



CRAVEN HOME CARE

Tel: 07976 320494

SERVICE USER GUIDE

(TERMS AND CONDITIONS)

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FOREWORD

Scott has shared with us HIS experience in having care and support in his own home. Scott is also now employed by ourselves and advises and supports in producing our regular newsletter, and other communications/questionnaires and general office support. He hopes his story may assist others who may be needing support at home.



Scott's Story

When it first came to me needing care, we had a meeting with social services and we discussed my disability and the type of care that I required and we discussed that I will only have a few hours a week. But after a while this care would change and the hours would increase by a lot, this due to the deterioration of my condition and the change from school to college. However, when trying to find care at first, we tried to hire my own PA carers, but after a few months we still couldn't find anyone interested. So, we then decided to look for a care company and a few months went by and then we finally had a company that was interested, which was Craven Home Care. After social services had contact from Craven Home Care, they organised a meeting with me and my mum and 2 senior members of the Craven Home Care team. After this meeting I was very confident that this would be the right company for me and after they left that day, I decided, and 4 years later I am

still with the same company and I have a great set of carers that I have confidence in when doing my care and going out and about.

When it came to needing care there were questions of how I would feel with people coming into my home and providing their service. However, I didn't really fear this as I have been going to Martin House hospice for the past 12 years, so I have experienced this sort of care for a very long time and have great knowledge and experiences of it. Although, it was a little bit weird at first, because it was total strangers coming into my house providing this care, but after I had met with some of the staff, I soon found the ones that I got on with. Which, I now have, 5 main carers that provide my care, who I get on with really well and I feel confident with the service they are providing. At first, I had a lot more carers, but I have whittled it down to the carers that I get on with and share similar interests with. This is what I like about Craven Home Care that they allow me to choose the ones I get on well with and who best suit my needs.

So, if you are uncertain about this type of care, make sure that you ask as many questions that you feel necessary. Don't feel concerned about asking these questions as Craven Home Care are very welcoming and have a great set of staff. Also, if you are in a similar situation to me, which was having people come into my home and provide this care to me at the age of 18, don't be worried about it, as there are staff that you will get on with, no matter what your needs and interests are. By having this care provided from Craven Home Care this was a sense of relief to me and my family, as the stress from my family providing my care, was instantly taken away and it meant I could have a better relationship with my family and the care came at a great benefit. Also, with this care it has given me more opportunity for social interaction, as I am able to go off and do things that I wouldn't have been able to with my family and it gives me a sense of freedom and responsibility.

So, if you are worried or have any concerns about receiving care from Craven Home Care all I can say is that my experience has been excellent and I would recommend to anyone looking at choosing them as a care provider to do so, as they are great at what they do and are very kind and friendly.

Craven Homecare Client Guide/Information

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This Guide aims to provide new and existing service users, their representatives and carers with useful information about Craven Homecare. The Home Care Service will provide you with the support you need to live independently in your own home. We aim to create an environment within your home that is safe, secure, convenient and comfortable enabling you to enjoy a good quality of life.

This Guide is available on Recorded Format on request. We can also provide it in other languages. Please contact the office on 07976 320494 if you require a copy.

Aims and Objectives of Craven Homecare

Craven Home Care will provide support to enable clients to remain in their own home and maintain their independence using a person-centered ethos. Working with the clients, /customers, their families and other professionals we will provide an affordable and excellent quality service which places the supported person in control of their own service promoting the values of dignity, respect and self-determination.

- **To offer quality and affordable support in the person's own home**
- **To ensure all customers' needs are met with the full understanding of and adherence to, their religious, cultural and ethnic requirements, and lifestyle preferences**
- **To respect the human rights of each customer: Rights of personal freedom and choice in daily living**
- **Delivering the service whilst promoting: Dignity, self-respect, maximizing and understanding the customers' requirements for promotion of independence, Privacy, self-determination and self-esteem.**
- **To deliver services in a personalized way ensuring the customer is in control of their own service by providing a comprehensive assessment of needs and detailed care planning process, driven by the customer and including other relevant family members/professionals.**
- **Supporting customers to achieve their own individual specified outcomes as per the comprehensive assessment and care planning process**

