



Service User Guide





Service User Guide

Welcome to WarrenCare

Thank you for choosing WarrenCare Ltd to deliver your care and support. WarrenCare has provided domiciliary care and support services in Sefton for more than 19 years. We are accredited as an approved provider by Sefton and Wirral MBC and are also regulated and inspected by the Care Quality Commission who awarded WarrenCare a 2 star 'Good' rating.

We will endeavour to provide you with a service that is of the highest quality. Your service will be designed to meet your individual needs and promote and support your rights, choices, independence and quality of life. Put simply we will deliver the services you require, in the ways that you want, to support you to live as independently as possible.

This Service User Guide is intended to provide you with information about the services WarrenCare offers and how our services are delivered. Further information can be found in the Service User Handbook and on our website www.warrencare.co.uk

If you wish to discuss any aspect of our service in more detail please contact a member of our team who would be only to happy to help.

Kindest Regards

Michelle Francis
Registered Manager

Statement of Purpose

WarrenCare aims:

- **To deliver person centred services**

We aim to provide person centred care and support in ways which have positive outcomes for service users and promote their active participation. We will continue in our mission to promote and support the rights, choices, independence and quality of life of our service users.

- **To focus on outcomes**

We aim to deliver outcome focussed services that are developed to support individuals to achieve their own goals, wishes and aspirations.

- **To work for the comprehensive welfare of our service users**

We aim to provide a package of care and support for each service user that contributes to his or her overall personal and healthcare needs and preferences.

- **To work in partnership**

We aim to work in partnership with service users, their representatives and carers and other professionals to deliver a seamless service that maximises the individual's choice, control and independence.

- **To provide quality services**

We are wholeheartedly committed to providing top quality services and to continuous improvement in the level of care and support we offer through effective measurement, review and subsequent implementation.

- **To employ a quality workforce**

We strive to provide a quality service to all of our service users and to be recognised by service users, by contracting agencies and by inspecting bodies as being a provider of excellence. We believe that we can only do this if we provide all employees with the necessary knowledge, skills and motivation to deliver our services effectively.



- **Equality & Diversity**

We are committed to achieving a working environment which provides equality of opportunity and respect for diversity.

The Organisation

WarrenCare Limited is a private limited company.

Registered provider

The person/organisation registered with the Care Quality Commission as the registered provider for WarrenCare Ltd is:

Richard Walker

Tel: 0151 932 2010

Email: richard.walker@warrencare.co.uk



Registered manager

The person registered with the Care Quality Commission as the registered manager for WarrenCare Ltd is:

Michelle Francis

Tel: 0151 932 2011

Email: michelle.francis@warrencare.co.uk



Location of Services

WarrenCare Ltd delivers services throughout the Sefton and Wirral area from the following registered locations:

WarrenCare Ltd (Head Office)

Optimo House

73 Liverpool Road

Crosby

Liverpool

L23 5SE

Tel: 0151 924 1999

Email: info@warrencare.co.uk

Website: www.warrencare.co.uk

WarrenCare (Wirral Office)

Hoylake Community Centre

31 Hoyle Road

Hoylake

Wirral

CH47 3AG

The Services WarrenCare Provides

Originally formed to provide support services mainly to older people, WarrenCare has developed into a quality provider of services to a diverse group of service users. We deliver a wide range of services from domestic support and meal preparation to 24 hour care/support for people with complex needs.

We believe that our total dedication to providing service users with the highest possible quality of care and the person focused approach we have to service delivery sets WarrenCare apart from other organisations.

We are pleased to have evolved into an organisation with the ability to offer a comprehensive range of support services. Below is a brief guide to the Service User groups we support and our range of services

Older People

WarrenCare offers a wide range of services for people (aged 65+) with physical, mental health and learning disability and/or sensory impairment, or those suffering from the general difficulties encountered in old age. We can offer advice and guidance in order to help to design an individualized plan of care/support to meet physical, social, psychological or spiritual needs.

