



# Service User Guide

GDSK revises all of its policy documents at least yearly. We welcome any comments on the contents of this Statement of Purpose. The last revision date was July 2010.

## **Contents**

1. Purpose of this Document
2. Contact Details
3. Aims and Objectives of GDSK and their Values
4. Our Principles
5. Our Principles
6. Security and Civil rights
7. Anti Discrimination, choice and fulfilment
8. Communication, Maximising resources
9. Range of services and how GDSK will deliver care
10. Assessing need and risks and safeguarding service users from abuse
11. Person centred planning and circumstances when services may be ceased
12. Terms and Conditions, fees
13. Terms and conditions, fees
14. Complaint and compliments procedures
15. Quality Assurance
16. GDSK's Policies and Procedures
17. Useful contacts
18. Contact GDSK

## **Purpose of this document**

This document summarises basic information about GDSK for users of our service, people who are considering using our service, friends, relative, carers and representatives of users. It includes material required by the Domiciliary Care Agencies Regulations 2002.

## **Our Statement of Purpose:**

This Service User Guide is written in conjunction with our Statement of Purpose, which sets out:

- Aims and objectives of GDSK
- Range of services provided by GDSK
- Registered Provider
- Our principles
- GDSK – Background
- Agency organisational Structure
- GDSK - Care Workers
- Complaints and Compliments Procedure

The name and address of the registered provider and of any registered manager.

**Name of Service**

GDSK

**Name of Manager**

Mr. Michael Pedley

**Address**

GDSK  
Phoenix Business Centre  
Unit 8  
Phoenix Court  
Phoenix Road  
Barrow-in-Furness  
Cumbria  
LA14 2UA

**Contact Details**

OFFICE : 01229 840332  
MOBILE : 07593631624  
FAX : 01229 840421  
EMAIL : [gdkuk@aol.com](mailto:gdkuk@aol.com)

### **The aims and objectives of the agency :**

GDSK will arrange with the Service User and their chosen representatives what care needs to be provided. An agreement will be made to ensure we can provide that care for them. We understand individual's rights to privacy, choice and control over what happens not only in their own home, but also while out in the community. We will ensure that any work undertaken with the service user will be agreed by the Service User and may involve Care Workers and family members. We will ensure the support that service users receive is effective, safe and appropriate to themselves as individuals. The service can be changed at any time at your request and will be undertaken in a friendly and efficient manner. We believe that our Service User's have the right to choose the package of care they need without removing individual independence.

### **GDSK Values**

- We strive to provide the best but continue to make it better.
- Embrace equality and value difference.
- Work with others and take responsibility.
- Be honest open and fair and be polite and caring.
- Recognise the past and make a better future.
- Recognise our success and learn from mistakes.
- Put our Service User's first.

## **Our principles**

### **To focus on service user:**

GDSK supports ways which have positive outcomes for service users and promote their active participation. GDSK encourage independence where possible. We aim to provide personal care once registered with CQC.

### **To ensure that we are fit for our purpose:**

We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We work with our service users and their friends and relatives to constantly improve the services provided for them.

### **To work for the comprehensive welfare of our service users:**

We aim to provide for each service user an individual package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help maximise each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.

### **To provide quality services:**

We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.

### **To employ a quality workforce:**

GDSK will ensure managers and staff are responsible, capable and qualified. GDSK supports ongoing training of staff especially through National Vocational Qualification (NVQ) routes. This ensures staff are competent and trained to do the job they do. All staff are currently undertaking their NVQ Level 2.

GDSK's manager is currently undertaking NVQ Level 3. Once this is achieved he will undertake his NVQ Level 4. The manager has 7 years experience supporting people to live independently and providing opportunities to activities. This experience covers working with young and old people with learning disabilities, physical disabilities, and mental health issues.

GDSK's assistant manager is currently undertaking her NVQ Level 2. After she has completed Level 2 she will continue on to her Level 3. She has 3 years

## **4.**

experience supporting people to live independently. This experience covers working with young and old people with learning disabilities, physical disability and mental health issues.