- **To train employees to further develop their professional care skills, with the aim of improving the care provision to all customers.**
- **To fully support employees in all aspects of their roles with mentoring, support including the implementation of a comprehensive supervision and performance appraisal framework.**
- **To implement a Key Worker system and small team approach for all customers.**
- **To work with other Health and Care Professionals in the delivery of care and support.**
- **To provide support with Holidays/Short Breaks as and when required**
- **To respect the customers confidentiality.**
- **Craven Home Care will abide by the Code of Conduct and sign up to the Social Care Commitment.**
- **CRAVEN HOME CARE will follow guidance and infection control procedures to ensure we remain compliant with Covid-19 requirements. An individual risk assessment will be completed for all clients.**
- **Staff will be provided with appropriate Personal Protective Equipment (PPE) and will be trained and work within Covid-19 requirements.**
- **To maintain all stored paper/digital records (Birdie) under General Data Protection Regulations.**

Contact Details

Postal Address:

Craven Homecare
23 Victoria Road
EARBY
Lancashire
BB18 6UN

Email Address:

Cath.Mawdsley@gmail.com

Telephone number:

07976 320494

There is not always someone in the office. You are welcome to leave a message on the answer phone.

Registered Provider

The company is classed as an “individual Provider” Catherine Mawdsley as the Registered Manager. Catherine has a full/enhanced Disclosure and Barring Service (Formerly CRB) clearance completed on behalf of the Care Quality Commission. However, Craven Home Care does operate as a local Family business and Alexandra Pilling is also a Company Director for Craven Home Care supporting with the day to day running of the Company and general management. Alex also has a full/enhanced Disclosure and Barring Service clearance. Susanne Lee is our training Manager and has worked with Craven Home Care from March 2017

Name: Catherine Mawdsley

Position in company: Registered Manager/Owner

Qualifications: Preliminary Certificate in Social Care
Certificate in Social Services (CSS)
BA (Hons) in Social and Community Care
Post Graduate Certificate (MSc) in Management and Leadership
Post Graduate Diploma (MSc) in Management and Leadership
A1 NVQ Assessor Award
First Aid Qualified

Relevant Experience: 25 years service with North Yorkshire County Council in a variety of management positions including:

3 years as a Resource Centre Manager for people with a Learning Disability in Harrogate and Craven for North Yorkshire County Council.

6 Years as Locality Manager for the Craven area of North Yorkshire County Council with overall responsibility for care provision within the area.

7 years as General Manager for the Harrogate and Craven area of North Yorkshire County Council with overall responsibility for both assessment and service provision.

Establishment of Craven Home Care in June 2011 originally as a Partnership which then became a Sole Trader Organisation in August 2015.

Name: Alexandra Stephany Petty

Position in the Company: Director

Qualifications: BTEC Diploma Level 3 Drama and Performing Arts (Extended Diploma)
NCFE in Dementia Care
NVQ Level 2 Diploma in Health and Social Care
First Aid Qualified

Relevant Experience: Alex has worked with Craven Home Care from its initial establishment in 2011
Supporting and developing the business
Including: Supporting Clients on/with
Supported holidays, and service developments

NAME: Susanne Lee

Position in the Company Training Manager

Qualifications NVQ Level 2/3 And Assessors Award
Registered Managers Award Level 4
Emergency First Aid Level 2
Awareness of Dementia Level 3
Palliative Care Level 3/Working with People with
Learning Disabilities Level 2/Equality and
Diversity Level 2/Supporting people with
Autistic Spectrum condition
Education and Training Level 3

Relevant Experience Susanne has worked with Craven Home Care from March 2017. Prior to working with ourselves she worked with North Yorkshire County Council for Approx 20yr. During that time, she helped to establish the Waking Night Service for which she received numerous awards including a British Care Award. She was also Registered Manager for Home Care Services in the Craven Area. Susanne also has close links with Aireworth Dogs in Need and helps to support them with Home Checks and fund raising. We are very pleased and lucky to have Susanne working with us at Craven Home Care.

