ways: by making a thorough assessment of potential service users' needs; by ensuring that the provision given meets the needs identified in the assessment; by ensuring that those needs are reassessed wherever necessary; by ensuring that there is flexibility to respond to changing needs and requirements
- to ensure that all potential members of staff undergo checks with the Disclosure and Barring Service (DBS) before commencing employment
- to give all support workers an in-depth recruitment process consisting of: interview; obtaining of references; provision of full induction to the job; provision of compulsory courses to ensure compliance with all the policies and procedures of ***At Home-Vale Senior Care***
- to provide all support workers with a personal training and development pack
- to ensure that all carers will be working towards NVQ2 or above in Adult Health and Social Care



## **More About Us**

***At Home-Vale Senior Care*** is the trading name of Vale Senior Care Limited  
– Company Registration Number : 10975389

### **Geographical area of service provision**

***At Home-Vale Senior Care*** is based in Denbigh, Denbighshire, North Wales. It mainly provides domiciliary care in Denbigh. However, the service provision is available across the whole of the Denbighshire area.

### **Contact details**

The agency can be accessed via telephone, post, email, or web address. (All details appear on the cover of this brochure.)

The agency's address is:

**Upper Office, No5 Coronation Buildings, Back Row, Denbigh, LL16 3TE**

Telephone number: **01745 814370**

Emergency, out of hours telephone number: **07738014719**

### **Opening hours**

The agency office is open:

|           |                 |
|-----------|-----------------|
| Monday    | 9.00am - 5.00pm |
| Tuesday   | 9.00am – 5.00pm |
| Wednesday | 9.00am - 5.00pm |
| Thursday  | 9.00am – 5.00pm |
| Friday    | 9.00am - 4.00pm |
| Saturday  | Closed          |
| Sunday    | Closed          |

## **Useful contacts**

Care Inspectorate for Wales (CIW) is a national body which regulates the conduct of domiciliary care agencies in Wales. ***At Home-Vale Senior Care*** is regulated by the CIW. Contact details are as follows:

### **Care Inspectorate Wales (CIW)**

Government Buildings

Sarn Mynach

Llandudno Junction LL31 9RZ

Telephone number: 0300 790 0126

Email: [CIW@gov.wales](mailto:CIW@gov.wales)

### **Denbighshire County Council Social Services/ Single Point of Access**

Telephone number: 0300 456 1000

Email: [spoa@denbighshire.gov.uk](mailto:spoa@denbighshire.gov.uk)

### **Social Care Wales**

South Gate House, Wood Street, Cardiff. CF10 1EW

Telephone: 029 2022 6257

Email [info@scwales.org.uk](mailto:info@scwales.org.uk)

[Web : www.socialcare.wales](http://www.socialcare.wales)

## **Fees, terms and conditions**

The cost of care support with **At Home-Vale Senior Care** is **£17.50 per hour, £14.00 for 45 minutes, £11.10 for half hour** and the rate for 15 minute call is **£6.75**. The agency also has the right to charge 15 minutes for all care practitioner inductions at a rate of **£6.75**. All fees are payable monthly, within 14 days of receipt of our invoice. Please note, there is a penalty for late payment. Travel time and mileage are also chargeable and the full terms and conditions are set out in the Service User Contract and confirmation of service letter, which appear as an Appendix to this brochure.

### ***At Home – Vale Senior Care - Who's who***

#### **Ms Emma Murray – Registered Manager and Owner**

Emma has over 12 years' full-time, continuous experience of working in the care sector. She spent this time as manager of the former Pine Tree Court Residential Home, Ruthin Road, Denbigh, which was owned by her parents.

When Pine Tree Court Residential Home closed in June, 2012, due to her mother's retirement, Emma decided to start a business of her own which would offer domiciliary care provision to people aged 65 years and over. In 2017 following enquires for support for those aged between the ages of 40 and 65, Emma applied to extend her services to individuals over the age of 40.

Emma is totally committed to the care of the elderly. Her many qualifications include NVQ Level 4 - Registered Manager Award in Adults in Leadership and Management in the Care services and she is working towards her Level 5 qualification.

