



PHOENIX CARE

CUSTOMER GUIDE

"Because every life matters"



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Welcome to Phoenix Care. We hope that this guide, will provide all of the information you need about our service. If you would like to talk to us about any aspect of your care, please do contact us. You can find our contact details on page 7 of this guide. If you would like this information in another language, audiotape or Braille, please let us know.

About our services

Our Aim:

Phoenix Care provides excellent quality care to keep you safe and comfortable in your own home. We believe that every life matters and it is your care, so it must be your way. We see each of our clients as unique, with their own individual lifestyle and needs. We keep you in control and provide you with the care and support that you want, where and when you want it.

The services that we offer

We provide care and support that may be anything from a 30 minute visit to sleep over's. Our carers are able to provide:

- Help with personal care and hygiene;
- Help with getting up and going to bed;
- Administrating and collecting or returning medication from pharmacies or dispensing GP surgeries;
- Preparing meals and helping at mealtimes;
- Shopping;
- Laundry
- Support with social activities such as attending a day centre, visiting friends or family, going to your church or club etc.

The people for whom we provide care and support

We provide care and support to:

- People over 65 years of age;
- People with physical disabilities;
- People aged 18 to 65 years;
- People with a sensory loss or impairment;
- People with mental health
- People with dementia;



Our Commitment to you:

- Treat you with the upmost dignity and respect.
- Believe that the client comes first. This means that we provide the care and support that you need in the way that you want it. We will always respect your personal beliefs and life choices.
- Listen to what you say and agree what we can do and how we can provide the best service for you. Our support helps you to keep your independence.
- Are open and honest with you about what we do. We deliver what we say we will and provide the consistent and reliable service that you expect.
- Protect you from harm by employing compassionate, capable and reliable staff. Our staff are trained and knowledgeable about your needs. They work to best practice guidelines.
- Act as a good employer to our staff team and support their professional development to make sure that they have the best skills to do the job well;
- Give a service that provides good value for money;
- Monitor the quality of our service and regularly ask for your views so that we can make any improvements that may be needed;
- Take swift action in response to any concerns about your safety or complaints.
- Respect your privacy and keep information we hold about you confidential (see below 'sharing information' for more details).
- Have no right to judge how someone chooses to live or how their home looks. We do not tolerate discrimination in any form.

What we expect from our clients

We value our staff and have legal responsibilities for their health and safety. We will not put members of staff into situations where they are either at risk or where they are subject to harassment or intimidation. We ask you to refrain from smoking during your carers visit.

How we provide our services; your care and support plan

If you have a community care and support plan from your local authority, we will ask your permission to see this, so that we know more about the type of care and support you may need.

Our manager will arrange to visit you at home to explain our service and to agree how you would like your care and support provided. The manager will discuss any risks with you and decide what action needs to be taken to keep people safe. We will record this in your personal care and support plan, a copy of which will be put in the 'Care and Support Plan' folder in your home.

We will only begin a service after you, or your legal representative, has given written consent to the care and support plan. On rare occasions we may need to provide a service to meet an emergency situation. In these cases we will send either a supervisor or other competent person to carry out an initial risk assessment and to provide your care and support. We will complete the full risk assessments and care and support plan within 2 days of your service commencing.

Changing your care and support plan



We regularly review your care and support plan by talking to you about what is working well and what you may wish to change. This usually happens every six months, but may be sooner if needed. Our carers are only allowed to follow the instructions in the care plan. They cannot carry out any other tasks. If you would like to change your care and support plan, please contact our office and a member of our team will visit you.

Your carer.

Except in cases of emergency, we will introduce your carer(s) to you prior to your service beginning. The carer will know about your care and support plan. At the end of each visit, they will write what care and support they have given you in the 'daily visit record' in your care and support plan folder. If you are not satisfied then you can let us know and we will send a different carer where possible.

All carers have an identity badge which they must show you so that you can confirm who they are.