All care staff will understand the protection of service users is high priority and that their main aim is to assist them and to help them take control of their own lives where possible.

All care workers will also have knowledge of basic first aid, moving and handling, Food Hygiene and Health and Safety.

Some of their knowledge will be covered by gaining certificates, which will be renewed on a regular basis.

Within 6 months, the care worker will also be given the opportunity to gain a qualification in health and social care to at least NVQ level 2.

### **STAFFING STRUCTURE**

Manager : Mike Pedley

Assistant Manager : Toni Roberts

Support Workers

### **Independence:**

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our service users' independence in the following ways:-

We help service users to manage themselves where possible rather than becoming totally dependent on care workers and others.

We encourage service users to take as much responsibility as possible for their own healthcare, choice of activities and their medication.

We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.

We work with the service user and their carers, relatives and friends to provide a continuous service.

We aim to deliver care which focuses on capabilities rather than on disabilities.

## **5.** **Security:**

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our service users need for security in the following ways:-

- We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
- We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- The staff of our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.
- We expect you, the service user, to feel comfortable with the staff we provide you with, therefore we can feel confident you are reaching your potential and you can feel confident in any aspect of your life while you are with our staff.

## **Civil rights:**

We aim to help our service users to continue to enjoy their civil rights in the following ways:-

- We want to help our service users to make use of as wide a range as possible of any activity which they feel is important to their life.
- We will encourage our service users to make full use of any activity including health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide easy access for our service users and their friends, relatives and representatives to give feedback on our services.
- If we can, we will support our service users in their participating as fully and diversely as they wish in the activities they wish to attend in their communities.

## **6.** **ANTI – DISCRIMINATION**

GDSK appreciate that the innate worth of human beings is not enhanced or reduced by their culture, nationality, ethnicity, colour, race, religion, sex, gender, marital status, sexual orientation, physical or mental abilities, age, socio-economic status, or any other preference or personal characteristic, condition, or status. It is important that GDSK gain an awareness of the need for non-discriminatory practice. As the need arises, guidelines can be developed for use of specific diversities. An aim of GDSK is to actively demonstrate a belief that each person should be treated primarily as a person or an end in him/herself, not as an object or a means to an end.

### **Choice:**

Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways.

We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.

We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable.

We respect service users' eccentricities, personal preferences and idiosyncrasies. We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.

We encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

### **Fulfilment:**

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users' right to fulfilment in the following ways:-

We try to help service users to participate in as broad a range of social and cultural activities as possible.

If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.

We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to the end of their life.

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We make particular efforts to understand and respond to the wish of any service user to participate in any events or activities.

We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

All Care Staff will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation.

## **COMMUNICATION**

Service user's have the right to be heard and to be fully informed in all aspects of their care. GDSK understands that different methods of communication must be used appropriate to particular abilities and experiences of each service user. Communication methods will be tailored to suit all circumstances.

## **MAXIMISING RESOURCES**

GDSK recognises its responsibility to make the best of resources and to provide value for money. Certain activities / services may be targeted to ensure those that need too are adequately supported. Service user's needs are responded to flexibly and imaginatively.

## **8.**

### **Range of services provided by GDSK:**

GDSK focuses its services around service users who are in the following groups:-

- Older People
- People with Physical disabilities
- People with mental health issues
- Please contact us if you feel you do not come under these categories as we may still be able to help

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Personal Care Assisting with;

- Prevention of pressure sores
- Medication support, Dispenser Only
- House keeping
- Shopping
- Collecting pensions
- Collecting prescriptions
- Paying bills
- Preparing meals and Heating Meals
- Housework
- Light housework
- Laundry
- Ironing

Other

- Providing activity opportunities in the community and to is a high priority for some of our service users and our service.