Young Adults

We offer a range of support services to young adults with

- physical disabilities
- sensory loss, including those with dual sensory impairment
- mental health problems
- learning disabilities
- challenging behaviours

Range of Services

- Supervision and monitoring of health & well-being
- Supervision, monitoring and assistance with medication (Non-invasive routes only)
- Personal Care Dressing & Undressing
 - Bathing Showering & Washing
 - Shaving
 - Oral Hygiene
 - Toilet and continence requirements
- Assistance in maintaining nutritional status
- Overnight services including sleep in and awake staff
- Palliative Care
- Domestic Services
- Assistance in accessing local health related services
- Assistance in establishing social contacts and activities
- Help in maintaining home or tenancy
- Advice, advocacy and liaison regarding benefits
- Developing life/domestic skills
- Developing social skills/behavior management
- Help in managing finances
- Establishing and maintaining personal safety and security
- Risk Assessment and recommendation of aids/adaptations
- Signposting to cultural specific advice

Children

We provide services to children with a range of needs including:

- learning disabilities
- Autism
- challenging behaviours
- physical disabilities
- looked after children
- supporting families

Range of Services

Home Based Support/Community Outreach

- Supporting parents and carers in their daily routine e.g. helping to prepare a child for school, personal care, support at meal times
- Collecting children from school for after-school activities
- Short term respite at home

Babysitting Service

- Flexible and friendly babysitting services – one off or regular service available

Supporting Families

- Supporting parents to develop parenting skills
- Supporting families subject to child protection plans
- Working with new mums
- Supervised visits with looked after children

Leaving Care/Transition Services

- Supporting young adults to develop practical, social and emotional skills for independent living

Assessment and Review of Services

To arrange an assessment please contact your team

We will make an appointment to visit you at home before your services commence to assess your needs and work with you to develop your Personal Support Plan. We encourage you to invite family members, carers or other people who are important to you to this meeting.

The purpose of our initial assessment is to ensure that we fully understand what outcomes you would like to achieve and how we can support you to achieve them. We will focus on the things that are important to you and gather information about your routines and how you would like to be supported with different tasks.

Your Personal Support Plan will be developed using this information to ensure that our care workers know how best to meet your needs, this may be about simple information such as how you like your cup of tea or more complex details about how you would like to be supported to maintain your personal hygiene.

Once we have established how you would like to be supported we will conduct risk assessments to ensure our services are delivered in ways that safeguard your health and safety and that of the care/support workers.

We will review your Personal Support Plan on a regular basis and conduct a full review at least annually. However, more frequent reviews will be carried out as required at your request or following feedback from care workers or others involved in your care. You can request a visit at any time to discuss or review the service you are receiving or any additional services you may require.

Confidentiality

The nature of our services means that much of the information provided to us is highly personal and sensitive. We recognise that our Service Users have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little as possible intrusion on those rights.



All information held by WarrenCare about you will be handled, shared and stored in line with the Data Protection Act and WarrenCare's Confidentiality Policy and Data Protection Policy.

How We Deliver Your Services

We endeavour to provide your service at the times that are convenient to you and can offer services from as little as 2 hours per week to 24 hour per day. We know how important continuity is and will identify care/support workers who we think have the skills and knowledge to meet your needs. Whilst it is not always possible to guarantee 100% continuity due to holidays and other staff absence we will always strive to deliver a service that you can rely on with care/support workers you are familiar with.

Your service will be co-ordinated by a dedicated team who are contactable during office hours (8am-5pm) and also out of hours via an emergency on-call number.

We have robust policies and procedures to ensure that all of our service users receive the best possible service from staff who understand what is expected of them. Policies are reviewed regularly and meet the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Essential Standards of Quality & Safety produced by the Care Quality Commission.

Policies are available on request in a variety of formats including easy read, large print etc.

WarrenCare adheres to the General Social Care Council Code of Practice for the Organisation and our staff.

Our Care/Support Workers

WarrenCare's care/support workers are reliable, friendly, skilled and above all passionate about delivering quality care and support.

Recruitment

WarrenCare's robust Recruitment & Selection Policy means that you can be confident that your service will be delivered by staff who have been subjected to rigorous pre-employment checks including:

- All applicants must complete an Application Form which includes a full 10 year employment history, we explore any gaps in employment
- Standard Interviews to assess the applicant's competence and suitability for the role
- Reference checking, we request a reference from every previous employer and require at least 2 satisfactory references before employment can commence
- Enhanced Disclosure from the Disclosure and Barring Service commonly known as a 'police check'

Training & Development

WarrenCare invests considerable time and resources into the training and development of our staff. We have recently launched a 3 phase approach to training:

Phase 1: 5 Day Classroom Based Induction Training

Phase 2: Ongoing 12 week induction to the role, including:

- completion of all mandatory training
- a minimum of 3 shifts of 'on the job' shadowing by an experienced member of staff
- regular contact with their line manager
- a 12 week supervision with the Registered Manager to assess competence

Phase 3: Ongoing Training and Development, including:

- regular refreshers of all mandatory training
- specialist training – there are more than 70 additional training courses available to staff. We can work with you to identify what additional training may be appropriate for your care/support workers to meet your needs.

