



Providing a friendly & caring service in the comfort of your home...

Violets Care Services Ltd Brochure

Welcome to Violets Care Services

This information booklet is designed to make you aware of the services offered by Violets Care Services Ltd.

We hope you find the information helpful, however, if you need any further information, feel free to contact us.



Tam Ndhlovu
Registered Manager



Loveness Ndhlovu
Care Co-Ordinator

About Us

Violets Care Services was founded by a team of professional nurses with a career spanning over 20 years supporting vulnerable people.

We responded to the ever-increasing demand for compassionate care. We found the help that was required was often confusing, inadequate and, often, inconsistent. We believe everyone, no matter what their age, colour, or beliefs, deserve to have their needs met with understanding and compassion and to feel cared for, loved and looked after. We aim to provide the highest quality in care services and to provide you with the care we'd expect ourselves.



We provide experienced and trained care workers, from as little as 30 minutes and up to your specific care needs, whatever is required to meet your individual needs, whilst maintaining your independence.



We are Registered with the East Sussex Council and regulated by Care Quality Commission (CQC) and abide by their Codes of Practice.



Our Mission Statement

To be pioneers in supporting the ever-increasing demands of the current issues faced by the Healthcare systems of supporting service users to live independent lives in their own homes. Violets Care Services will lead by example and always uphold the highest standards, and being supportive of the staff, who work under their leadership.

We believe that home is where the heart is, and your home is where you feel most comfortable. It's a place you can relax and feel at ease, something a care facility cannot replicate.

Our Services

Keeping you happy and helping you maintain your wellbeing & independence at home is our goal. Our professional care workers can provide assistance with a variety of services focused on assisting you with your day-to-day tasks. Some of the services we provide include:

Personal care

- Help getting up and going to bed
- Washing and dressing
- Bathing and showering
- Toileting and managing incontinence

This list is not exhaustive....

Help at home tasks

- Preparing meals and feeding
- Housework, shopping, laundry
- Managing medication
- Collecting prescriptions

Social Companionship

- Offering conversation is part and parcel of the services we provide
- Accompanying clients to appointments e.g. doctors, hospital, hairdressers
- Accompanying clients when shopping, going to the library, attending social events, etc.
- Day and night sit-ins, having the peace of mind that someone is there to help during the day or night.



Our care team will follow the policies and procedures laid down by Social Services and Violets Care Services Ltd which will be communicated through the care plan. Support for social activities will be provided to enable you to maintain your autonomy and independence.





We can tailor-make our Services to your needs.

About our Staff

Where you have specialist needs, support will be available from our experienced staff to meet your needs. All our Care Workers have Level 2 Care Certificate or working towards Level 2 qualification to meet your needs safely.

Quality Assurance

We are always keen to provide the best possible service and to do this we continually check on what we are doing with staff and others who have had an opportunity to see and judge our work but above all we listen to the Service Users.

Quality assurance involves:

- Spot checks visits to monitor quality.
- Monthly supervision meetings between care staff and their line managers
- An annual self-audit of our working practices, this will include questionnaires for Service Users to obtain their views and opinions.
- Careful checks on all Service User records.
- We welcome your views of our service at any time and all the time after every visit through Careberry App feedback
- We welcome staff feedback & share in Staff Meeting.

Service Users & Staff Safety

Our care team will establish the safe methods to gain entry and exit your home to ensure your personal safety. All our care workers wear uniform and identification badge to let you know that the care worker is there to support & assist you.

Care Coordinator will visit your home to complete a care plan and risk assessment. This is to assess all your care needs. All our staff are equipped with full PPE.

Violets Care Services Ltd will protect and respect their service user rights, choice, dignity and challenge any discrimination. We ask that you provide a safe working environment for our care workers to carry out their job to the best of their ability.

Equal Opportunities

Violets Care Services Ltd is an equal opportunities employer and does not discriminate in terms of age, class, gender, disability, or ethnic origin to ensure that all care workers receive fair employment.

Record Keeping

Violets Care Services uses electronic record keeping. We use Careberry Platform for our record keeping. This platform has an application for the care workers and also for the relatives to access the records of their loved ones (service user). On this platform relatives (carers) are able to send feedback and comments to the management team. The application can be downloaded into any smart device and is user friendly.

Confidentiality

We comply with Data Protection to ensure that all personal information will be treated in strict confidence and not divulge anything without consent in order, (except in rare cases, where the law requires it or where it is essential in the public interest). We are Registered with Information Commissioner's Office (ICO).