What happens when your carer is away from work

You can rely on our services. We will endeavor to keep the number of carers who visit you to an absolute minimum, so that you do not see too many different faces. You will always know the name of the carer who is coming to visit you and they will be briefed so that you do not need to explain their tasks.

We have enough staff to cover the times when your usual care team are away. We will tell you in advance of any changes. If the change is permanent, then we will always introduce the new care

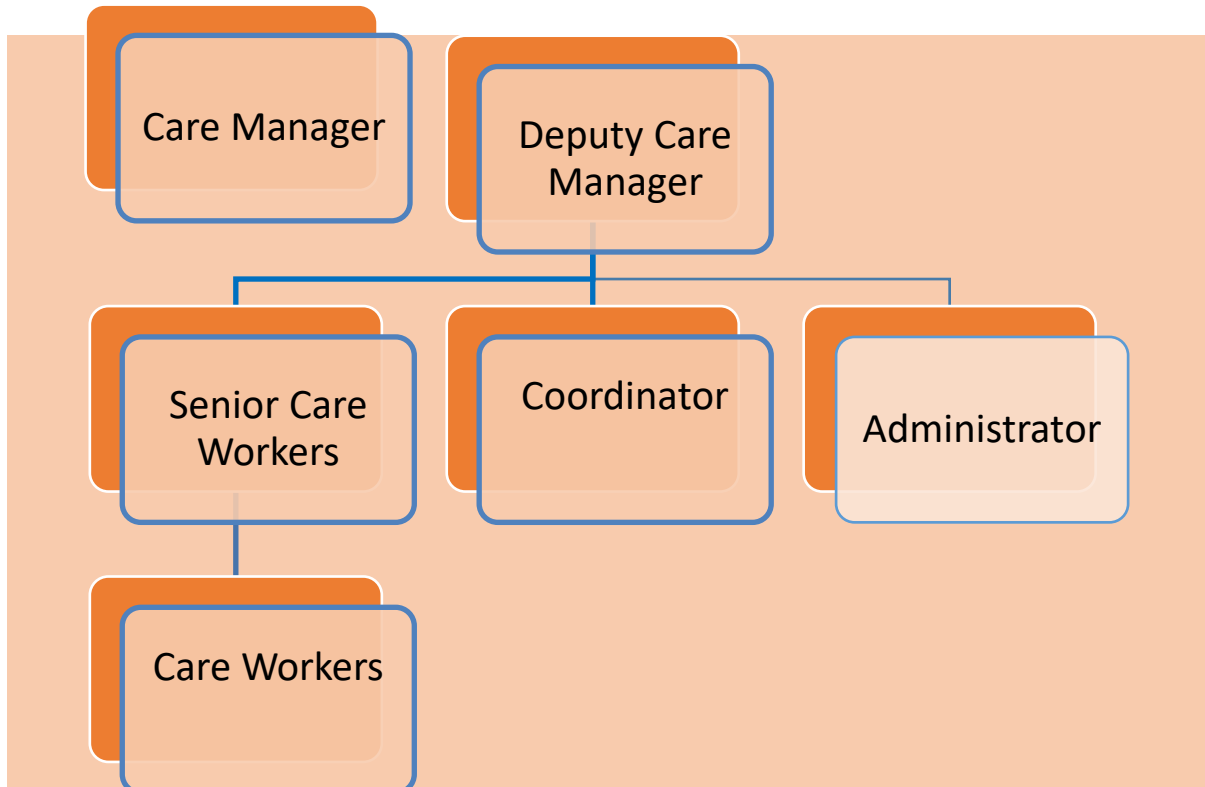
Timing of visits

Care visit times are approximate and may vary up to 15 minutes either side of the normal visit time. If your carer does not arrive at the expected time please allow at least 15 minutes for traffic hold-ups etc. If he/she has not arrived after that time please telephone us so that we can check what has happened and the safety of the carer

About our Business

We are registered to provide care at home services by [The Quality Care Commission](#).