#### **Mrs Susan Murray – Consultant**

Sue, Emma's mother, now acts as consultant to the ***At Home-Vale Senior Care*** agency. She qualified as a State Registered Nurse in Liverpool in her youth and has since acquired nearly 40 years' experience of working with the elderly. She owned and ran the former Pine Tree Court Residential Home in Denbigh for 21 years, until her retirement in 2012. Pine Tree Court had gained

an excellent reputation in the Denbighshire area for its superb care of the elderly. This was, due, to a large part, to Sue's unstinting hard work and expertise. Emma is delighted to have her on the team in a consultancy role.

### **Our support workers**

Our support workers, the people who will undertake your day-to-day care, form a dedicated team. We take great care in the recruitment, training and supervision of all current and future staff. All our members of staff receive a comprehensive staff induction, which is completed within 12 weeks of taking up employment.

We fully appreciate the need for staff development and encourage every support worker to achieve as high an NVQ level as possible. Their training needs and opportunities for further development will be identified through supervision and annual appraisal. All support workers are expected to register to qualify to an appropriate NVQ level within six months of commencing employment with us. Support workers who provide a service to those with specific needs will also receive appropriate training.

### **What support worker basic training includes:**

- manual handling
- health and safety
- the protection of vulnerable adults (POVA)/safeguarding
- first aid
- food hygiene
- infection control
- administration of medicines
- fire safety

### **What supplementary training might include:**

Dealing with challenging behaviour; dementia awareness; arthritis awareness; mental health; personal safety and practical general health; loss and bereavement; visual impairment; eye care; stroke awareness, diabetes awareness, etc.

Any supplementary training will be promoted by the agency as we value highly the development of our support workers' skills and expertise.

Your views and needs are continuously evaluated to ensure that your support worker is always able to provide you with the best possible up-to-date service.

## **At Home – Vale Senior Care – The services we provide**

### **At Home-Vale Senior Care – Who is eligible to use our services?**

We offer personal care services to the following people:

- all people aged 25 or over
- people with physical disabilities
- people with sensory loss or impairment
- people with mental health problems
- the elderly, mentally infirm

### **What people who use our service can expect:**

- that the services they receive will be responsive to their needs and that they will be involved in any decisions regarding changes to their care
- that the service they receive supports them towards independence
- that the services provided supports and does not undermine existing personal and social relationships
- that the services are reliable, timely, flexible, non-intrusive and of good quality with due respect to the privacy, dignity and confidentiality of the user
- that any concerns expressed will be promptly and thoroughly investigated
- that the service user will have a named person to contact in relation to services provided

## **The care and support we can provide**

We are able to provide a wide range of personal, domestic and social support services to the elderly and infirm including:

- Personal care and hygiene
  - Washing and bathing
  - Continence management
  - Assistance with mobility
  - Assistance with maintaining hydration and nutrition
  - Medication prompt
- 
- Preparation and cooking of a meal
  - Sitting service
  - Sleeping in/awake night
  - Laundry
  - Check call
  - Light housework
  - Prescription pick up/delivery
  - Accompaniment call – eg to hospital, G.P, Dentist, chiropodist, etc.
  - Socialising calls – Theatre, cinema, walks, swimming, attending college, holidays, day trips, drop off and collect from family and friends, dog-walking etc. (Please note, some trips may incur an extra charge.)

All of the services listed above will be provided by dedicated, experienced support workers. They will make personal visits at agreed times to meet the needs of the service user. Visits can vary in length from 30 minutes to one or more hours. One or more visits can be made throughout the day. Visits can be

weekly or daily, up to seven days per week. Any arrangements will follow an assessment of an individual's care needs, identifying the services required. Support workers can also be provided to sleep-in overnight, as well as for 24hour cover 365 days per year.

### **Your service delivery plan - Initial arrangements for the provision of personal care**

1. Initially, the agency manager will visit you in your home. She will carry out a detailed assessment with you to identify the particular support you may require at home which will best meet your individual needs. A copy of this assessment will be left with you for your information and reference.