### **How GDSK will deliver Care:**

#### **Initial referral:**

When you realised that you needed care you may have approached GDSK direct; alternatively, you may have been referred to us by the social services department from which you initially sought help and may have accepted at least some financial responsibility. In either case, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to talk with you or the social services department which contacted us. At the very outset we need to be sure that the services we provide are going to be suitable for you, the Service User. You will also agree that we can provide the needs you need.

## **9.**

### **Assessing your needs:**

If someone comes to us from a social services department, the local authority care manager will have carried out an assessment of what you need before deciding that we are going to meet your needs. A summary of this information, usually called a needs assessment, will have been passed to us.

If you have approached us direct, we need to make an assessment ourselves. To do this we will need to ask you quite a lot of questions, and probably to seek information from your carer, your doctor, and any other specialists who know about your health and needs. This will be done by the manager.

We hope that you do not find the process by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. This also helps us to give you the best staff so that a good relationship can be started very quickly. Remember, all the information will be treated confidentially. Our aim is always to make sure that we understand what you need and what your preferences are about services, so that we can respond in ways which really suit you.

### **Assessing the risks:**

If you have decided to have care provided in your own home, you will know of course that that carries some risk. The care worker is unlikely to be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home. On the other hand you retain your independence and many people find that, on balance, a measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. So, with you, we carry out a risk assessment, weighing up the risks to be taken with the advantages, and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimised.

### **Safeguarding people who use the service from abuse**

GDSK takes any form of bad practice or abuse that is disclosed seriously. If an employee feels that another employee is conducting bad practice then it is their responsibility to inform manager immediately. Staff are to be made known that continuous bad practice is abuse. The manager will follow the disciplinary procedure. If the employee feels abuse has taken place and is serious e.g. physical abuse, then the police should be informed immediately. The manager will then be informed after the call is made. An incident report will need to be completed and the employee who made the complaint will need to make an accurate written statement of the incident/s that occurred. These can be written confidentially if the employee wishes to do so. The manager must follow the disciplinary procedure.

## **10.**

### **Person Centred Planning:**

Having assessed your needs and the risks in the situation, we then — again with help from you and others — prepare a plan for the care we expect to deliver. This is called a Person Centred Plan because you as the service user really are central to it. It will specify the services we will provide, with details like timings of care worker visits and the special tasks to be performed, and will state what we are all aiming to meet the objectives of providing the service and how we plan to achieve those objectives.

Reassessing the need and reviewing the care of course, over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, it is up to you to inform us so we can update care plans to accommodate this.

### **The Circumstances in which the agency may cease to provide services to a service user.**

There are certain exceptional circumstances in which a service would be withdrawn. These circumstances are usually the result of risk to health and safety of service users and / or care workers.

They include environmental factors where the home or out in the community is unsafe for staff to work in, where certain infections are present or, where service user behaviour is such that it would be unsafe for staff to work. GDSK carries out risk assessment on each client and their chosen activities to establish whether any measures for staff safety are identified. In exceptional circumstances a meeting would be held with all interested parties to discuss any issues and actions that are required.

Other factors in which service ceases would be if a service user is unable to manage at home and moves into a care home or the service user is able to manage with limited or no care.

## **11.**

### **Terms, Conditions and Fees**

#### **Suspension of care:**

We ask for Service Users to give 48 hours notice where possible of any suspension of care except in a medical emergency. GDSK will give the Service User and any Social Service Department minimum of 48 hours notice where possible of any changes to the Service User's daytime schedule.

#### **Cancellation of care:**

##### **From the Service User;**

We require a weeks notice prior to cancellation of the service.

##### **From GDSK;**

Initially we would work with the service user and their families to make sure we are meeting the standard of care you expect. If for some reason we feel we cannot provide the service you require we would discuss this with you and tell you our reasons why we feel we cannot meet your requirements. We would then continue our service to the best of our capabilities until you can find another appropriate service to meet your needs.

#### **Cease providing care:**

Service User unable to manage at home and moves into a Care Home  
Service User passing away  
Constant late payments (see late payment procedure)  
Service User able to manage with limited or no care  
Service User abusive towards Care Worker

#### **Sickness Cover:**

In Extreme circumstances Care Workers may be unable to carry out visits to Service Users due to illness or accident, GDSK will provide a temporary replacement carer or will arrange a different day to carry out the activity.

