



Personalised care at home

# Service User Guide

Telephone: 01753 771356

Email; [info@kinghomecare.co.uk](mailto:info@kinghomecare.co.uk)

Website: [www.kinghomecare.co.uk](http://www.kinghomecare.co.uk)



King Homecare LTD is a registered company in England and Wales UK, reg number 12481818

Registered Office: 66A Clewer Hill Road, Windsor, Berkshire, SL4 4BW



## Welcome to King Homecare

King Homecare is a registered limited care at home provider that offers personalised support to individuals who require assistance with everyday tasks. We are passionate about providing high quality care and support to enable people to live well within their own homes in the community. We can support with all types of ailments however dementia is the illness close to our hearts.

We promote dignity and respect, offer choice and control within person-centred care planning and safeguard people from harm.

We incorporate a positive reablement which means we focus on what people can do as supposed to what they cannot do.

Our overall aim is to support people by maintaining independence and enable them to remain at home for as long as possible.

This guide summarises information about King Homecare and what you would need to know when considering a care provider. We are happy to provide any advice required and will complete an assessment of need free of charge.

We hope you find this guide useful, if there are any changes that you want to suggest then please let us know!

You can contact us by:

Phone on 01753 771356

Email [info@kinghomecare.co.uk](mailto:info@kinghomecare.co.uk)

Website: [www.kinghomecare.co.uk](http://www.kinghomecare.co.uk)

Facebook: [www.facebook/kinghomecare.com](http://www.facebook/kinghomecare.com)

Twitter: [www.twitter.com/homecare\\_king](http://www.twitter.com/homecare_king)

Instagram: [www.instagram.com/kinghomecare](http://www.instagram.com/kinghomecare)

Look forward to hearing from you

Paula King  
Registered Manager



## **Aims**

King Homecare is committed to providing high quality domiciliary care services where people who use our service are treated equally by caring competent and compassionate staff. It will encompass the 6 c's in delivery of service; caring, compassion, competent, communication, courage and commitment.

King Homecare aim is to provide a person-centred domiciliary care service to everyone who uses our service by involving the person and their family in the plan of care that will be delivered by caring competent and compassionate staff.

King Homecare's aims to provide a person-centred service that focuses upon the assessed needs of people who use our service and input from their family. The service will be based upon best practice and provided by caring competent and compassionate staff.

King Homecare will enable and support people who use our service to retain their independence and promote independence where possible.

King Homecare will recognize the client's diversity ensuring religious, cultural, racial and gender identities are respected and to request clients and their carers to respect the rights of staff to the same non- discriminatory approach.

King Homecare will ensure that all information received in the course of carrying out our duties is treated with the utmost confidentiality and is not passed to any unauthorised persons.

King Homecare will ensure clients are provided with information concerning the services provided, and any changes to those services which may affect their well-being.

King Homecare will ensure that the quality of the service provided is of the highest standards possible with trained and competent staff.

## **Objectives**

- Service Users and their families will be actively involved in decisions effecting their care, treatment and support.
- We will provide a service where management and staff see safety and security of paramount importance.
- All Service Users will be treated equally and provided with equality of opportunity.
- Staff will always show compassion when providing care treatment and support.
- Service users will always be treated with compassion, dignity and respect.
- Staff will encourage Service Users to retain their independence.

We will ensure that the forms of communication, language and address used are suitable for the needs of the person



### **Services provisions**

King Homecare is registered with Care Quality Commission (CQC) to provide a service to the following:

Younger Adults between the age of 18-65

Older adults aged 65+

Dementia

Mental Health

Sensory Impairment

Physical disability

We provide 1hr minimum call, as this allows us not only to complete the tasks required but then social inclusion for the person cared for.

### **Hours of business:**

24 hours per day, 7 days per week, including bank holidays & Christmas

### **Office hours 01753 771356**

9am-5pm Monday to Friday however an on-call rota is used outside of these hours and can be used for emergencies or contact.

King Homecare holds business insurance that covers accidental and other damage to service users' personal effects up to a maximum value of £10,000,000 per service user per incident

### **Rates shown below**

7am- 10pm hourly rate £29ph weekdays & £30.50ph weekends

Bank holidays rate £43.50ph

Christmas Day & Boxing Day £58ph

Wake-in nights is normal hourly rate as above

Sleep-ins rate £190pn weekdays & £200pn weekends, typically someone to sleep for reassurance and support for nighttime care. The sleep-in carer can be woken once but if your loved one needs more than this assistance it would be a waking night carer.

Live in Care £1500per week (couple is higher)

Although someone is there 24hrs a day they are not permitted to work for that number of hours. Typically, carers will work from 7/8/9am to 9/10pm dependant of need. They need a 2hr daily break, should your loved be able to be left then so be it. Should they need someone to cover, and family cannot do this then King Homecare will provide carers to sit for the 2hrs charged at the usual hourly rates as above. Unless stipulated otherwise live in carers will arrive and leave around 12/1pm on handover days. Travel expenses may have to be paid to and from placement.