At the same time, the manager will conduct a risk-assessment in order to ensure that support work can be undertaken safely in your home. If necessary, a moving and handling risk-assessment will also be carried out in order to identify any equipment and/or handling techniques needed for the care to be provided. A copy of these assessments and a documented care plan will also be left with you for your reference.

An ***At Home-Vale Senior Care*** Information pack will also be left with you and this will be used by support workers to record information about their visits and a summary of tasks carried out. Subsequently, this will provide information for other support workers, service user representatives and health-care professionals.

2. Before service commences, the registered care manager will visit you in your home to discuss in detail your own particular service delivery plan. Your plan can also be discussed by your family representative and social services representative at this time. If you are happy with what is proposed, an agreement for the services can be made with your signature. Any further risk-assessments and/or health and safety checks will also be made. We will also discuss with you at this stage how to obtain authorisation for us to prompt with medication, if necessary.

There will be continuous review of your needs once service has commenced and the delivery plan can be amended, either temporarily or permanently, at any stage.

You can contact us by telephone at any time to discuss changes to your agreed service delivery plan. Any changes that are felt to be necessary will be fully discussed and agreed with you and/or your representative before being made.

### **Your service delivery plan – Visits by your support worker once service has commenced**

#### **Your support worker**

The visits agreed on your service delivery plan will be carried out by your support worker from the ***At Home-Vale Senior Care*** agency. Your support worker will be part of a dedicated staff team who will be fully trained, experienced, reliable and able to work unsupervised. Members of the team will have good communication skills and will be sensitive to working in the privacy of your home. Our support workers will have a wide range of experience and qualifications, up to and including NVQ Level 3 in Health and Social Care. Because we recognise the importance of a relationship of trust between you and your support worker, we ensure that no member of staff will come into your home unless previously introduced to you by us.

We want you to feel happy, safe and confident with your support worker. If, by any chance, you are unsure about the identity of a support worker, you are advised not to allow them into your home.



### **Time of visit**

We will always endeavour to keep to the stated time of visits, as in your service user's agreement. However, there needs to be an acceptance of a degree of flexibility of approximately 30 minutes to allow for e.g. traffic delays; overrunning of a support worker's prior visit. If there is a change to time of your visit, or a change in support worker, then we will advise you as soon as possible of the changes.

### **Length of visit**

Our support workers will carry out the duties specified on the service delivery plan. Sufficient time will be allocated for any such duties. The support worker will stay with you for the full agreed time.

### **Medication**

Support workers are not permitted to carry out duties that should be performed by a trained nurse or other qualified health professional. If assistance to take medication is required, permission must be obtained by you or your representative and assistance provided in line with our current policy. Support workers are only able to prompt with prescribed medication.

### **Medical conditions or disabilities**

It is your responsibility to inform us of any medical conditions or disabilities that you should be aware of that may affect your care in any way. This will allow us to make reasonable adjustments to help us care for you in a safe and suitable manner. A full copy of our health and safety policy can be made available on request.

### **Health and Safety**

All our members of staff are provided with the appropriate training to enable them to carry out their duties with due diligence. All support workers follow a basic induction programme when first employed, including training in health and safety. (For further information about the training and expertise of our support workers, please see the section on Support Workers on pages 11 and 12.)

### **Equal opportunities policy**

The ***At Home-Vale Senior Care*** agency is committed to offering equality to all of its service users. We aim to offer the best quality service at all times,

which values the diversity of people as individuals and treats people with respect and courtesy. Equality of opportunity applies to all, regardless of age, race, religion, gender, sexuality, disability and all other personal characteristics and differences. This commitment applies to all our service users and in all aspects of the care we provide. A full copy of our equal opportunity policy can be made available on request.

### **Mental Capacity**

Our service is aimed at supporting you to take control of your life within your own home. We work on the assumption that everyone we support has the ability to make decisions about his or her own life. However, some people may not have the mental capacity to make their own decisions. In such situations, we will work with them and their representatives and other health professionals to support them to make their own choices. If this is not possible, we will work with their representatives and other professionals to make decisions on their behalf. Any decisions made on their behalf will be made using the strict guidelines laid down by The Mental Capacity Act, 2005.