Avoiding Abuse

Service users are made aware they should report any incident of abuse, exploitation, violence, or aggression they receive from any of the care team provided by Violets Care Services Ltd. The care team is also informed they need to report to Violets Care Services Ltd immediately should they feel they have been abused in any way i.e. physical, sexual or financial etc

Gifts and Financial Transactions

Care workers must never, under any circumstances, become signatory for a service user's will, nor benefit financially from them, or accept gifts or loans from them or their families.

Care workers are also instructed not to become involved in any financial transaction with a service user or their families, i.e. loans, purchases or gambling syndicates from the service user. The care workers may be involved in assisting the client with their finances only if this is identified on the care plan and authorized by The Management Team.

Smoking Policy

Violets Care Services Ltd has a no smoking policy where the care worker cannot smoke at your house at any time. We politely request that the client refrain from smoking while a care worker is in your property.

Reporting of Accidents and Dangerous Occurrences

Care workers have a duty to report to Violets Care Services Ltd any accidents or incidents they consider to be dangerous, and we ask for your co-operation.

Removal of Care Services

In the event of any abuse or sexual harassment of the Care Worker, Violets Care Services Ltd reserves the right to remove the care worker immediately and the service will be reviewed to the satisfaction of the service user and Violets Care Services Ltd.

Insurance

Violets Care Services Ltd is fully covered by an Employers Public Liability, which is displayed in the office. If you are worried that an employee is doing something not covered on the company's insurance, please do not hesitate to contact the office for advice.

Medication

Service users are encouraged to administer their own medication. However, if you feel you need assistance, we can make medication available for you to take by following the care plan and referring to the local Social Services and Violets Care Services Ltd's Medication policy and procedure on administering medication.

Use of the Care worker Car for Service User

Care workers are not allowed to use their personal cars to transport service users.

Complaints Procedure

If the service user or person acting on their behalf wish to make a complaint or express their views, they can contact Violets Care Services Ltd using the contact details at the back of the service user, or through Careberry App feedback or request a complaint form.

Stage 1

We try to resolve most complaints through discussions between the service user and Violets Care Services Ltd staff to reach a satisfactory conclusion. This must be entered into the Complaints Log and should be resolved within 72hrs.

Stage 2

If complaints remain unresolved following actions will be taken:

1. The staff will pass all complaints to The Management Team, who will acknowledge receipt and send an email/letter within 72 hrs of the complaint and the timescale of the investigation to the service user or the person acting on their behalf within five working days, using the Complaint Acknowledgment Form.
2. The Management Team will investigate all complaints fully within 14 working days of being made. All complaints are responded to in writing within 28 days of being made.

1. All complaints investigations will be recorded on the Complaint Investigation form, to include the outcome of any action taken.
2. A copy of the Appeals Procedure will be communicated to the service user or the person acting on their behalf.
3. These records will be kept up to date in good, order and scanned into services user notes securely.
4. The Management Team will compile a list of complaints made, reviewed, and analysed annually for trends. This will be made available to the CQC and Social Services on request.
5. If complaint is against management (Directors) and you want independent response please contact

Josephine Mpala
Registered Manager
Prestige Accommodation Ltd
Email: info@prestigeaccommodation.co.uk
Contact: 07949512912

“Our devoted team is committed to maintain the highest degree of care possible.”

Appeals Procedure

The service user or the person acting on their behalf has the right to appeal against the outcome of their complaint decision.

Appeals Criteria

- If the service user or the person acting on their behalf feels that the outcome is unfavorably.
- If the service user or the person acting on their behalf feels that the person conducting the investigation was in direct conflict with the service user.

The management Team must respond within 14 working days of receiving the appeals form

1. The outcome of the appeal may result in the original decision being upheld.
2. If unresolved the service user or the person acting on their behalf may contact Social Services or the CQC or

The Local Government Ombudsman
Floor, Millbank Tower, Millbank, London,
SW1P 4QP Advice Line Tel: 0300 061
0614 [for complainants]

Useful Numbers

1. Violets Care Services Ltd
01323 401407
Suite 1
55 South Street
Eastbourne
BN21 4UT

Office Hours: Monday-
Friday 09.00-17.00hrs
2. On Call Saturday-Sunday
07551534331
3. Email:
info@violetscareservices.co.uk
4. Police 101
5. CQC National Customer
Service Centre Citygate,
Gallowgate,
Newcastle Upon Tyne
NE1 4PA
CQC: 03000 616161
F: 0300 616171