Services Available

Craven Home care is registered with the Care Quality Commission to provide **Personal Care** to the following:

- People with learning disabilities or autistic spectrum disorder
- Older people
- Younger adults
- People with a physical disability
- People with a sensory impairment
- People with dementia

We provide the following services:

Personal Care:

- Helping into or out of bed
- Helping to dress or undress
- Helping with personal cleanliness
- Help with toileting
- Bathing and showering
- Routine hair care
- Emptying catheter bags
- Changing incontinence pads
- Mealtime assistance
- Assistance with medication
- Assisting with mobility
- Promoting independence

Domestic Care:

- Assistance with cleaning and housework
- Assistance with laundry and ironing
- Assistance with shopping

Social care and Companionship:

Listening and talking to people is a most an important part of delivering care. We can assist the client to keep in touch with their friends and relatives, help with letter writing, community engagement, and social activities.

Supported Holiday's/Short breaks and support to access the local community.

It is the aim of the agency to provide a FLEXIBLE care service, responsive to each individual's needs, and if you cannot find the services you require above then please contact us to discuss additional services we can offer.

We are unable to provide you with the following:

- Bowel Evacuation
- Changing Sterile Dressings
- Performing Catheterisation
- Giving Injections
- Administering Suppositories
- Administering Enemas
- Lifting from Floor Unaided
- Ear Syringing

The Assessment and Care Planning process

If you have had your needs assessed by a Local Authority Care Manager their Support Plan will be used to develop our Care Plan which will detail how Craven Home Care will meet your assessed needs. However, it is "Best Practice" that we will also work with the Local Authority and yourselves to produce a comprehensive assessment to inform your Care Plan. If you are a private customer who does not have a Social Care Worker we will work with you and your family (where appropriate) on assessing your needs, we will ask those who know you best in conjunction with yourself to complete our assessment, we will then go through that with you and your family to understand exactly what you would want and need and from that develop a care plan. The care plan can be a document and/or created on "BIRDIE" (our Electronic Monitoring System EMS), we will visit you at your home and develop this with you ensuring that we take account of your needs, preferences and choices. You can ask a relative or friend to be with you if that is what you want. You will

receive copies of both the assessment and the care plan, you and your family can also have access to real time care information on BIRDIE.

The Care Plan contains details of the services you are going to receive. This is a very important document and will include details of:

- Who will be providing the services
- The objectives of the services received
- The times of the day you should receive these services
- The length of each visit
- A reason why each service is being provided
- A Covid-19 Risk Assessment as part of the process

Your Homecare Assistants/Support Workers can only deliver the Services detailed in the Care Plan, any requests for additional Services should be made through the main office. We will review your Care Plan on a regular basis, it can change as your needs change.

What you can expect from your care workers

Your Homecare Assistant/Support Worker should:

- Complete the tasks set out in your Care Plan
- **Arrive as near as possible to the time stated in the Care Plan. If, however, they are delayed by an emergency or road conditions every effort will be made to contact you. We do advise that staff have a 15minute allowance for their arrival time to cover any unexpected circumstances.**
- Carry a photo identity card
- Be polite and courteous
- Maintain a good standard of appearance
- Keep all your personal and financial matters strictly confidential
- Respect your rights and dignity and promote your independence at all times
- Respond to changes in your needs and help to put you in touch with other agencies when necessary
- Show respect for your home, belongings personal preferences and personal standards of behaviour

- Have the knowledge, skills and competence to carry out their work with you
- To use correct PPE (Personal Protective Equipment)

Electronic Monitoring System BIRDIE (EMS)

Craven Home Care have invested in an Electronic Monitoring Service known as **BIRDIE**. Birdie is an all-in-one digital care management platform that provides Electronic Call Monitoring to verify homecare visits in real time. It features digital medication tracking, alert systems to monitor client wellbeing, reducing the potential of missed visits. Managers are able to monitor care delivery in real time. BIRDIE also allows families to track and access visit times and care notes.

At Craven Home Care we have been introducing this system over the past twelve months, training staff to use the new system and to transfer from a paper-based system. We are now in a position where staff and managers are confident in the use of BIRDIE and families have access to the real time care notes/visits and information.