### **Safeguarding vulnerable adults**

***At Home-Vale Senior Care*** is committed to providing support to individuals that is both safe and of a high standard. It is our aim to work with you to ensure, where possible, that you are safe from abuse and neglect. If we are concerned that you may not be safe, we will discuss this with you and, with your agreement, your representative. We will liaise with the range of personnel, such as health bodies, who are necessary to contribute to your overall rehabilitation management.

### **Accidents**

All our members of staff are first aid trained. However, should any accident occur, however small, in the course of your care provision, it should be reported immediately to our office or out of hours telephone number.

### **Data protection**

In accordance with data protection legislation, you are advised that it is necessary for a record of your details to be held on our agency system. This information will only be divulged to properly authorised officials and inspectors of our agency and to authorised members of staff. If you require the

agency to pass on any information to external sources, you will need to provide the agency with a signed proof of this request. Our procedures comply with GDPR requirements.

### **Indemnity insurance**

The agency holds a Public and Employers Liability Insurance policy to indemnify against costs that may be incurred, with respect to proven acts, for which the agency can be held liable in law.

The insurance company used: Hiscox Insurance Company Ltd.

### **Comments, complaints and compliments**

Compliments are always a pleasure to receive. We hope that, if you are satisfied with the service and support you receive, you will tell your family and friends and also let us know. If you feel we can do anything better, we hope you will let us know before it becomes an issue. In addition, if you have any suggestions for our agency's improvement and growth, we would be happy to hear them. All such comments can be communicated to us via our Comments, Complaints and Compliments form and posted to our office address. A full copy of our comments, complaints and compliments policy is available on request.

## **At Home – Vale Senior Care - Quality Assurance**

### **The regulatory body**

The ***At Home-Vale Senior Care*** agency is regulated by the **Care Inspectorate for Wales (CIW)** and an annual inspection is carried out. Inspection Reports are published on the CIW website.

***At Home-Vale Senior Care*** aims to exceed the Essential National Minimum Standards in its care provision.

We aim to provide a quality service to all our service users, as outlined earlier in this brochure and in our quality assurance policy. To maintain quality assurance, we will continue to monitor our services closely and regularly. This combined Service Users' Guide and Statement of Purpose will be updated annually to reflect the changes and improvements which our quality assurance process suggests we need to make.

From the very outset, our Quality Assurance Questionnaire – First Response – provides us with our service users' first impressions of the quality of our care service. (A copy of this questionnaire can be found in the Appendix to this brochure.)

All service users will be asked to participate in an annual questionnaire, giving us vital feedback on how we can improve the service we provide.

Our full quality assurance policy is available on request.

### **Staff conduct and staff policy**

In order to comply with, or exceed, minimum standards in our care provision, and maintain its quality, all staff members are expected to follow the agency's staff policy as follows:

- all staff to have a job description, person specification and skill profile
- all staff to undergo training up to NVQ3 or above in Adult Health and Social Care
- all staff to have the necessary training, skills and knowledge to carry out their work effectively

- all staff to undergo an induction programme which includes shadowing the manager or an experienced support worker
- within the first 12 weeks of employment, all staff to receive a number of mandatory training sessions, which will include induction to the service and to our policies and procedures
- all staff to sign a confidentiality protocol and be fully informed about the agency's policy on confidentiality
- all staff to be subject to a 6 monthly probationary period
- all staff to receive supervision, appraisal and personal development opportunities
- all staff to undergo training and continuous development
- all staff to be included in monthly team meetings
- all staff to undergo manual handling training every 3 years for a 2 day period
- all staff to receive written and verbal communication on service provision, enabling them to provide service in accordance with the assessed needs of the service user
- all support workers to request support, advice and equipment through the registered manager at all times
- all staff to develop good practice with regard to maintaining the dignity of the service user through consultation, training ,supervision and through the employee review and development process
- all staff to be fully informed about our policies and procedures with regard to the recording, protection, retention and destruction of data.