



Town & Local Care
Skilled homecare, your way



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Service User Guide

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Welcome to Town & Local Care

Thank you for choosing Town & Local Care to deliver your care and support. Town & Local Care is part of TLC Homecare Ltd who, in turn, are part of the Optimo Care Group of companies. We deliver services in West Yorkshire and are accredited and approved by both, Kirklees and Calderdale local authorities.

TLC Homecare has provided domiciliary care and support services in throughout Yorkshire for more than 20 years. We are accredited as an approved provider by the following local authorities: Barnsley, Rotherham and Sheffield councils in the South Yorkshire area and Kirklees and Calderdale Councils within West Yorkshire. We are also regulated and inspected by the Care Quality Commission and meet and exceed all of our regulated requirements.

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 deliver the service you require, in the ways that you would like, to support you to live as independently as possible.

This Service User Guide is intended to provide you with information about the service Town & Local Care offers and how our services are delivered.

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

Kindest Regards

Sally Denton
Registered Manager

Town & Local Care 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. Continuing 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.

- **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

Town & Local Care is part of TLC Homecare Limited which is a private limited company.

Registered provider:

The person/organisation registered with the Care Quality Commission as the registered provider for Town & Local Care is:

Richard Walker
TLC Homecare Ltd
Maple House
Maple Estate
Stocks Lane
Barnsley
S75 2BL
Tel: 01226 785911
Richard.walker@tlc-homecare.co.uk

Registered manager:

The person registered with the Care Quality Commission as the registered manager for Town & Local Care is:

Sally Denton
31 St Peter's Chambers
St Peter's Street
Huddersfield
HD1 1RA
Tel: 01484 818218

Sally.denton@tlc-homecare.co.uk

Location of Services

Town & Local Care delivers services throughout West Yorkshire from the following registered location:

31 St Peter's Chambers
St Peter's Street
Huddersfield
HD1 1RA

Tel: 01484 818218 - Huddersfield/Kirklees

Tel: 01422 734025 – Calderdale

The Services Town & Local Care Provide

TLC homecare, of which Town & Local Care is part, 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 and 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 and Town & Local Care 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

Town & Local Care 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

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

Assessment and Review of Services

To arrange an assessment please contact your local care 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 Town & Local Care about you will be handled, shared and stored in line with the Data Protection Act and Town & Local Care'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 coordinated by a dedicated team who are contactable during office hours and also out of hours via an emergency on-call.

We have robust policies and procedures to ensure that all of our service users receive the best possible service from staff who understands 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.

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

Our Care/Support Workers

Town & Local Care's care/support workers are reliable, friendly, skilled and above all passionate about delivering quality care and support.

Recruitment

Town & Local Care'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 check from the Disclosure Barring Service commonly known as a 'police check'

Training & Development

Town & Local Care invest considerable time and resources into the training and development of our staff. We have recently launched a 3 phase approach to training:

Phase 1: 4 Day Classroom Based Induction Training

Phase 2: Ongoing 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 with their line manager
- A12 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 is always a wide variety of 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. We always encourage our staff to complete Diplomas and additional training courses to help support them within their role and with their ongoing development.

Supervision

All Town & Local Care 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. Town & Local Care's Safeguarding Policy is based on 'No Secrets' a government publication that provides guidance to local agencies and Kirklees Safeguarding Adults Board Multi-Agency Safeguarding Policy.

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 Town & Local Care's Registered Manager, Sally Denton or your local social services department, (all contact details can be found at the back of this guide), depending on where you live.

If you would like a copy of Town & Local Care's Safeguarding Policy or 'Kirklees/Calderdale Safeguarding Adults Board Multi-Agency Safeguarding Policy' please ask a member of our team.

Quality Assurance

Town & Local Care 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 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)

Town & Local Care 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 can 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 and improve in order to deliver a better service.

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 (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 a concern to a senior manager please contact the local manager of your service or the Registered Manager. Complaints can be made by telephone or in writing or we 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 Authority Kirklees 01484 456 845 or Calderdale 01422 288 001 or the Local government Ombudsman (please see the back of this document for contact details-Thankyou).

Compliments

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

Useful Contacts:

Town & Local Care

Manager: Sally Denton

Email: sally.denton@tlc-homecare.co.uk

Tel: 01484 818 218 (for Kirklees/ Huddersfield)/01422 734025 (for Calderdale)

Fax: 01484 548 215

Kirklees Adult Social Services: Tel 01484 221000

Kirklees Gateway to Care: 01484 456 845

Calderdale Adult Social Services: Tel 01422 288001

Huddersfield Royal Infirmary: Tel 01484 342000 or 0844 8110101

Calderdale Royal Hospital: Tel 01422 357171 or 0844 8110101

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614/0845 602 1983

The Care Quality Commission

National Correspondence

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 0300 616161 or e-mail enquiries@cqg.org.uk



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