PLEASE BE AWARE STAFF DO HAVE TO USE MOBILE PHONES TO OPERATE BIRDIE, CHECK INFORMATION, RECORD VISIT NOTES ETC.

Recruitment of employees

Craven Homecare follows a rigorous recruitment and selection process to ensure the safety of all its customers. The information we collect about each of our staff prior to an offer of employment is as follows:

- Proof of identity including a recent photograph
- An enhanced DBS certificate issued under section 113B of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009
- Satisfactory evidence of conduct in previous employment concerned with the provision of services relating to
 - a) Health or social care; or
 - b) Children or vulnerable adults

- Where the person has previously been employed in a position whose duties involved work with children or vulnerable adults, satisfactory verification, so far as reasonably practicable, of the reason why the employment in that position ended.
- Satisfactory documentary evidence of any relevant qualification
- A full employment history, together with a satisfactory written explanation of any gaps in employment
- Satisfactory information about any physical or mental health conditions which are relevant to the person's ability to carry on, manage or work for the purposes of, the regulated activity

All potential Homecare Assistants/Support Workers are interviewed by senior management. Once employed Homecare Assistants/Support Workers follow a comprehensive induction programme which adheres to the guidance provided by the Skills for Care linked to the Care Certificate. All new Homecare Assistants are monitored closely during their six-month probation period. At the end of, or during this period if their performance is found to be unsatisfactory their employment with Craven Homecare can be discontinued. The performance of all staff is monitored by regular supervision which mostly consists of direct observations of the staff while they work with a client.

Training and Development of Staff

Homecare Assistants/Support Workers are trained on an ongoing basis. This ensures that they have the necessary skills, experience and qualifications to meet the needs of our Service Users.

On commencement of employment with Craven Homecare all employees are required to complete the Skills for Care, Care Certificate which includes the following:

Standard 1 Role of the health and social care worker

Standard 2 Personal Development

Standard 3 Communicate effectively

Standard 4 Equality and inclusion

Standard 5 Principles for implementing duty of care

Standard 6 Principles of safeguarding in health and social care

Standard 7 Person-centred support

Standard 8 Health and Safety in an adult social care setting

Our staff will complete the following mandatory training courses with refreshers:

- Safe moving and handling of clients
- Food Hygiene
- Emergency First Aid
- Lone Working
- Safeguarding Alertter (adult protection)
- Safe handling of medicines
- Infection control
- Equality and Diversity
- Mental Capacity/Best interests

In addition, specific training will be given where required in order to ensure that the Homecare Assistants can meet the needs of our Service Users.

We encourage and support our Homecare Assistants/Support Workers to complete Diploma in Health and Social Care Level 2/3 which includes amongst others modules on promoting independence, customer care, team working, and additional skills in support of the mandatory training units. All Homecare Assistants/Support Workers will have their training and development needs assessed during their annual appraisal.

Key Policies and Procedures

Complaints

We are committed to providing services of the best possible quality. A key part of ensuring services maintain high standards, is to listen to what you have to say. We want to hear when we are doing something well or when something is wrong and needs improving. If you are unhappy with your service, you have a right to complain and have your complaint investigated. If you wish, a relative or friend can complain on your behalf. All comments, compliments or complaints about the service provided within any Service User's home can be made verbally, in writing or by telephone and will be treated seriously. You have the right to make a comment or complain about:

- Services you have received
- Lack of service
- A plan or decision affecting you or someone close to you.

It is your right to have your complaint fully investigated. Unless we know of your concerns we cannot help you, so please let us know.

You will be given a form for compliments, comments and complaints during your assessment visit. Please use the form to tell us what you think of our services.

If you are dissatisfied with the way the complaint is dealt with or with the outcome of the investigation, you have the right to appeal. If you wish you can also complain to the Care Quality Commission (contact details can be found on page 21).

