

HELP UNLIMITED

Care in the Community

Registered with the Care Quality Commission
Member of the Surrey Care Association
Registered with the Data Protection Agency

N A T I O N W I D E

*Serving The Whole
Of England and Wales*

** Good Rating 2008 by CSCI (now CQC)

** Good Rating 2009 by CQC

Live-in Care

S E R V I C E

U S E R ' s

G U I D E

*More Independence
In The Comfort Of Your Own Home.*

ESTABLISHED OVER 20 YEARS

HELP UNLIMITED

Care in the Community

CONTACTS FOR QUERIES

ALL INITIAL ENQUIRIES Telephone/Fax Nos:
Cranleigh01483 548777 / 548811
Guildford01483 275886
Bournemouth ...01202 292203
Exeter01392 218015

EXISTING CLIENTS

LIVE – IN CARE - All AREAS

Michele BJERGFELT - Registered Manager
ADDRESS : Unit 3, Graphic House, St James Place
Cranleigh, Surrey GU6 8RP
TELEPHONE/FAX NO: 01483 275886 (with 24 hour answerphone)
EMAIL : rotacare@unicombox.co.uk

DAY CARE / NIGHT CARE

Telephone/Fax Nos: Cranleigh Area.....01483 548777 / 548811
Guildford Area01483 275886
ADDRESS : 24 Ewhurst Road, Cranleigh, Surrey GU6 7AE.
TELEPHONE NOS: 01483 548777 or 01483 548811
Email: helpunlimited@unicombox.co.uk
Post to: The Registered Manager
Unit 3, Graphic House, St James Place
Cranleigh, Surrey GU6 8RP

CONTACT FOR QUERIES ON INVOICES (All areas):

Shalini Lalotra Tel & Fax: 01483 548777 or 01483 548811
24 Ewhurst Road, Cranleigh, Surrey GU6 7AE.

EMERGENCY CONTACT Nos (out of office hours):

Live-in Care: Andrew 07881 655166

If no answer from Andrew, call Michele on 07787 934725

or text a brief message identifying the person to be contacted.

Day / Night Care: 1st call to 07535 700760. If no answer, call 07881 655166
or 07787 934725 or text a brief message identifying the person to be contacted.

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ESTABLISHED OVER 20 YEARS

Help Unlimited is a trading name of Personnel Service Ltd
Registered Office: Unit 3, Graphic House, St James Place, Cranleigh, Surrey GU6 8RP

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* Documents to be completed and returned before care starts.

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Date:

Dear

Help Unlimited thanks you for your enquiry and is pleased to enclose details of our Rotacare and other care services with the forms required to set up the appropriate care package.

Our services have been available for over twenty years and have proved very popular and successful. In this time, we have provided care and support for a wide range of elderly or disabled people, either on a permanent basis or for short periods of respite or convalescence.

Details of our fee structure are within the pack with recommendations for payment to carers which will depend on the extent of support required.

Please do not hesitate to contact us if you require further information or to arrange for our representative to call.

Yours sincerely

Michele Bjergfelt
Branch Manager/Registered Manager

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RANGE OF LIVE-IN SERVICES AVAILABLE

Rotacare

Full-time on-going help or care on a 'live-in' basis with the service user or their representative managing their financial affairs. Available throughout the whole of England and Wales.

Extended Rotacare

In addition to the standard Rotacare service, Help Unlimited can undertake to process carers' fees, expenses and service users' housekeeping expenses on behalf of the service user or representative of the service user.

Temporary / Occasional Help

Help Unlimited is pleased to supply carers/housekeepers/house and pet sitters on a short-term live-in basis. This service is provided on a fixed-term basis. The term can be renewed, according to the service user's circumstances.

Permanent Recruitment

Help Unlimited is pleased to undertake the recruitment of permanent live-in carers, housekeepers and other household staff.

