

Care & Support Services Guide

Our priority is
**understanding
your needs**



Welcome

This guide will help you to make an informed decision about Reed Community Care's ability to meet your specific care and support needs.

About Us

Reed Community Care was established in 2004 and is part of the Reed Specialist Recruitment Ltd. Founded on May 7th 1960 when Alec Reed opened his first branch in Hounslow, REED is now a market leader in the UK recruitment industry and over the years has developed in specialist sectors.

At Reed Community Care, our mission is to proudly contribute to the health, wellbeing and inclusiveness of all the communities we serve.

Our values inform and shape our business practice across the whole of REED:



We are Fair, Open and Honest

- › we treat everyone with fairness and respect
- › we act with integrity
- › we are true to our commitments

We work Together

- › we work in partnership and build sustainable trusted relationships
- › we value a diverse workforce and respect the contributions of all
- › we support our customers and colleagues in achieving their goals

We take Ownership

- › we respond swiftly to execute our promises
- › we take responsibility for providing solutions
- › we hold ourselves accountable for our actions



Supporting you

We, at Reed Community Care, aim to offer genuinely effective and professional support services, to help those who wish to stay in their own homes, and their own communities, to do just that.

In particular, our skills and expertise are available to people of all ages and abilities, as we can facilitate their independence and participation in community activities, enabling choices, encouraging decision making, respecting confidentiality, and maintaining dignity and self esteem.

Reed Community Care assures you that we will make every effort to match those who use our services to staff who are able to supply the right kind of support, and has a compatible personality, and real understanding. We'll never insist that someone who uses our services must continue to work with someone in whom they have no confidence, or someone they're unhappy with.

We are deeply committed to protecting the health and safety of all who work for us, and the people they support.

Our Business

REED is registered with the appropriate regulatory bodies across England, Scotland and Wales.

- | | |
|--------------------------------|---|
| Scotland: | Care Inspectorate (CI) - Care and Housing Support services |
| Wales: | Care and Social Services Inspectorate Wales (CSSIW) |
| England: | Care Quality Commission (CQC) |
| Registered Office: | Academy Court
94 Chancery Lane
London
WC2A 2DT
Tel: 0207 421 1640 |
| Responsible Individual: | Keith Rosser, Head of Compliance |
| Address: | 1st Floor
86 Deansgate
Manchester
M3 2ER
Tel: 0161 200 1081 |

Reed Community Care has appropriate indemnity Insurances for the relevance of the service which are brokered through Braddons Ltd.



Our Service To You

Who we work with

REED provides Personal, Practical, Social and Emotional services to Adults, Children and Young People including:

- › **Older people**
- › **People with Learning Disabilities**
- › **People with Physical Disabilities**
- › **People with Mental Health problems**
- › **People with Sensory loss**
- › **People with Terminal Illness**
- › **Families**

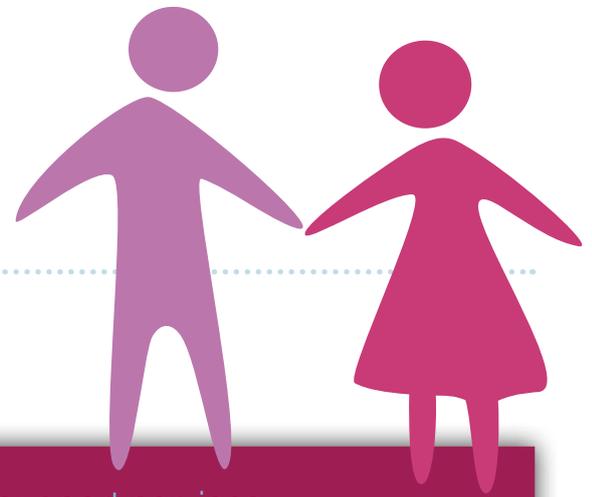
What we do

We will work with you to identify what support is best for you and our outcome based services (available 365 days a year) may include, but are not limited to the following:

- › **24 Hour Support**
- › **Extra Care / Supported Living**
- › **Respite Care / Short Breaks**
- › **Home from Hospital / Re-ablement**
- › **Outreach Support**
- › **Safeguarding**
- › **Specialist Complex Care**
- › **Rapid / Crisis Intervention**
- › **Practical Support**
- › **Live In Support**
- › **Transitions**
- › **Sitting In Service**
- › **Sleep In Service**
- › **Waking Nights**

Our Staff

Our staff have a range of qualifications including NVQ, SVQ's, Diplomas, Awards and Certificates. All staff receive continued professional development through internal and external training programmes and are recruited and selected to high standards that meet compliance requirements. In addition, all staff are regularly supervised. We are more than happy to provide you with relevant policies and procedures.