Quality Assurance

Craven Homecare is committed to continuously monitor and improve the quality of care we provide. We gather information about the quality of our services in a number of ways:

- Direct observation of all our staff on a regular basis
- A telephone call following the first few visits to ensure the Care Plan meets the needs of the Service User
- An initial review after 6 weeks of service
- Regular reviews of the BIRDIE Care Plans/Information
- An annual Quality Visit to all our Service Users to review the Care Plan and to ask the Service User how they rate the service provided
- An annual survey of the client, their representatives or relatives to obtain their views and opinions of the service provided
- A log kept of issues raised by Service Users, representatives, relatives and staff and actions taken to improve the service
- A log kept of health and safety issues including near misses to ensure the safety of Service Users and staff
- Managers will work with you and staff and will NOT be managing from a distance.
- Regular newsletters “Keeping you in touch”.

Medication

Your home carers/ support workers will only assist you with medication when authorised to do so. Where the assistance required is only to assist with getting medication out of packaging then a dosset box may be used providing it has been prepared by a pharmacist. Where full medication

support is required, the medication must be kept in the original individual labelled boxes provided by the pharmacist so that the Homecare Assistant/Support Worker can be sure exactly what medication they are giving. In this case the Homecare Assistant/Support Worker will record exactly what medication has been given on a Medication Administration Record sheet/ Electronic BIRDIE MAR Charts. Your Homecare Assistants/Support Worker will not be allowed to buy or recommend any over-the-counter preparations such as aspirins or cough medicines.

Handling Clients money

There are procedures in place to protect our client's and home carers when handling cash or valuables on behalf of our clients. Upon authorisation from the client to handle monies, our Homecare Assistants/Support Workers will complete a Money/Possessions movement sheet which will be in the client's file. When the Homecare Assistant/Support Worker delivers either the shopping or any other transaction, you, as our service user will be asked to sign that the correct amount of money has been given to you. The Homecare Assistant/Support Worker will also obtain a receipt from the shop where possible. You should never lend money to or borrow money from your Homecare Assistant/Support Worker.

Homecare Assistants/Support Worker will never be allowed to enter into gambling syndicates with our client's.

Please do not ask your Homecare Assistant/Support Worker to purchase a lottery ticket or place a bet for you, as Craven Homecare will not be responsible for any losses incurred. Money or valuables will not be taken from our client's homes for safe keeping by the Homecare Assistant/Support Worker.

Gifts and gratuities

It is not unusual for our clients to want to give the Homecare Assistant/Support Worker a gift or present or make them a beneficiary in their Will. It is very important that you do not offer gifts or money to the Homecare Assistants/Support Worker as they are not allowed to accept

them. Also, your Homecare Assistant/Support Worker must never be involved with making Wills for Client's or acting as Executor in a Client's Will. Any breach of these rules will result in your Homecare Assistant/Support Worker being involved in disciplinary action being taken against them. If, however, clients are insistent that the Homecare Assistant/Support Worker takes a gift, it will always be reported to the Manager and at her discretion will be returned to the Client.

Confidentiality

Craven Homecare accepts that all the information it holds regarding a client's state of health or personal affairs is held in confidence. No such information will be divulged to any third party without the consent of the Client or their legal representative. The only exception to this would be in respect of relevant medical information, which would form the basis of a normal professional interchange between Homecare Assistants/Support Worker and a qualified medical practitioner, district nurse or social worker. Or to prevent a crime.

Safe Keeping of Keys

Craven Homecare will only allow Homecare Assistants/Support Workers to hold keys to a client's property when authorised to do so by both the Client and management. In these situations, a written agreement is in place between the purchaser and the company.

Where keys are held a sufficient number of keys will be required to cover for emergencies and all parties will complete a signed agreement.

Under no circumstances should you give a key to your property directly to a Homecare Assistant/Support Worker without the express written agreement of Craven Homecare. We will discuss with you during the assessment process and where applicable the benefits of a "Key Safe".

Infection control

We take infection control very seriously. Craven Homecare follows the Department of Health's Code of Practice in the control of infection. All our staff receive regular training on how to limit the spread of infection. They are provided with protective clothing such as disposable gloves and plastic aprons to help ensure infection is not spread from one Client to

another. All Staff will follow Government and Local Authority guidance and procedures for dealing with Covid-19. Including the wearing of appropriate Personal Protective Equipment (PPE) and following safe hygiene processes.