Supervision

All WarrenCare staff have regular supervision, including:

- 1:1 meetings with their line manager
- direct observation – a senior member of staff will visit unannounced to observe the care/support worker delivering support
- Annual appraisal

We welcome your feedback about your care/support workers.

Safeguarding

We take our responsibility to safeguard your safety and wellbeing very seriously. WarrenCare's Safeguarding Policy is based on 'No Secrets' a government publication that provides guidance to local agencies and Sefton's Safeguarding Policy 'Sefton Safeguarding Adults Framework for Action'.

Safeguarding training is mandatory for all staff within the organisation and must be refreshed at least 3 yearly.

If you or another person is being abused or you suspect abuse you should contact WarrenCare's Registered Manager, Michelle Francis (0151 932 2011) or Sefton Social Services at Sefton Plus 0845 140 0845, or for Wirral area Central Advice and Duty Team 0151 606 2006

If you would like a copy of WarrenCare's Safeguarding Policy, 'Sefton Safeguarding Adults Framework for Action' or Wirral 'Safeguarding Adults Procedure and Guidance' please ask a member of the team.

Quality Assurance

WarrenCare places a strong emphasis on providing the highest quality service possible for all of its service users and believes that, no matter how good its present services, there is always room for improvement.

Our Quality Assurance includes:

- Regular review of all services
- Annual surveys of Service User satisfaction, and where appropriate their relatives or representatives, to obtain views and opinions
- Service User Forums to involve service users in discussions about how the service is delivered
- Complaints & Compliments Policy which encourages feedback about our services.
- Thorough checks on all staff during the recruitment and selection process
- Close supervision of staff and services via regular direct observations by experienced members of staff.
- Regular supervision meetings between each care/support worker and their line manager
- Procedures for managing poor performance or conduct of staff
- Regular staff meetings including quarterly Staff Forums to share best practice
- Regular review of all policies and procedures
- Monthly management reporting to measure company performance against Key Performance Indicators (KPIs)

WarrenCare have recently established a Care Governance framework through which the organisation is accountable for continuously improving the quality of services and safeguarding high standards of care and support by creating an environment in which excellence in care will flourish.

Complaints & Compliments

We believe that if a Service User wishes to make a complaint or register a concern they should find it easy to do so. We welcome complaints and consider them an opportunity to learn, adapt, improve and provide better services.

Concerns

If you have any concerns or comments about your service that you would like to discuss informally you can contact the co-ordination team for your area. You can discuss your concerns over the telephone or if you would prefer a home visit can be arranged.

Complaints

If you wish to make a formal complaint about your service or to escalate a concern to a senior manager please contact our Registered Manager, Michelle Francis. Complaints can be made by telephone or in writing or Michelle would be happy to visit you at home if this is preferred.

Within 48 hours of your complaint being received you will receive a letter confirming what action will be taken and the timescale in which you can expect a full response to your complaint.

Complaints are usually fully investigated and responded to within 28 days.

If you wish to make a complaint externally to the organisation you can contact:

The Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614
0845 602 1983

Sefton Social Services

Complaints Manager PALS
3rd Floor, Merton H
Stanley Road
Bootle
Liverpool
L20 3DL
Tel: 0800 218 2333
pals@sefton.nhs.uk

Wirral Social Services

Complaints Manager
Adult Social Services
PO Box 351
Birkenhead
CH 25 9EF
Tel: 0151 666 4738
dasscomplaints@wirral.gov.uk

Compliments

Of course we also welcome positive feedback about your service. Please contact your co-ordination team or our Registered Manager, Michelle Francis. All compliments are recorded and passed on to the staff members involved in delivering your service.

Useful Contacts

Sefton Social Services

Social Care Customer Access Team

Freepost LV7340

Bootle

L20 1YX

Tel: 0845 140 0845

Fax: 0151 934 3739

Email: SocialCare.CustomerAccessTeam@sefton.gov.uk

Wirral Social Services

Central Advice and Duty Team

Westminister House

Hamilton Street

Birkenhead

CH41 5FN

Tel: 0151 606 2006

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983

Care Quality Commission

National Correspondence

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 0300 616161

Email: enquiries@cqc.org.uk

Sefton Advocacy Services (for people up to age

65) Sefton Advocacy

1st floor, Gordon House

3-5 Leicester Street

Southport

PR9 0ER

Tel: 01704 500 500

Email: info@seftonadvocacy.org

Sefton Pensioner's Advocacy Centre

6th Floor Shakespeare Centre

43-51 Shakespeare Street

Southport

Merseyside

PR8 5AB

Tel: 01704 538 411

Email: info@spacadvocacy.org.uk