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STATEMENT OF PURPOSE

Help Unlimited has been trading for over twenty years. It recognised the need for a domiciliary care agency from its inception in 1985 and demonstrated considerable vision in this. It has always had the objective of enabling people, often the elderly, to enhance their own independence and lifestyle by remaining in their own homes if it is their preferred option. Our services are also available to other disabled people over 20 years of age and to registered establishments caring for people over 18 years of age.

During this time, Government has tended to reinforce this style of care by virtue of its 'Care in the Community' policy. This policy has in general been enthusiastically embraced by the relevant local authorities responsible for Social Service provision, and more recently by a range of healthcare providers.

Our service has been both to provide carers, housekeepers and companions on a permanent, temporary or rotating basis or for short periods (respite care) to allow family carers a holiday. The staff that we supply come from a variety of backgrounds. They have practical experience, some have care qualifications up to NVQ3, some have catering, nursing or teaching qualifications.

At all times, our service objective has been to provide as independent and dignified a lifestyle as possible through the provision of a caring and efficient service.

New regulations being introduced by the government has increased the documentation requirements but it is our aim to keep them as simple as possible.

Help Unlimited originally introduced the concept of three basic categories of service but it is increasingly recognised that each contract is individual and may encompass elements from more than one category.

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STATEMENT OF PURPOSE

The traditional concept of respite care as a service to solely reduce stress for carers is out-dated. Respite services should provide a positive experience promoting dignity, independence, personal development and offering new opportunities and experience for service users.

A few years ago, Help Unlimited combined with Capricorn Care to create a new larger specialist Care Agency. Capricorn Care has been dedicated to the supply of care/catering staff to nursing and residential homes. Together, these two well-established agencies create a new powerful presence in the Domiciliary Care Sector.

Looking to the future, Help Unlimited recognises that services have to be appropriate, accessible, flexible and reliable to meet the needs and circumstances of both the service user and carers if they are to be effective.

The Registered Manager of Help Unlimited has many years experience in office administration. She has qualifications in office administration, information technology, care practices, safety compliance, an NVQ4 in leadership and management and has obtained the Registered Manager's Award.

The Manager (and Director) of Help Unlimited (Guildford Branch) has been with the Company almost from its inception and has been at the forefront of service development for many years.

Geographic Area

Help Unlimited is pleased to offer our live-in services to any part of England and Wales. Our client base stretches across Southern England and North of London!

.....

*Please do not hesitate to telephone and discuss your requirements.
Our representative will be pleased to visit you if required.*

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HOW HELP UNLIMITED CAN HELP YOU

An overview of the process for the delivery of care and support:

- 1 Initial Enquiry
Our office staff are pleased to be able to give an initial explanation of services that Help Unlimited offers over the telephone.
- 2 Full Explanatory Guide
A service user's guide is sent to an enquirer who feels that our services may be of value after a telephone explanation.
- 3 Visit to Service User
If an enquirer feels that Help Unlimited can offer a service appropriate to their needs, a visit will be arranged from our representative to meet the service user, their representative and any other parties involved (e.g. Social Services). The enclosed 'Application Form' and 'Contract for Supply of Staff' to be completed and returned to Help Unlimited before the visit.
- 4 Needs Assessment
The needs of the service user will be assessed by a combination of the details on the form provided by the service user (or their representative), an interview with the service user and observations from the visit. Other supporting evidence from e.g. Social Services, may also be part of the overall assessment. Guidance can also be given to facilitate access to information regarding eligible service users receiving direct funding from Social Services to enable them to make direct payments for their own care and chosen care providers.
- 5 Development of Care Plan
If, as a result of the visit and discussion, the service user (or their representative) decides that Help Unlimited can offer the appropriate service, Help Unlimited will produce a care plan, which will be agreed with and signed off by all appropriate parties.
- 6 Review of Plan
The plan will be reviewed every 6 months or sooner if a change in condition requires it.

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RECENT COMMENTS FROM CLIENTS

Feedback from Social Services Care Manager about Care provided for Dr H:
'Dr H gets on well with the care workers.'. From Mr H (Dr H's husband): 'The help from the carers has been very much appreciated.'

