



# TLC Homecare

*Skilled care, your way*



## Service User Guide

## **Service User Guide**

### **Welcome to TLC**

Thank you for choosing TLC Homecare to deliver your care and support. TLC Homecare has provided domiciliary care and support services for more than 20 years. We are accredited as an approved provider by Barnsley MBC, Doncaster MBC, Rotherham MBC and local authorities throughout West Yorkshire too. We are regulated and inspected by the Care Quality Commission and meet and exceed all of our regulated requirements.

We strive 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 way you would like us to do, to help support you to continue to live as independently as possible.

This Service User Guide is intended to provide you with information about the services TLC Homecare offer and how we deliver those services.

If you wish to discuss any aspect of our service in more detail please contact a member of our friendly team who will be extremely happy to help. Contact Details can be found at the back of this booklet.

Kindest Regards

Sam Pinches  
Registered Manager

## **Statement of Purpose**

TLC Homecare Ltd aims:

- **To deliver person centred services**

To provide person centred care and support in ways which have positive outcomes for service users and which 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 focused 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 of change.

- **To employ a quality workforce**

We strive to provide a quality service to all our Service Users and to be recognised by our 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**

TLC Homecare Ltd Limited is a private limited company.

#### **Registered provider:**

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

Richard Walker

Tel: 01226 785 911

Richard.walker@optimocare.co.uk

#### **Registered Manager:**

The person registered with the Care Quality Commission as the registered for TLC Doncaster is:

Sam Pinches

Tel: 01302 319024

[sam.pinches@tlc-homecare.co.uk](mailto:sam.pinches@tlc-homecare.co.uk)

#### **Location of Services:**

TLC Homecare Ltd delivers services throughout the Barnsley, Rotherham and Doncaster areas from the following registered location:

#### **TLC Homecare Ltd (Head Office)**

Maple House

Maple Estate

Stocks Lane

Barnsley

S75 2BL

**Tel: 01226 785911**

#### **We have a satellite office in Rotherham that is used for staff training and meetings:**

#### **Rotherham (Local Office)**

Unit 20, 1<sup>st</sup> Floor, Moorgate Crofts Business Park

South Grove

(off Alma Road)

Rotherham

S60 2DH

**Tel: 01709 524364**

**We also have local offices within the following sheltered housing accommodation sites:**

**Lavender Court Extra Care Scheme**

Lavender Court  
Croft Road  
Kendray  
Barnsley  
S70 3FG  
**Tel: 01226 208921**

**Cherry Tree Court Extra Care Scheme**

Saltersbrook  
Goldthorpe  
Rotherham  
S63 9NZ  
**Tel: 01709 892208**

**The Services TLC Homecare Ltd Provide**

Originally formed to provide support services mainly to older people, TLC Homecare 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 TLC Homecare apart from other organisations.

We are proud 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**

TLC Homecare Ltd offers a wide range of services for people 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 individualised 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 behaviour

### **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/behaviour management
- Help in managing finances
- Establishing and maintaining personal safety and security
- Risk Assessment and recommendation of aids/adaptations
- Signposting to cultural specific advice

### **Assessment and Review of Services**

To arrange an assessment please contact our Assessment and Review Team or your coordinator. 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 (particularly when changes are to be made). 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 service 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 TLC Homecare about you will be handled, shared and stored in line with the Data Protection Act and TLC Homecare's Confidentiality Policy and Data Protection Policy.

### **How We Deliver Your Service**

We endeavour to provide your service at times that are convenient to you and can offer services from as little as one call per week to twenty four hours per day. We know how important continuity is to you and will identify care/support workers who we are sure



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 and comfortable with.

Your service will be coordinated by a dedicated team who are contactable during office hours (9am-5pm) and we are available at all times via our emergency on-call outside of these hours, (out of hours just dial your local number and you will be transferred through to our emergency on-call service).

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 all 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.

TLC Homecare adheres to the General Social Care Council Code of Practice for both the organisation and for our staff.

### **Our Care/Support Workers**

TLC Homecare's care/support workers are reliable, friendly, skilled and above all passionate about delivering quality care and support. All staff are fully 'police checked', have attended our initial comprehensive training programme delivered by our award winning trainers and are encouraged to undertake further qualifications as appropriate to their role throughout their career with TLC. They are compassionate about what they do and always strive to do their work to the best of their ability to ensure they deliver the best possible service to all of our service users.

### **Recruitment**

TLC Homecare's robust Recruitment & Selection Policy means that you can be confident that your service will always be delivered by care workers and other 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 Criminal Records Bureau commonly known as a 'police check' (DBS-Disclosure Barring Service check).