Flexible support services

You can receive any combination of support that best meets your needs for example:

Practical:

- › **Safe and Secure Checking**
- › **Shopping / Menu Planning / Nutritional Support / Meal Preparation**
- › **Housekeeping, including Laundry and Clerical Support**
- › **Escorting to Appointments / Travel Training**
- › **Prompting with Medication**

Personal:

- › **Cleansing / Bathing / Hair Care**
- › **Getting Up / Getting Dressed**
- › **Going to Bed / Evening Sitting**
- › **General Wellbeing**
- › **Assisting Medication**

Social:

- › **Accessing the Community**
- › **Leisure / Education / Employment**
- › **Keeping in Contact with Friends and Family**
- › **Keeping Mobile, Active and Independent**
- › **Signposting to Local / National Support**

Emotional:

- › **Building Confidence and Self Esteem**
- › **Enhance Daily Living: Skills / Coaching / Supporting Families**
- › **Signposting to Other Support or Health Services**
- › **Maintaining Old / Building New Relationships**
- › **Promote Health and Wellbeing**

Complex:

- › **Administration of Medication**
- › **Support with Specific Medical / Health Conditions**
- › **Communication Aids**
- › **Behaviour Management**
- › **End of Life Care and Support, working within a Multi-disciplinary Team**
- › **Nurse provision**

It's all about you

You will have a needs assessment completed by the local authority NHS prior to care provision, this may determine what support you will receive if it is funded through these organisations. However, if you are self funding, we will work with you to understand your needs and develop a service plan.

In addition, we will also conduct a risk assessment and or moving handling assessment, undertaken in your home. The personalised plan with your outcomes will be developed and will be an ongoing document of your care and support needs, which will always be accessible by Reed Community Care staff.

Reed Community Care staff are identified and introduced to you. You may want to be involved in selecting staff through interviews, or questions. We will talk to you about agreed processes that suit you and your needs in terms of shadowing sessions or specific training.

We will introduce you to a few members of staff so you can get to know them and so you have cover in case of holiday or sickness, for example.

There are occasionally exceptional circumstances to consider, when REED cannot provide a service. This is usually when the health and safety of staff or the Service User is at risk. In these cases we will talk you through any concerns.

Working together

Users of the service have the right to expect

- › **Staff will act in such a way as to promote and safeguard your wellbeing and safety in addition to complying with our policies and procedures**
- › **Staff will act with honesty, integrity and respect for your property and possessions**
- › **Staff can not witness or sign for legal documents or finance agreements, in line with best practice guidance**
- › **Staff are expected to adhere to a professional code of conduct at all times.**
- › **No money should be exchanged with staff unless agreed using a financial transactions form**
- › **You will be involved in the creation and ongoing development of your service**

We would be grateful if you would

- › **Provide a safe working environment for our staff**
- › **Inform us if you do not want , need or have changes to your support**
- › **Let us know if you are not happy with something, so we can act upon it**
- › **Keep us updated of any changes**
- › **Sign documents when you have agreed them**

Quality Assurance



Reporting, recording and quality reviews - audits are regarded as important tools by which we monitor quality standards and how well we are doing.

You should expect to see your manager / consultant for service reviews, spot checks for example and by all means provide feedback at any time, we will arrange with you about intended monitoring meetings.

REED are inspected by our regulatory bodies, the details of which are given later in this booklet. You may contact them at any time.

Time Keeping



If for any reason a member of staff is not able to attend at the planned time we will let you know with as much notice as possible. If you haven't been visited within half an hour of the expected time please contact the manager of the service.