Feedback from Social Services Care Manager about Care provided for Mrs U:
'Mrs U is happy with care workers who visit...'
From Mr U: Mr U is very complimentary about the care his mother, Mrs U, receives.

Mrs R wrote:
'I would like to thank you and your organisation for the caring and professional way in which you have always dealt with my mother's care, especially M... (her main carer).'

Mrs B wrote: 'I found R (Carer) a very nice and a happy person. She treated my husband (who has Alzheimers) with great respect. I am so very grateful for all the help that "Help Unlimited" has given me.'

Mrs P wrote:
'My carer is so good at her job and very competent with all levels of care. I don't know what I would do without her. She is the best carer I have ever had.'

Mrs T wrote: 'I am very happy with S (carer). My husband likes and respects her.'

Mr and Mrs B wrote: 'L (carer) is exceptional and utterly reliable.'

Mr S wrote:
'Help Unlimited provides a valuable service. C (carer) is an exemplary carer.'

Mrs B wrote:
'W (carer) is an exceptional carer. She organises her work well and does not need me to tell her what to do. She has become one of the family. I hope she continues to be my mother's main carer for as long as is necessary. K (carer) is a very good carer who has fitted into the routine of my home very well. She works well in conjunction with W (main carer).'

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LIVE-IN CARE

GENERAL GUIDANCE AND TERMS OF BUSINESS FOR CLIENTS **For Rotacare, Extended Care and Temporary Contracts**

ROTACARE is a flexible, residential 'stay in your own home' care scheme. For one or two weeks at a time Rotacare staff will live in with the service user and assist with cooking, cleaning and companionship.

If personal assistance is required then help with bathing, dressing, toileting etc is available.

More detailed personal care is available within the Rotacare service. This may include feeding, helping with the slightly confused and the fully incontinent.

When Rotacare staff's turn of duty ends they hand over to the incoming worker. This way any particular needs a service user may have, such as a special diet, can be made clear to the incoming person. It is the duty of the incoming carer to telephone the existing carer to obtain a briefing.

It is important in Rotacare, as it is in any other sphere of employment, that certain procedures are maintained. For convenience, these are outlined below:

1. For Rotacare and Temporary Rotacare, the service user or their representative pays Rotacare staff at the end of each week's work, according to the number of days actually worked. Extra payment is normally paid for Bank Holidays. If night attendance is required, this is charged to the service user at £5.50 per hour, or part hour, between the hours of 11 pm and 7 am. Within each 24h period in which the carer is present, the working element is 8 hrs and the worker is entitled to a 2hr break by arrangement during the working day. The care worker is expected to be available on the premises apart from their 2hr break unless requested by the service user or the service user's representative to go out shopping or to other appointments.

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LIVE-IN CARE

GENERAL GUIDANCE AND TERMS OF BUSINESS FOR CLIENTS For Rotacare, Extended Care and Temporary Contracts

2. Travelling expenses. The expenses incurred when travelling to and from the service user's home at the start and end of each turn of duty are payable (The agency tries to place staff that live as close as possible to the service user 's home in order to minimise these costs.). The usual charge will be the equivalent of 2nd class public transport or 24p per mile with a maximum of £25.00 per week. If a service user or their representative wishes to interview one or more Rotacare staff beforehand please be prepared to pay the workers interview expenses at the time of the interview.
3. In the case of Extended Rotacare, Help Unlimited will organise 1. and 2.
4. There is no charge for a consultation visit by a representative of the Agency who will be happy to discuss in confidence any matters that may be of special interest to the service user.
5. The New Domiciliary Care Regulations require us to produce an Individual Care Plan. We also recommend that a Day Book is kept at the service user's home and we provide this. A small additional setting-up fee is made to cover the cost of these. The plan will be updated annually or sooner if circumstances change.
6. Once a firm booking has been made, the agency fee must be paid unless 8 weeks notice in advance has been given of cancellation. Because of the wish to avoid uncertainty of cover for service users, Rotacare usually plans the bookings of workers to service users about 8 weeks in advance. The 8 weeks notice period for agency fees is to ensure and cover the on-going planning of bookings and compliance with Care Standards, not to mention the extra work involved in cancellations of carers already earmarked when a contract is ended for whatever reason. Trial periods can be arranged when starting Rotacare and these must be discussed and agreed at the time.