#### **Late arrival:**

Please allow up to thirty minutes for Care workers to arrive at a service user's home before contacting the office. If the care worker is late on more than one occasion then please contact the manager (see our complaints procedure).

## **12.**

### **Annual Leave:**

Care Workers are entitled to holidays, when this occurs a temporary Care Worker will stand in.

### **GDSK service charges:**

- Our charges are varied and start from £15. This depends on the level of care you require. Our service may be provided by your direct payments. This allows you more control of your care as it is you arranging which service best meet your needs. On some occasions it will be paid for by your social services.
- Activities are paid for by the Service Users including payment for the Care worker where needed e.g. meals, cinema ticket, bus travel, etc.

### **Payment Procedure:**

Invoices are sent out four weekly. If social services are providing the payment then this will be done directly with them.

Cheques are made payable to Mr M Pedley.

Please ensure your payment reaches us no later than 1 week after the invoice is sent. A charge of £25 can apply if your payment is late.

If you would like to pay by standing order please contact the manager.

### **Social Services referral of Care information:**

Service Users that have been referred to GDSK through a Social Services department may have their payment managed by their social services department and Care Manager; this is generally a subsidised payment but needs to be discussed with Social Services prior to care commencing.

### **13.**

#### **Complaints and Compliments Procedure:**

The organisation takes all complaints seriously, and will investigate them fully before taking any action.

Our complaints procedure takes into account the needs of service users and care staff.

The complaint should be done directly with the manager or the complaints team. All reported complaints either verbal or written will be acknowledged within seven working days. Every effort will be made to resolve the complaint and to provide a full response to the complainant within twenty eight days.

A record must be kept of all complaints, investigations and subsequent actions. This should be impartial and accurate.

The complaints record form provides a format for the recording of complaints and subsequent investigations and action, and should be used in all cases. Investigations should be thorough, impartial, and where appropriate take account of all the people involved.

Conclusions should never be reached before hearing an independent account from everyone present at any incident.

Where any subsequent action is deemed necessary, the manager's advice and consent should be given if the complaint involves any member of staff, if the policies of the organisations are affected, or if a second opinion or advice is required for any other reason.

If the manager on duty is unable to investigate a complaint, either because of its seriousness or any other reason, then the registered manager should be informed and they will carry out the investigation.

Note: The current regulations require the organisation to report incidents to the CQC. At any time during the investigation the complainant may contact the CQC, the address and telephone number are at the bottom of the page.

If a complaint remains unresolved, then we expect you to pass the complaint on to CQC, but this should not usually occur until internal procedures have been exhausted without reaching a satisfactory conclusion.

CQC will follow their own Complaints Procedure.

Please see useful contact details to complain to CQC.

#### **Compliments:**

If a written compliment is received about a specific care worker, a copy will be passed onto the worker and a copy kept with the workers employment records. The original is kept in the compliments portfolio. If a verbal compliment is received about a specific care worker, this will be passed onto the worker by

#### **14.**

their manager and a note made on their employment records.

If a written compliment is received about the organisation, this will be kept in the compliments portfolio.

We may on occasion ask if we can use your comments or complaints for our website or publicity use. This would only be used in agreement of the service user and/or their chosen representative, which is done in accordance of the Data Protection Act.

#### **Quality Assurance:**

We are always keen to provide the best possible service and to do this we continually check how well we are providing the service we are providing by talking with our staff and with outsiders who have opportunities to see and judge our work, and above all listen to the service user and their care team including relatives social worker, etc. This process is called quality assurance. It involves:-

- An annual visit to all service users by a supervisor or a manager to hear your views directly.
- Regular supervision meetings between each care worker and their line manager.
- An annual survey of service users, and where appropriate their relatives or representatives, to obtain views and opinions.
- Careful checks on all service users records.
- In addition to these opportunities, we expect you to give us your views at any time. We need to know how we are meeting or not meeting your needs, and as it is your care that is at the centre of the service we provide, there is no one better to give us feedback than yourselves.