Terms & Conditions

Your Local Contact Point

Craven Homecare is based at 23 Victoria Road, Earby, Lancashire, BB18 6UN. The manager directly responsible for your service is Miss Catherine Mawdsley.

Regulation

Craven Homecare is responsible to the Care Quality Commission who regulate care provision.

The service

Subject to your compliance with this agreement Craven Homecare will provide workers to carry out the support detailed and agreed in the Care Plan. A booking shall constitute acceptance by the Clients of these terms and conditions.

If workers are sick or otherwise absent at short notice Craven Homecare will make every effort to ensure an alternative worker is found. However, in extreme circumstances it may be necessary to provide workers on the basis of greatest need first. If, due to the actions or inactions of Craven Homecare you do not receive an agreed visit you will not be charged for that visit.

Review of the Service

Craven Homecare will provide services on the basis on an agreed care plan. This is based on an initial assessment of the Client's needs,

undertaken before start of service either by a member of the Local Authority adult services department or by a senior member of Craven Homecare staff. The needs of the Client will be reassessed on a regular basis reflecting changes in need, and the Client may request a review at any time if the service being delivered is felt to be too little, too much or inappropriate for their needs. If it is agreed that the service should be changed, the Care Plan will be modified accordingly.

Cancellation or Temporary Suspension of Service

If for any reason the service is to be cancelled **14 days notice** will be required from either party involved. **If you wish to cancel a visit/daily call 48 Hours' NOTICE is required otherwise the calls will still be charged for.**

If there is to be a temporary suspension of service i.e., you may have to go into hospital or are going away on holiday or respite **our visits WILL still be charged for.**

In the event of a hospital admission 100% of charges are applicable for a 14 day period. During this period a review will be carried out with a view to either end or continue the support, if the person was to continue requiring the support on an ongoing basis the continuing payment of contract charges will ensure the times/current support given will be guaranteed upon the clients return.

In the event of an agreement to cease the support a 14 day notice period is required where 100% of the charges are applicable (See our current terms on notice period). After the 14 day notice period all charges will cease.

The same principle applies in the event of a holiday or respite period 100% of the charges are applicable this ensures on return from holiday/respite the times/current support given will be guaranteed upon the clients return. HOWEVER, if preferred, the support can be cancelled (Giving the 14 days notice period as required) and no charges will be made and upon return from holiday/respite we are happy to be contacted to re-instate the support however, this may not be possible and the times/level of support may no longer be available.

If the service is to be reduced, by removing visits, or reducing the visit times a 14 day notice period is required. If additional visits or increased visits times are required this would be undertaken, where possible within a 14 day time frame or agreed timeframe with the client and ourselves.

If the management reasonably believes that there is a health and safety risk to a member of staff or a client Craven Homecare may withdraw a particular member of staff or all staff either permanently or until the risk is remedied.

Breakages and damages in the service user's home

Craven Homecare cannot accept any liability for any breakages or damages caused by home carers/support workers in the client's home including for example the shrinkage of laundry, any damage to any utensils etc. This should be covered under the client's household insurance contents policy.

It is the responsibility of the Client or their representative to give clear, proper and adequate instructions for the use of items or electrical equipment in the Client's home. Craven Homecare will not accept any liability for any damage (whether direct or indirect) done by the home carer/support worker to any goods or equipment in the client's property.

Rights and Responsibilities of Client's

Homecare Assistants/Support Workers will use the Client's own cleaning and/ laundry equipment and products and it is the responsibility of the Client's to ensure that they have an adequate supply of cleaning equipment and products for the Homecare Assistant/Support Worker to carry out the agreed task. Where a Homecare Assistant/Support Worker has been asked to take laundry to a commercial laundry it is the Client's

responsibility to ensure that the correct money has been provided to pay for it.

Staff supervision

The Homecare Assistants/Support Workers helping the Client will be under the supervision of their supervisor. In order for us to successfully supervise our Homecare Assistants/Support Workers we ask that you allow our supervisory staff to attend your home in order to see the Homecare Assistant/Support Worker whilst they are providing care for you. It is a legal requirement for the company to demonstrate carer supervision.