Should we take you or your loved ones out in carers car's the mileage will be chargeable at £0.45p per mile and will be added to the monthly invoice

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## **Your care**

We will offer care which reflects your needs and preferences and in particular:

- a) We will visit you at your home to discuss your care requirements before we commence the service or in emergency situations or at the earliest opportunity within 2 working days of the service commencing.
- b) We will work with you, your family and any other appropriate external social or health worker to carry out an assessment of your needs and preferences for care and treatment which we will record in the care plan.
- c) We will enable and support you to be involved in decisions about the planning of your care
- d) We will design our care and services with a view to ensuring your well being
- e) We will make reasonable adjustments when required to meet your individual needs
- f) We will ensure that we have suitable facilities to meet your needs and ensure safety and
- g) We will assess the risk to your health and safety of receiving care and do all that is reasonably practicable to mitigate such risks.

You will inform us and keep us informed of all information that is relevant to your care plan which will include your likes/dislikes, allergies, lifestyle preferences, physical and medical conditions.

If you are unable to express your preferences due to lack of capacity, we will act in accordance with your best interests when making decisions on your behalf.

We will treat you with dignity and respect, ensure your privacy and allow as much independence and involvement in your care as you wish. We will encourage and promote your independence as much as we can make practicable.

We will seek your consent before giving any personal care to you. The care we provide will be appropriate, safe and will be provided by suitable and competent staff.

We will take appropriate steps to prevent you from being abused or subject to improper treatment and we will respond promptly to allegation of abuse. We will deal with complaints in accordance with our complaint's procedure.

We will review the care plan with you, family and where appropriate other external social and health workers.

Should you need increase or change to a level which we cannot be met by us we will without delay and endeavour to inform and discuss possible alternatives arrangements.



### **Services we provide include:**

- ✓ **Personal Care-** washing (bathing/showering or strip wash), dressing/undressing, oral care and skin care (including pressure area care and prevention)
- ✓ **Continence Care and Support-** catheter care and colostomy / stoma care.
- ✓ **Medication-** administering medication (eye/ear drops) as long as prescribed by a GP and has a pharmacy label, prompting or reordering and collection of prescription.
- ✓ **Meal Preparation-** a fresh homemade dinner can be cooked as per request by service user. May also include shopping routines if required.
- ✓ **Light Domestic Chores-** hoovering, dusting, washing, cleaning of all working areas, and taking the bins out etc.
- ✓ **Hospital Appointments-** we know how frustrating attending hospital can be. Relying on hospital transport can cause additional nerves so why not let us help. We can escort your loved ones to and from hospital appointments and record/feedback information that family may miss by being at work.
- ✓ **Companionship / Social Inclusion-** we understand we may be the only person that someone see's in a day that why we want to offer any inclusion we can. We can sit and chat with service user's or go out for a walk. Help and support with stimulant meaningful activities.
- ✓ **Support and Guidance-** where possible we can offer advice on council process's, refer to multi agency professional and offer advice with anything related to dementia. King Homecare are affiliated with local community groups and can signpost you to services that may be beneficial.

Type of support required will be identified at the assessment that will be undertaken by the Care Manager. The assessment will capture every aspect of the service user and a risk assessment of the home or where the care will take place will be completed. Anyone can be invited to the assessment should you feel more reassured.

Once all paperwork is complete, the care plan will be signed as well as a contract of services and a deposit of 4 weeks will be paid upfront. A carer will be matched with likes / interests etc and your package of care will start with an agreement date.

You will be introduced to the carer prior to the first visit and any new carers going forward.



## **King Homecare Team**

Paula King- Director and Registered Manager

Paula is legally responsible and accountable for the day to day running of the business. Which includes complying with legislation, regulations and submitting statutory notifications to CQC. Paula manages both office and care staff and has over 15 years' experience in supporting people with complex health needs.

Paula is very passionate that King Homecare goes above and beyond to meet expectations of individuals and family members. This means King Homecare will deliver personalised care at home meeting the needs of service users.

Paula has always had the mindset of "if this were my mum or dad how would I like them to be treated" so the service is delivered in a compassionate and professional way.

Qualifications- Diploma level 5 Leadership in Health and Social Care, NVQ level 2 & 3, Level 3 Dementia care, all mandatory training up to date and completed annually.

### Care Workers

King Homecare recognise for you the most important people in the organisation are the care workers, they play a vital role within your welfare so to make sure we have the best care workers: we take great time in recruiting the right people. We ensure they're qualified with all aspects of social care and offer a wide range of training.

All staff complete an enhanced Disclosure and Barring Service (DBS) to adhere with Health and Social Care Act 2008 and Rehabilitation of Offenders Act 1974.

All staff employed at King Homecare will carry a photographed identification badge and will show you this when they visit.

### **Matching care staff to you**

For you to receive quality care, we understand that it is important that you can be cared and supported by staff who know what your needs, expectations and wishes are. We will make sure we match your care workers to meet your needs. This will ensure you have sufficient cover when your regular care worker has holiday and that they can get to know you and what is important to you.

Obviously not everyone gets on with each other. If you are unhappy with your care worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new care worker will be assigned to you if this is appropriate.