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LIVE-IN CARE

GENERAL GUIDANCE AND TERMS OF BUSINESS FOR CLIENTS **For Rotacare, Extended Care and Temporary Contracts**

7. Periods free of bookings for holidays or family visits etc. can be easily arranged given reasonable prior notice. However, agency fees would be payable if confirmed bookings have been made up to 8 weeks in advance.
8. The rate of pay for Rotacare staff is agreed between the service user or their representative and the worker in advance.
9. Rotacare staff are generally self-employed or in some cases employed by Help Unlimited or the service user.
10. In the rare event of a worker not arriving for, or not completing a booking, due to illness or bereavement perhaps, the Agency will try its best to supply an immediate alternative worker. However no guarantee is given. No charge will be made to the service user for periods without cover due to any problems concerning our supply of workers.
11. Each Rotacare booking is done usually on a 2 week basis. No extension or alteration to this can be made except by prior arrangement with the Agency.
12. Should a service user wish to retain the services of a Rotacare worker on a permanent basis the Agency must be given 6/8 weeks prior notification and the permanent placement fee will be 12 x weekly salary (with a minimum fee of £5,000 (+ VAT) in any event). Please remember that the names of Rotacare workers are confidential and must not be passed on to any other possible prospective employer without due notification to the Agency and the appropriate introduction fee paid. In the event of a member of staff being employed either permanently or temporarily by another agency or employer as a result of an introduction by our service user, the minimum fee of £5,000 (+VAT) will be due immediately from our service user.

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LIVE-IN CARE

GENERAL GUIDANCE AND TERMS OF BUSINESS FOR CLIENTS For Rotacare, Extended Care and Temporary Contracts

13. Introductions of staff are strictly confidential. If a service user or their representative makes a direct booking with a person introduced by the Agency the normal agency fee will apply. The introduction by the service user or their representative of a person introduced by the Agency to another person without the Agency's permission summarily renders the original service user or their representative liable for the agency fee.
14. The type of care and support offered by Rotacare is very flexible and can be easily adjusted according to individual needs. The wages payable to a worker will be determined mainly by the level of personal care needed.
15. Couples can be catered for as easily as individuals under the Rotacare system and at a very cost effective figure when compared to the cost of most residential or nursing homes. Although most Rotacare workers are experienced carers, the Agency advises service users or their representatives to assess for themselves the suitability in all respects of the worker assigned to them. With good will on all sides, it is often possible for teams of workers to be assigned to particular service users on a regular basis.
16. Whilst every reasonable care is exercised in the selection of all Rotacare workers, the Agency accepts no liability on behalf of itself, its servants or agents for any loss, costs, delay or damage pecuniary or otherwise, foreseeable or not, which the service user, its servants, agents, customers or others may suffer or become liable for arising out of or in connection with the introduction to or employment by the service user of any employee.
17. In the event of the person who is being cared for passing away, Agency fees are payable for subsequent periods of care that have been booked and confirmed. A minimum fee of 6 weeks agency charge will apply.
18. Should the work involve any driving, it would be normal practice for the service user to provide an appropriate vehicle. Service users are asked to ensure that the car to be used is properly serviced and fully insured for the purpose. Help Unlimited will try to meet a request for a driver but is unable to guarantee the provision of a driver.