#### **Arrangements for service users to express their views about the service provided by GDSK**

GDSK values feedback from service users about all aspects of the service they receive. Following the allocation of the service the service user will meet personally with their carer and the manger of GDSK. After the first initial meeting service users will receive regular monitoring and review visits from the manager to ensure the service is being provided as intended and that it continues to be appropriate.

Care Quality Commission is kept informed of the services being provided to all service user's. Services will be independently inspected and audited by CQC.

## **15.**

### **Our Policies and Procedures:**

Areas covered

Our policies and procedures cover the areas:

- Statement of purpose, with the aims and objectives of the organisation
- Conditions of engagement for staff
- Staff contracts and job descriptions
- Range of activities undertaken and the limits of responsibility
- Personal safety for staff at work
- Quality assurance system
- Confidentiality of information
- Non-discriminatory practice
- Equal opportunities, including our response to sexual or racial harassment
- Health and safety
- Moving and handling
- Dealing with accidents and emergencies
- Dealing with abuse and bad practice
- Data protection and access to records by service users
- Assisting with medication
- Handling money and financial matters on behalf of a service user
- Maintaining the records in the home
- Gifts and legacies made by service users
- Dealing with violence and aggression
- Entering and leaving the service user's home
- Safe keeping of keys
- Complaints and compliments
- Staff discipline and grievances
- Training and staff development.

Our policies and procedures may be updated or additions may be made at any time. Service users and staff will be notified immediately and this service user guide will be updated appropriately. All policies and procedures are kept at our office and can be viewed at any time by service users, their representatives and others who need the information at any time.

**16.**

**Useful Contact Details:**

**Care Quality Commission North West**

Citygate  
Galloway  
Newcastle Upon Tyne  
NE1 4PA

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

**Social Services, Barrow-in-Furness.**

Customer Services,  
Market Street  
Barrow-in-Furness  
Cumbria  
LA14 2LH

Tel: 01229 407984

Fax: 01229 894959

Email: [Barrowssd@cumbriacc.gov.uk](mailto:Barrowssd@cumbriacc.gov.uk)

Website: [www.cumbria.gov.uk/socialservices](http://www.cumbria.gov.uk/socialservices)

All offices are open:

Monday to Thursday 9.00am to 5.00pm

Friday 9.00am to 4.30pm

Find your local office:

Website: <http://www.cumbria.gov.uk/adultsocialcare/contactus>

**Health service**

Cumbria Primary Care Trust  
Trust Headquarters  
4 Wavell Drive  
Rosehill  
Carlisle  
CA1 2SE

**Telephone:** 01228 603500

**Fax:** 01228 603612

**General Social Care Council**

The General Social Care Council can be contacted at  
Golding's House  
2 Hays Lane,  
Hays Galleria,  
London  
SE1 2HB  
Tel: 020 7397 5100

## **17.**

### **How to Contact Us:**

Manager: Mike Pedley

GDSK  
Phoenix Business Centre  
Unit 8  
Phoenix Court  
Phoenix Road  
Barrow In Furness  
Cumbria  
LA14 2UA  
Tel: 01229 840 332  
Mobile: 07595 363 1624  
Email [gdskek@aol.com](mailto:gdskek@aol.com)  
Website: [www.gdsk.co.uk](http://www.gdsk.co.uk)

We operate our office hours from Monday – Friday, 0900/1700hrs

We can be contacted in emergencies out of office hours on the same numbers.

Our e-mails are checked frequently. Please do not use our e-mail address for emergencies. Please use the contact numbers provided.

### **Details of insurance cover:**

GDSK is covered by the following Insurance cover:

1. Employer Liability Insurance
1. Public Liability Insurance

The full cover provided can be found at our office and can be viewed at any time.

**18.**