

Service User Guide

The object of this guide is to summarise the essential information for people who are already using or considering our service, their friends, relatives, carers and representatives.

Statement of Purpose

This Service Users guide should be read in conjunction with our **Statement of Purpose**, which sets out:

- Our aims and objectives
- The nature of the services which we provide
- The names and addresses of the people who manage ZIA Care Ltd
- The range of qualifications of our care workers.
- Our arrangements for handling complaints and suggestions.

Our Aims and Objectives

ZIA Care aims to provide care and support for people who cannot wholly look after themselves, in their own homes, at times convenient to them, and in ways they find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of Service Users and the principals of good care are paramount.

Our Principals

- **To focus on Service Users.**
To provide personal care and support in ways which have positive outcomes for Service Users and promote their active participation.
- **To ensure that we are fit for our purpose.**
We examine our operations constantly through self-audit to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our Service Users, their friends and relatives.
- **To work for the comprehensive welfare of our Service Users.**
We aim to provide for each Service User, a package of care, which contributes to their overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each Service Users independence and to ensure as fully as possible their maximum participation in their community.

- **To meet assessed needs.**

Before we provide services we ensure that a potential Service Users needs and preferences are thoroughly assessed. We aim to ensure that the care that ZIA Care provides, meets the assessed needs of each Service User, that needs are reassessed as frequently as necessary, and that the care and support provided, has the flexibility to respond to changing needs or requirements.

- **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 quality staff.**

Standards for our managers and staff are based on the National Standards and Regulations as laid down by the Commission for Social Care Inspectorate.

Service Users Rights

The aim of good quality domiciliary care must always be to promote a way of life for Service Users, which permit them to enjoy, to the greatest possible extent, their rights as individuals. The principals of good care, which all staff are trained to, are fundamental to ZIA Care's work.

People for Whom the Services are provided

- Older People
- People with physical disabilities
- People with sensory loss, including those with dual sensory impairment
- People with mental health problems
- People with learning disabilities
- Respite care for family carers.

How We Deliver Care

Initial Referral

When you realised that you needed care, you may have either approached ZIA Care direct or the Social Services department from which you initially sought help and which has accepted at least some financial responsibility may have referred you to us.

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 to you as the person who is going to be receiving the service, perhaps with your carer if there is one and with 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.

Assessing the Need

If you have been referred to us from a Social Worker or Reviewing Officer an assessment will have been carried out to decide what your needs are before arranging a domiciliary care service. A needs assessment will have been passed to us.

If you have approached us direct, we will need to make our own assessment. We may need to ask permission for information from your relatives, carers, GP or any other specialist who know about your health and needs. Specially trained staff will carry out the assessment.

All the information will be treated confidentially, and 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. 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 Risk

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.

Service User Plan

Having assessed your needs and the risks in the situation, we then – again with help from you and your carer – prepare a plan for the care we expect to deliver. This is called the Service User 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 workers visits and the special tasks to be performed, and will state what we all hope to be 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, let us know.

Terms, Conditions and Fees

For private Service Users please see the official order form. For Service Users referred through a social services department, the local authority will cover the fees.

Complaints and Compliments

ZIA Care Ltd welcomes feedback on its services, especially from Service Users and their carers, whether these are compliments, complaints or suggestions for doing things better. Service Users should feel free to let the care workers working with them have any comments they wish to make.

If they prefer to take up the matter with someone else in ZIA Care or if they feel that a point that they have made is not taken seriously or acted on, they can ask to be put in touch with a manager. If a Service User wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the attached complaints procedure.

How to make a formal complaint

If you ask us we will forward you a copy of our official complaints document. Dealing with a formal complaint will be undertaken as quickly as possible, but it could take up to 28 days. You will be kept informed at each stage of the investigation and complaints proceedings. If anyone feels that ZIA Care Ltd has not dealt with a complaint to their satisfaction, they have the right to complain to the Care Quality Commission, which regulates our service.

**Care Quality Commission
North West Region
Newcastle Upon Tyne
NE1 4PA**

Quality Assurance

We are always keen to provide the best possible service and to do this we continually check on what we are doing with staff and others who have had an opportunity to see and judge our work but above all we listen to the Service Users.

Quality assurance involves:

- An annual visit to all Service Users by the Area Co-ordinator or Manager to hear your views at first hand.
- Quarterly supervision meetings between care staff and their line managers
- An annual self-audit of our working practices, this will include questionnaires for Service Users to obtain their views and opinions.
- Careful checks on all Service User files, progress sheets and other records.
- We welcome your views of our service at any time.

Our Policies & Procedures

Running a domiciliary care service poses a variety of issues to be resolved, for Service Users, staff and managers. To be sure that we behave consistently, to capture good practice and to keep everybody informed of how the service works, we have written down where we stand on certain key matters and how we handle certain frequently recurring situations.

These are our policies and procedures. Together they form quite a long list. Service Users are welcome to examine any of these documents and to have a copy of their own if they wish.

The policies and procedures cover the following areas:

- Statement of purpose with aims and objectives of ZIA Care
- Conditions of engagement of 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 & safety
- Moving & 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 service users
- Maintaining the records in the home
- Gifts and legacies made by service users
- Dealing with violence and aggression
- Entering and leaving the service users home
- Safe keeping of keys
- Complaints and compliments
- Staff discipline and grievances
- Training and staff development
- Challenging behaviour



ZIA Care

Care you can trust



ZIA Care

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ZIA Care Ltd reviews all of its policy documents on a regular basis. We welcome any comments or suggestions on the contents of this Service Users guide.

Reviewed by: Idan Frumence
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