Our team:



Business and Company registration address	10B Elms House Elms Industrial Estate, Church Road RM3 OJU
Company registration number	10611047
Names of Directors	Christine St Pierre & Sharon Locky
Name of Registered Care Manager	Sharon Locky
Name of Deputy Manager	Nicky Gibbons
Names of Senior Care Worker/s	Debra Hannon & Anna Ernstzen
Name of Care Coordinator	Kira Locky
Name of Administrator	Jacqui St Pierre
Our office e mail address	phoenixcare.havering@gmail.com



Experienced and Qualified staff

Ms.Christine.St.Pierre Level 5 Diploma in Leadership and Social Care (Adult Management).
Mrs. Sharon Lockey. Level 5 Diploma in Management (RMA)
All carers are N.V.Q. trained or working towards it.

Office hours:

Our offices are open from 10.00am - 19.00pm Monday to Friday during which time we will be pleased to discuss any aspect of your care. Telephone number **01708 607869 / 07387586342**

We also have an emergency on-call number should you need to contact us out of office hours. This telephone number is for urgent matters only **07874977394**

How to contact the Adult Social Care Department of the local authority.

Adult Social Services: Town Hall, Main Road Romford RM1 3BD 01708 434343

Insurance cover

Phoenix Care has public liability insurance and employer's liability insurance, products liability however, we do not insure clients' homes or contents. We strongly recommend that this is covered by the homeowner



Service charges and changes

Charges and payment

We publish a list of charges and provide a copy to our clients and/or their representatives as part of their terms and conditions of business.

You will receive an invoice every **2 weeks*/ monthly*** which you must pay within 7 days. Methods of payment are included in your terms and conditions.

You can request a statement of your account at any time. We will give a minimum of 28 days' written notice of any changes in the fees that you need to pay.

Postponing, suspending or cancelling the service

If you wish to change or cancel a single visit we need at least 24 hours' notice. If we receive less than 24 hours notice, we will charge you the full cost for that visit. This includes a situation where you choose to send a carer away early.

You must give 28 days' notice if you wish to cancel your service otherwise cancellation charges may apply. If you are unable to give the required notice because of an emergency or unforeseen circumstances this will be accepted for example if you are unexpectedly admitted to hospital.

The reasons we may withdraw our service

We would only withdraw a service as a last resort, after we had explored all other options. This may be necessary when:

- It is no longer safe for the client or carer
- The client abuses our staff;
- The client does not pay their invoices on time;
- We are unable to provide the service that the client wants.

What happens if our business closes or the owner changes?

We will give you a minimum of 28 days written notice if the owner changes or in the rare event that our business needs to close. If the business is planning to close, we would provide advice and support to enable you to make alternative arrangements. This includes liaising with the Adult Social Care Department of the local authority where needed.



Providing a quality service

Managing the quality of our service

We have comprehensive policies and procedures for managing risks and to make sure that we provide a safe, high quality service. These are inspected by the **C.Q.C**

For more information about how we work you can ask to see a copies of any of our policies or procedures.

How we keep you safe and protect you from harm.

We carefully select our care staff and carry out checks before they start work. All carers are then fully trained to carry out their role safely and to recognise signs of abuse. They will listen to any concerns that you may have about your safety. We have clear procedures for reporting and sensitively responding to any suspicions of abuse. Carers have a duty to report any concerns, accidents and serious incidents to their manager.

Clients or their families' can speak to a member of the Phoenix Care management team or the local authority or **C.Q.C**

Procedures to safeguard clients property.

For reasons of security we never look after keys to clients homes. If special arrangements need to be made to access your home, we encourage you to use a key safe.

How we support you with your medicines

Our clients receive safe and effective support with their medication needs from competent staff. Our medication policy and procedures make sure that you receive the right medicines, in the right way at the right time. They protect clients and our staff from damage that may arise from mismanagement of medicines.