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LIVE-IN CARE

GENERAL GUIDANCE AND TERMS OF BUSINESS FOR CLIENTS For Rotacare, Extended Care and Temporary Contracts

19. The provision of an appropriate electrical cut-out device is recommended if workers are asked to use electrical appliances.
20. Help Unlimited will normally give four weeks notice to terminate a contract. However, if a service user's condition is such that Help Unlimited feels it is unable to provide appropriate care, it reserves the right to terminate the contract without notice, particularly if a carer is felt to be at risk.
21. In the event of a service user rejecting a carer for no apparent or credible reason (when the outgoing carer's overall performance is not an issue and/or the rejection is on grounds of a person's ethnicity), replacement carers will be provided if at all possible. Under these circumstances, the normal weekly fees will be charged for each week or part of week for which a replacement is required and for which confirmations have been issued, in addition to the original fee.
22. Settlement of Accounts
The contract signatory is responsible for the settlement of accounts in respect of invoices which relate to the care and services provided under the terms of the contract. Invoices will be rendered monthly or weekly (as appropriate) and payment is required within seven days of the date of invoice. Any deviation from this arrangement must be with prior agreement. Help Unlimited reserves the right to charge 2.5% above bank rate on all accounts remaining unpaid 14 days after the due date.

**Personnel Service Ltd is acting as an agency
in the provision of this service.**

Rotacare and Help Unlimited are trading names of Personnel Service Ltd.

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ESTABLISHED OVER 20 YEARS

I accept the Terms and Conditions for Live-in Care / Rotacare as set out above and amended from time to time.

SignedDated NAME

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Live-in Care - AGENCY FEES UK mainland only

1. ON-GOING CARE

Continuous Help (One Carer): £ 88.00 (+ VAT) per week or part of week.

Continuous Help (Two Carers at the same time):

£ 150.00 (+ VAT) per week or part of week.

2. Temporary/Occasional Help: £ 98.00 (+ VAT) per week or part of week.

3. Initial Set-up fees:
Visit by representative:No charge
Production of Care Plan: ... £ 65.00 (+ VAT)
Supply of Day Book:£ 40.00 (+VAT)

4. Extra Services Available:

Extended Rotacare: Up to £ 55.00 (+ VAT) per week or part of week.

Help Unlimited to process carers' fees/expenses and housekeeping expenses on behalf of service user / representative.

Replacement Help:

Additional charge as above if outgoing carer's overall performance not an issue.

Permanent Recruitment: Please ask for Full Terms of Business.

Staff Interviews: £ 45.00+ VAT if client wishes to interview staff.

5. Annual Charge (or as appropriate): Care Plan Review: £ 50.00 (+ VAT).

The Care Plan has to be reviewed at least once a year.

This includes all changes made in the past year.

Invoices are normally sent out on the first day of each calendar month for that month. The payment is due in advance for that calendar month and within seven days of the invoice issue date.

PAYMENT TO CARERS

Recommended Rates for live-in and Rotacare carers / housekeepers:

£50 - £70 per 24h period depending on circumstances plus limited travelling expenses and full board.

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CONTRACT FOR SUPPLY OF STAFF

Contract Details

Help Unlimited is a trading name of Personnel Service Ltd, Registered Office at:
Unit 3, Graphic House, St James Place, Cranleigh, Surrey GU6 8RP. Tel: 01483 275886

Service User's Details (Person to be cared for)

Name

Address

..... Tel No

Continuous / Temporary Care Required (Please specify):

Estimated Start Date of Care End Date of Care

Help Unlimited agrees to introduce staff as per its Terms and Conditions as supplied to the service user or their representative.

Signed On behalf of Help Unlimited

Print Name & Position: Dated

I acknowledge receipt of the Service User's Guide and accept the current Terms of Business*, and as amended from time to time, for the supply of staff by Help Unlimited (such amendments having been advised to me).

Signed Date

(The signatory is liable for all charges under this contract.)

PRINT Name please

*Once bookings for care workers have been made, fees become payable.

ESTABLISHED OVER 20 YEARS

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SERVICE USER APPLICATION FORM (Rotacare and other Care Services)

PERSON TO BE CARED FOR (Service User)

NAME TITLE
ADDRESS KNOWN AS
..... NATIONALITY/Ethnicity.....
..... RELIGION
TEL NO DATE OF BIRTH

NAME OF REPRESENTATIVE / NEXT OF KIN (1) AND (2)

Please indicate if with Power of Attorney

TITLE	NAME	TITLE	NAME
ADDRESS	ADDRESS	ADDRESS	ADDRESS
.....
.....
TEL NO Home	TEL NO. Home	TEL NO. Home	TEL NO. Home
TEL NO Business	TEL NO. Business	TEL NO. Business	TEL NO. Business

DOCTOR

NAME
ADDRESS
.....
TEL NO

SOCIAL SERVICES (or other) if applicable

CONTACT NAME.....
ADDRESS
.....
TEL NO

MEDICAL CONDITION (Please consult health professionals for information)

.....
.....
.....
.....