Any complaints/compliments should be addressed to Miss Cath Mawdsley (Registered Manager) at the office. Any complaints will be handled in accordance with Craven Homecare's complaints procedure set out in the Service User Guide.

Health and Safety

A health and safety risk assessment will be carried out before start of service and any issues arising from this will be dealt with accordingly and any action to be taken agreed with the Client. A copy of our Health & Safety policy is available on request.

Staff Holidays & Sickness

We endeavour to keep the same team of Carers with our Client's at all times but there will be times when additional Homecare Assistants/Support Workers will be required to cover for holidays, sickness, and staff leaving our employment, in these circumstances notification will be given where possible.

Identity Card

To ensure you know whom you are letting into your home the Homecare Assistant/Support Worker will also carry an Identity Card, which will quite clearly show the name and photograph of your home care worker/support worker and our telephone number to enable you to

confirm their identity if required. Your Homecare Assistants/Support Workers will show, upon request, their identity card. This practice is recommended.

Payment

You shall pay charges to Craven Homecare immediately upon receipt of the relevant invoice without any set-off, deductions or withholdings unless you have a query regarding the invoice. If an invoice is not queried within 7 days after the date of the invoice you shall be deemed to have accepted the invoice as correct and the invoice will be due for payment in full. You shall make no payments to home carers/support workers directly.

All charges are subject to regular review and variations will be notified to you in writing one calendar month prior to them coming into force.

If you are late with your payments Craven Homecare may suspend the service. If no payment is received within 14 days after the date of the invoice a 10% surcharge will be levied on the invoice. Craven Homecare will give the Client's or their authorised representative 7 days' notice, in writing, of its intention to add the surcharge.

Craven Homecare also reserves the right, upon notice of 7 days, in writing, to suspend or terminate the service in the event of continued non-payment, or delayed payment, of invoices.

Charge sheets

The charge is based on charge sheets completed by workers. Charge sheets will be available for you to check and sign but will be binding whether you sign them or not.

Charge sheets will be completed to show times of the service provided to you. For the purposes of invoicing the services provided will be charged in 15-minute slots in accordance with the following time bands:

Length of visit (mins)	Charged for (mins)
21-35	30
36-50	45
51-65	60

Please NOTE if you have requested a 30-minute visit and then advise the staff to leave prior to the 30 minutes as nothing else required you will be charged for the full 30 minutes, the same principle applies to visits of longer/shorter duration if booked/contracted as part of your package of support.

Termination

Craven Homecare will terminate this agreement with immediate effect if:

- a) You commit a breach of this agreement which, if remediable, is not remedied to Craven Homecare's reasonable satisfaction within specified timeframe notified by Craven Homecare.
- b) Craven Homecare believes that there is a risk to the client or staff as described above and does not believe the risk has been sufficiently remedied for it to be able to continue to provide the service.

Upon termination of this agreement all amounts outstanding from you shall become due

Indemnities

Craven Homecare has affected a Public and Employers Liability insurance policy to indemnify it against the costs incurred in respect of proven acts for which the company can be held liable in law.

Neither you or Craven Homecare shall be liable to the other for any breach of this agreement caused by an event or circumstance beyond its reasonable control including (without limitation) any act of God, weather or failure of power supplies., flood, drought, lightening or fire, strike, lock-out or trade disputes or labour disturbance, the act or omission of government or other competent authority, war, military operation, act of terrorism or riot.

Care Quality Commission

CQC is a national body, which regulates the conduct of Domiciliary Care Agencies, and other social and nursing care services, in England and Wales. The Commission ensures that registered services meet specific outcomes as set out in the Essential Standards of Quality and Safety. They will do so by carrying out inspections, surveys and by checking the provider's own compliance assessments.

The Care Quality Commission can be contacted in the following ways:

Tel: 03000 616161 (Monday to Friday 8.30am-5.30pm)

E-mail: enquiries@cqc.org.uk

www.cqc.org.uk