Failing to gain access



It is important to inform us if you will not be at home when your visit is scheduled, we have a duty to respond when staff are unable to gain access and will contact your named emergency person, relatives, social service or police to ensure your safety.

Money



At no time will you have to pay the staff for activities performed. If staff are required to shop, collect pensions or pay bills they will complete a financial transactions form for any money given to them. Receipts will be returned to you. You should check and report any discrepancies to the manager

Changes to your service plan



Please advise us of any changes in terms of hours, plan, health and outcomes to your support with as much notice as possible. Always discuss any changes with the Registered Manager, please do not ask the staff directly.

Medication / Service Specific



We can support you with medication or assist with any medical condition, but please be aware that this does require specific training, this is to ensure your safety and competence of our staff. There are some tasks that our staff can not undertake (e.g. changing dressings, giving injections), so please do not ask them. If there are areas where you find it difficult, speak to your GP, District or Community Nurse.

Safe Working Environment



We have a duty to ensure that our staff are able to complete their duties for you safely. REED does hold insurances in relation to liability and malpractice, which cover staff against accidental damage. However, it is YOUR responsibility to remove valuable items before tasks are undertaken and take measures you feel necessary.

Data Protection Act 1998



The legislation we operate under requires regulatory bodies to access the records we hold in our offices. You will be asked to sign a consent form in accordance with the Data Protection Act.

Policies and Procedures



REED operates a number of operational policies and procedures that safeguard the service and ensure compliance. These are reviewed annually and underpin staff training programmes. These are grouped into categories: Quality; Health and Safety; Safeguarding; Care Values; Management and Staff; Service Delivery

Contact us

Out of Hours Service

REED operates an out of hours service, which is able to deal with emergency requirements, they hold essential information about services and have access to local designated staff, should you need to call the office when it is closed please dial your local branch number and you will be connected to the out of hours service.

We operate an out of hours service 365 days a year which support the branch network they can be contacted by using the branch telephone number or by dialling **0845 603 0869**.

Your Service, Your Say... It's Important

We take any form of feedback seriously. We aim to resolve complaints quickly, ideally on the same day. When a formal process is required, you can expect to be acknowledged within three working days with continual updates at least every seven as the matter is investigated. We would not expect a situation to remain unresolved after fifteen days.

If you don't feel that you can speak to your representative at Reed Community Care, there are various other organisations you are entitled to contact:

England

Care Quality Commission **0300 061 6161**

Skills for Care **0113 245 1716**

Email: info@skillsforcare.org.uk

Scotland

Care Inspectorate **0845 600 9527**

Email: enquiries@careinspectorate.com

Scottish Social Services Council – SSSC **0845 603 0891**

Email: enquiries@sssc.uk.com

Wales

Care and Social Services Inspectorate Wales **0300 062 8888**

Email: cssiw.southeast@wales.gsi.gov.uk

Care Council for Wales **0300 30 33 444**

Your nearest office

Local Business Manager:

Local Office Address:

Local Office Telephone number:

Out of hours contact:

In an emergency please contact our main office number and your call will be directed to our out of hours service.



Accountancy, Actuarial, Administration, Banking, Customer Services, Education, Engineering, Expro, Finance, **Health & Care**, Hospitality & Leisure, Human Resources, Insurance, Management, Marketing & Creative, Mortgages, Property & Construction, Purchasing, Retail, Sales, Scientific, Technology.

reedglobal.com

Contact us

We have registered offices in the following locations:

Cambridge

01223 316 554 Email: cambridge.care@reedglobal.com

Cardiff

02920 373795 Email: cardiff.care@reedglobal.com

Glasgow

0141 204 1200 Email: glasgow.care@reedglobal.com

Leeds

0113 394 2940 Email: leeds.care@reedglobal.com

London

020 8326 3703 Email: ealing.care@reedglobal.com

Manchester

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Sheffield

0114 275 4466 Email: sheffield.care@reedglobal.com

Reed Community Care

0800 068 1115 Email: community.care@reedglobal.com

Reed Health and Care Head Office, London

0207 489 6507

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