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SERVICE USER APPLICATION FORM (Rotacare and other Care Services)

NAME OF PERSON TO BE CARED FOR:

MOBILITY, DEXTERITY, DISABILITY EQUIPMENT
(Please consult health professionals for information)

DOES THE PERSON NEED HELP WITH? a) DRESSING
b) WALKING c) BATHING
d) TOILETING e) FEEDING

IS ANY SPECIAL EQUIPMENT REQUIRED / AVAILABLE?

.....
.....

SPECIAL DIET REQUIREMENTS
(Please consult health professionals for information)

.....
.....
.....

DOES THE PERSON

a) DRINK ALCOHOL b) SMOKE

MEDICATION REQUIREMENTS (Please consult health professionals for

information): Is the carer required to prompt / assist with the taking of
medication? NO / YES (Please give details)

.....
.....

IS THE PERSON (Please consult health professionals for information)

a) FULLY/PARTIALLY SIGHTEDb) FULLY/PARTIALLY DEAF
c) FULLY/PARTIALLY CONTINENT OF FAECES.....
d) FULLY/PARTIALLY CONTINENT OF URINE.....
e) APPROX WEIGHT & HEIGHT OF PERSON REQUIRING CARE.....

.....
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SERVICE USER APPLICATION FORM (Rotacare and other Care Services)

NAME OF PERSON TO BE CARED FOR:

MENTAL HEALTH AND COGNITION

(Please consult health professionals for information)

IS THE PERSON CONFUSED ? (totally / partially / not at all)

IS THE PERSON WAKEFUL AT NIGHT? (sometimes/often/never)

ANY OTHER USEFUL INFORMATION ON MENTAL HEALTH (Referrals for assessments etc):

.....
.....

COMMUNICATION – Any Special Requirement: (Please consult health professionals for information)

.....
.....

ANY OTHER USEFUL INFORMATION (Other residents, pets, special activities etc...): ..

.....
.....

Has the person to be looked after had any live-in staff previously? YES / NO

If YES, please give details:

.....

Has a live-in carer been present in the home previously? YES / NO

If YES, please give details:

.....

Will any existing staff/help be retained? YES / NO

If YES, please give details:

.....

.....

HELP UNLIMITED

SERVICE USER APPLICATION FORM (Rotacare and other Care Services)

NAME OF PERSON TO BE CARED FOR:

Please specify the person Help Unlimited should take verbal and/or written instructions from regarding the care to be provided:

.....
.....
.....

Please give a brief outline of the person to be cared for:

.....
.....
.....
.....
.....
.....
.....
.....
.....

NO WORK WILL BE UNDERTAKEN UNLESS THIS FORM IS RETURNED COMPLETED IN FULL along with:

- The completed Contract for Supply of Staff.
 - The signed General Guidance and Terms of Business for Clients.
- and, if no visit made for temporary care,
- The completed Provision of Temporary Care form.

I confirm that the statements / information on this form are correct.

Signed Name

Address

.....

..... Date

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Tel & Fax: 01483 275886 (24 hr Answerphone)

Unit 3 Graphic House
St James Place
Cranleigh, Surrey GU6 8RP

Email: rotacare@unicombox.co.uk

PROVISION OF TEMPORARY CARE

Help Unlimited, as a long established Care Agency, understands that service users who require the provision of short-term care in their home may not feel that a visit by our representative is necessary.

In such circumstances, it is helpful to us to have a record of the service user's wishes on our records as we are subject to a range of inspections by Government Agencies.