### **Training & Development**

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

**Period 1:** All staff will be required to attend training in person centered approaches to supporting people. New staff will be required to complete this session during a pre-employment training programme.

All staff will be appropriately trained to perform their duties safely and competently and those staff who need to use specialist equipment will be fully trained and supervised whilst they are developing their competency.

All staff are required to attend Health & Safety training which meets mandatory, sector body and professional requirements for the designated roles. New staff must complete Health & Safety training as part of a pre-employment training programme

**Period 2:** On-going 12 week induction to the role, including:

- Completion of all mandatory training.
- Shadowing one of our experienced care workers before working alone in the community.
- Regular contact and supervisions with line manager
- A 12 week supervision meeting with the Registered Manager to assess competence before signing off of their probationary period.

**Period 3:** yearly updates are required.

## **Supervision**

All TLC Homecare Ltd 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 to a service user.
- Annual appraisal.

We always welcome your feedback about the care you receive, please call your local number to speak to a member of our staff, or feel welcome to write a letter if this would be your preferred method of communication-Thankyou.

## **Safeguarding**

We take our responsibility to safeguard your safety and wellbeing very seriously. Our Safeguarding Policy is based on 'No Secrets', a government publication that provides guidance to local agencies and Safeguarding Adults, South Yorkshire's Adult Protection Procedures.

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 TLC's Registered Managers Sam Pinches 01226 785 911 Barnsley Social Services The Customer Action Team(01226 773300),

## **Quality Assurance**

TLC Homecare Ltd 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.
- Complaints & Compliments Policy to encourage 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.
- Regular review of all policies and procedures.
- Monthly management reporting to measure company performance against Key Performance Indicators (KPIs).

TLC Homecare 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 always encourage you to let us know to enable us to deal with any issues or concerns appropriately, we consider any complaint as an opportunity to learn, adapt, improve and provide better services. Likewise, if you are happy with the service you receive and wish to compliment your care worker, please do let us know to enable us to pass on your compliments to our staff. See below for further details:

#### **Concerns**

If you have any concerns or comments about your service that you would like to discuss informally you can contact your locality manager for your area (contact details can be found at the back of this booklet). 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 any concern to senior management please contact our Registered Manager, Sam Pinches.

Complaints can be made by telephone or in writing to our Registered Manager, Sam Pinches 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 actions 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 organization, you can contact:

**The Local Government Ombudsman**

PO Box 4771  
Coventry  
CV4 0EH  
Tel: 0300 061 0614 / 0845 6021983

**Compliments**

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

**Useful Contacts:**

**TLC Homecare Ltd**

Head Office  
Maple House,  
Maple Estate  
Stocks Lane  
Barnsley  
S75 2BL

**Tel:**

**01226 785 911**

**(Barnsley)**

**Registered Manager:**

**Contact details as above.**

**Co-ordination Teams: Doncaster**

**Sam Wood and Laura Wilburn**

**Tel: 01302 319024-PRESS OPTION 1 and OPTION 1 again.**

**Hospitals:**

**Rotherham District General Hospital: 01709 820000**

**Northern General Hospital 0114 243 4343**

**Royal Hallamshire Hospital 0114 271 1900**

**Western Park Hospital 0114 226 5000**

**Barnsley District General Hospital 01226 730000**

**Hospital Social Work Team 01226 730000 EXT 2222**

**Doncaster Royal Infirmary 01302 366666**

**Adult Social Services Teams: 01302 737391**

**Rotherham Social Services 01709 822330**

**Barnsley Social Services The Customer Action Team 01226 773300**

**Equipment, Adaptations & Sensory Impairment Service**

Gateway Plaza  
PO Box 634  
Barnsley S70 9GG  
**Tel: 01226 775800**

**Physical Disability Team**

18-19 Keresforth Close  
Off Broadway  
Barnsley S70 1WA  
**Tel: 01226 282025**

**Regulatory Bodies:**

**The Local Government Ombudsman**  
**PO Box 4771**  
**Coventry**



**CV4 0EH**

**Tel: 0300 061 0614/0845 602 1983**

**Care Quality Commission**

**National Correspondence**

**Citygate**

**Gallowgate**

**Newcastle Upon Tyne**

**NE1 4PA**

**Tel: 0300 616161**

**e-mail: [enquiries@cdc.org.uk](mailto:enquiries@cdc.org.uk)**



# TLC Homecare

TLC Homecare Ltd  
Maple House, Maple  
Estate Stocks lane,  
Barnsley S75 2BL tel:  
01226 785 911  
email: info@tlc-homecare.co.uk

 @OptimoCare

[www.tlc-homecare.co.uk](http://www.tlc-homecare.co.uk)