### **Quality assurance**

We will review monitor all care packages and audit our services to ensure they meet the requirements of the Care Quality Commission Standards and best practice. We will conduct annual survey to see if you are happy without service as part of King Homecare's satisfaction survey questionnaire.



## **Key Policy and Procedures**

**Safeguarding-** means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It's fundamental to high-quality health and social care.

**Mental Capacity-** We will ensure that each Service User at the commencement of the service has a capacity assessment carried out if required to ascertain how they are able to make decisions about their care and treatment

**Equality and Diversity-** We have a duty and responsibility under the requirements of The Equality Act 2010 to ensure that all our staff work within a service that embraces and encourages equality and diversity.

**Recruitment of staff-** We are committed to safeguarding and promoting the welfare of all Service Users who use our service. Management expect all staff and volunteers to share and demonstrate this commitment in every aspect of their work.

**Comments, Complaints and Compliments-** We will ensure that all our Service Users are aware of this policy and they or their representative understand how to make a complaint.

**Gifts, Wills and Bequests-** There may be occasions where Service Users or relatives of Service Users wish to offer gifts to staff. This policy sets out the Agency's position about action to be taken by staff who are offered gifts, or bequests in wills.

**Moving and Handling-** All staff employed in the Agency must work within the legislation covered in the Manual Handling Operation Regulations 1992 and the Health and Safety at Work Act 1974. The following sets out the Agency's Manual Handling Policy.

**Professional Boundaries-** To ensure that the highest standard of caring services is provided by staff to Service Users, who are required to establish a good rapport, whilst maintaining a professional and emotional distance.

King Homecare have many more policies and procedures, these just highlight some of the key ones we use.





## **Your rights**

King Homecare places your rights at the forefront of everything we do. Individuals are encouraged to express and exercise their rights as you are the centre of the care planning process. You have the right to choose your care provider and how you wish to be supported within your own home. You have the right to cancel within a 14-day cooling off period or by giving adequate notice thereafter as outlined in the service agreement.

## **Dignity**

King Homecare is committed to training staff to provide a service in a way that respects people's dignity following the 10 principles set out in the Department of Health's dignity challenge.

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

## **Privacy**

King Homecare aim to retain as much privacy as possible for you in ways which include

- Assisting with personal situations with dignity, respect and discretion.
- Guaranteeing your privacy when you are, for example using the telephone for private conversations, opening and reading post and communicating with friends and family.
- Hold your information securely and confidentially. We are registered with the Information Commissioners Office in line with General Data Protection Regulation (GDPR).
- All staff have a clear understanding of their responsibilities under confidentiality and data protection and will not pass on any of your personal data to anyone not involved in your package of care

**Please note that King Homecare reserves the right to share information to other professional bodies such as social services, Drs, Nurses, RBWM, police etc. We will only share information if the sharing of such information would benefit your health, safety and well-being and consent has been signed to say so.**



### Independence

King Homecare will ensure your independence is promoted at all times. We will offer least restrictive practice to ensure you are given the opportunity to carry out tasks for yourself. We will encourage your own choices and decisions and will support when required.

### Choice

King Homecare will aim to assist you to exercise choice in all aspects of your life. We will listen to your wishes and where possible take into consideration your support days required, times, durations and frequency. We will share our knowledge & understanding to ensure you have the most choice for decisions to be made.

### Complaints, Comments and Compliments

We are committed to the six principles of good practice in the management of complaints, as identified by the Health Services Ombudsman:

- Getting it right.
- Being customer focused.
- Being open and accountable.
- Acting fairly and proportionately.
- Putting things right.
- Seeking continuous improvement.

The goals of our complaint's procedure are to:

- take a flexible approach towards handling individual complaints which focuses on the needs and wishes of the people involved.
- keep the procedure simple so that it is much easier for people to share experiences and for service to respond.
- make sure that people's experiences help to improve services.

To raise a complaint, comment or compliment please call the office 01753 771356 and speak to a member of the King Homecare office team

**All complaints will be acknowledged within 3 days of receipt and dealt with within 7 days, should longer time be required you will be kept updated and informed accordingly**



### Useful Links

The Care Quality Commission (CQC) –  
Responsible for the regulation of adult social and health care in England:

<http://www.cqc.org.uk/contact-us>

Phone: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Care Quality Commission  
Citygate Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Royal Borough of Windsor and Maidenhead

Town Hall  
St Ives Road  
Maidenhead  
SL6 1RF

01628 683744

Out of hours emergency 01344 786543

<https://www.optalis.org/safeguarding-adults-from-abuse>

Out of hours Emergency Duty Service

From 5pm Friday to 9am Monday (includes bank holiday's)

01344 351999



THIS IS TO CERTIFY THAT

King  
Homecare

HAS A HOMECARE.CO.UK REVIEW SCORE OF



June 2024

Maximum Review Score is 10,  
and the Score was calculated  
from 24 Reviews made

by people being cared for or by relatives/friends of the people being cared  
for.

Please take a moment to Review Us Scan the QR  
code or visit [homecare.co.uk/submitreview](https://homecare.co.uk/submitreview)



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