Re: Provision of care for
(Service User's Name)

Address at which care is to be provided:
.....

Does the service user require help that involves physical handling? YES / NO

If YES, please specify:
.....
.....

Does the service user require Help Unlimited to supply a day book for carers to record care activities and financial transactions? YES / NO

I do not require a visit from a Help Unlimited representative on this occasion. I confirm that the place of work meets a reasonable standard of safety for the purposes of care staff supplied by Help Unlimited and that no-one resident at the above address would represent a risk to the carer.

Signed: Dated:

NAME: (please print)

Address:

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COMPLAINTS & COMPLIMENTS PROCEDURE

Our complaints procedure is made available to carers and service users and is set out as follows:

a) Advice on how to complain

In the first instance, service users are requested to make any suggestions to the care worker directly if the complaint is of a minor local nature. Similarly, carers are requested to talk directly to the service user (or family if appropriate) for minor matters.

More serious suggestions or complaints should be made by writing to The Registered Manager, Help Unlimited, Unit 3 Graphic House, Cranleigh, Surrey GU6 8RP. An initial response will be sent within seven working days. A pro-forma complaints/suggestions form is available on request.

Queries on invoices should be made to the accounts office at:

24 Ewhurst Road, Cranleigh, Surrey GU6 7AA (Tel: 01483 548777 or 01483 548811).

b) Help Unlimited's Commitment

Our commitment is to respond to all complaints fairly, openly and promptly. The initial response will normally be within seven working days, depending on the complexity of the complaint, and aiming to resolve the matter within 28 days.

If things have gone wrong, Help Unlimited will do its best to put them right.

Anyone who complains will not be disadvantaged for doing so. Mistakes will be analysed to ensure that steps are taken to avoid repetition.

If you are not satisfied with the way your complaint has been dealt with, you may contact: **The Care Quality Commission:**

CQC, National Correspondence, Citygate, Gallowgate,
Newcastle Upon Tyne NE1 4PA Tel: 03000 616161

Positive comments and compliments are also welcome to help us monitor the effectiveness of the service we provide.

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ESTABLISHED OVER 20 YEARS

HELP UNLIMITED

Care in the Community

Registered with the Care Quality Commission (formerly CSCI)
Member of the Surrey Care Association
Registered with the Data Protection Agency

QUALITY ASSURANCE POLICY

Help Unlimited is registered with the Care Quality Commission (formerly CSCI) for the supply of employed and self-employed care staff for service users over 18 years of age.

Aims and Objectives of Quality Policy

Help Unlimited is committed to achieving an organisation wide approach to quality through an ongoing development of its Quality Strategy. The total strategy incorporates the selection and monitoring of standards which apply to both the internal way of Help Unlimited functions and to the quality of services provided.

The strategy defines the guiding principles and framework for quality management by Help Unlimited.

The strategy avoids a fixed definition of quality, preferring to encompass the requirements of a quality service from effectiveness of service provision to the needs and perceptions of service users and carers.

Guiding Principles

Help Unlimited is committed to ensuring that the care needs of its service users are met. This will be achieved by undertaking care needs assessments, promoting good practice and providing well-managed care packages.

A copy of the Commission for Social Inspection Report is available to read at the agency's office or is available on the CQC website at www.cqc.org.uk.

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In particular, Help Unlimited aims to provide a service that is:

- Effective
- constantly striving to raise standards
 - defining measurable outcomes and demonstrating a gain
 - using the findings of our quality audit to improve our care service
 - offering services as specialist providers
 - making use of the latest research on which to improve our service
- Responsive
- addressing the physical, psychological and social needs of the individual service user (within the limit of our capabilities)
 - enabling the service user to make an informed choice about the type of care
 - demonstrating a holistic approach to care
 - communicating well from the introduction of a service user to the time of delivery
 - providing value for money

Help Unlimited will work closely with providers of health services, GPs, Social Services and other professionals.

Our Commitment to Putting People First

Help Unlimited has been involved in the provision of domiciliary care for over 20 years.

Our shared commitment is: Fair and Courteous Treatment

Our staff will:

- treat service users and carers individually and listen to their views
- treat everyone fairly with courtesy and respect
- respect people's privacy, dignity, religious beliefs and culture
- protect personal information and respect confidentiality

Staff Qualification

All staff are encouraged to undertake training to NVQ2 level in care. Office staff will continue onto NVQ3 and NVQ4 in line with government regulation.

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QUALITY ASSURANCE PROCESS

Supply of Carers

All people applying for work as carers through the agency are very carefully vetted. This process takes the form as set out below:

- 1 A comprehensive application form.
- 2 Two references.
- 3 A detailed interview; in particular, any gaps in employment will be explored.
- 4 A Criminal Records Check.
- 5 Confirmation of Driving Licence (if appropriate).

On-going quality is assured through customer quality questionnaires.

Staff are actively encouraged to achieve an appropriate qualification.

Regular appraisals are carried out of all staff.

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CONFIDENTIALITY POLICY

All information supplied to the agency is considered confidential and treated in accordance with Data Protection regulations. This applies to details of service users and carers.

In order to provide care to a service user, appropriate information about a service user has to be provided to carers. If a service user does not wish any particular information to be disclosed (and this does not prejudice the ability of Help Unlimited to provide care) then this should be stated on the application form.

As a company employing staff and registered for VAT purposes, and also registered for the supply of care staff (when applicable), a range of statutory agencies have the authority to inspect our records and to seek information from us. Under such circumstances, the company is obliged to provide information as demanded.

All records are retained in a lockable filing cabinet.

Service users are entitled to see their files as maintained in the office (reasonable notice to examine these files would be appreciated).

Breaches of confidentiality will be dealt with as appropriate by the person's line manager.

Help Unlimited is registered with the Data Protection Agency and conforms to its guidelines as appropriate.

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CONTACT NUMBERS

Care Quality Commission:

Headquarters: CQC, Finsbury Tower, 103-105 Bunhill Row
London EC1Y 8TG - Tel: 03000 616161

National Contact Centre: CQC, National Correspondence,
Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA
Tel: 03000 616161 – Fax 03000 616172
Email: enquiries@cqc.org.uk

Local Offices: CQC South East Regional Contact Team
Post CQC South East, Citygate, Gallowgate,
Newcastle Upon Tyne NE1 4PA
Tel: 03000 616161 – Fax 03000 616172
Email: enquiries.southeast@cqc.org.uk

Social Services: Devon (County Hall) 01392 382000
Care Direct 0845 1551007

Surrey (Guildford) 08456 009009

Bournemouth (Care Direct) 01202 454979

General Social Care Council

National Office: Goldings House, 2 Hay's Lane, London, SE1 2HB
Tel: 020 7397 5100 www.gcsc.org.uk

Strategic Health Authority: TBC

Primary Care Trusts: TBC

Local Hospitals: Call NHS Direct on 0845 4647 for details

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THE ROLE OF THE REPRESENTATIVE

Help Unlimited provides care and domestic support for elderly and disabled people over 18 years of age. Often, our service users are vulnerable people by virtue of their age or infirmity.

Generally and particularly if they have any mental health problems, Help Unlimited likes to have on record the name and contact details for a representative of the service user.

The role and responsibilities of such a named person (or persons) can vary.

Set out below are some guidance notes and suggestions:

Domestic Support

Large shopping top-ups

Internet shopping

Regular discussion around domestic support requirement

Care and Companionship

Arrange cover for live in carer's 2 hr break if required.

General companionship

Regular discussion around care required

Check on daybook

Health Needs

Are the service users health needs (including mental health) being properly assessed (met by health professionals)?

Is medication being supplied in a timely way and appropriately packaged?

Financial Support

Oversight of expenditure (when service user in control of own finance)

Full Power of Attorney

General Advice

If the service user is/becomes unable to advocate for himself or herself, Help Unlimited seeks advice from the representative.

When the service user contacts us direct, we will inform the representative to avoid misunderstandings as appropriate.

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