Health and safety

We have both legal and moral responsibilities regarding the health and safety of our staff and clients. We always carry out a risk assessment prior to starting a service. We will agree how the service that you want can be provided safely and record this in your care plan. If necessary, we will postpone the start of your service until the right equipment is in place to reduce risks. Our carers wear disposable gloves and aprons to minimise the risk of cross infection.

Sharing information about you

The information we hold about you is stored confidentially. We co-operate with other agencies to make sure your well being is protected. However, we will only share information about you either;

- With your consent;
- If it is necessary to keep you safe;
- We have a legal duty to share this information e.g. a crime may have been committed or it is in the public interest.

You have a right to see information that we hold about you. For an appointment to view your records please contact the manager.



Assessing the quality of our services

Our participation strategy sets out how we involve clients or their representatives in every aspect of their care and support. We welcome your feedback on any aspect of our service so that we can improve our services.

We will regularly ask you for your views on our services including:

- An annual survey
- Regular visits by a supervisor.

If you would like to see a copy of our annual quality monitoring report, please let us know.

Getting help to complain

We listen to feedback about our services and take any concerns seriously. Our managers look into all complaints and tell clients what we find. Where there are shortfalls we take prompt action to put this right. Our management team will give you the necessary support to raise any concerns or complaints that you may have. You can feel confident that there will be no negative impact on your care or support. We give you a copy of our complaints procedure and explain this to you when our service starts.

Procedure

1. Clients, their representative/advocates may raise a concern or complaint in writing (including email) or verbally either by telephone or by calling into our offices.
2. Respond in a sensitive and respectful manner and pay careful attention to the issues that they raise. Remember it may be hard for people to make this type of comment so they may need reassurance. Provide any necessary support to assist the person to make their complaint or raise their concern and make them aware of local advocacy services. If the concern or complaint is made verbally, record the details and confirm with the person whether or not you have captured the issues accurately.
3. The nature and seriousness of the concern or complaint will determine what needs to happen next. If it relates to a more minor matter follow the procedure for dealing with concerns (for example a carer who is usually punctual, has not arrived on time). If it relates to a more serious or ongoing service failure follow the procedure for responding to complaints.

Responding to a concern

4. If the concern is relatively minor and can be resolved quickly, for example, through a telephone call, tell the person what action you intend to take and do so without delay. Check with the person that they are satisfied with the response.
5. Record the details of the concern, the action you have taken and the outcome using the concerns template at appendix 2a. Place a copy in the 'compliments, concerns and complaints' file and a copy in the clients file or the electronic client journal.

Responding to a more serious concern or formal complaint

(These will both be referred to as 'complaints' for the remainder of this procedure)

6. Refer all complaints to the manager or if they are absent, the most senior person available. These will need to be recorded using the template at appendix 2b and formally investigated. The template for complaints captures the following information:
 - The member of staff dealing with the complaint;
 - The name, address and details of the complainant or the person raising the concern;
 - The name, address and details of the client (if different) and representative if they have one;
 - The details and type of complaint(s) including date, time, nature and context;
 - The complainant's preferred outcome(s);
 - Investigation summary;
 - Progress updates to complainant;
 - Findings and whether the complaint was upheld;
 - Any improvement actions;
 - The date that the report is sent to the complainant and the response.
7. If the complaint raises issues of potential abuse, the manager will immediately take action in line with Phoenix Cares 'Safeguarding & adult protection procedures'.
8. If the information indicates that there may be a breach of conduct by an employee, the manager will refer to Phoenix Cares disciplinary procedures. The manager will consider what evidence they need to gather, any facts that need to be clarified and who should carry out the investigation.
9. Acknowledge all formal complaints in writing within two working days of receipt and record the date on the complaints form at appendix 2b. The letter must inform the complainant of the named contact dealing with their complaint, how it will be investigated and when they can expect a report on the outcome. This will not be necessary for minor concerns that have been resolved straight away. Enclose a copy of the 'Compliments, concerns and complaints information for clients at appendix 1.
10. Plan and carry out a thorough and proportionate investigation taking into account any equalities issues. Keep the complainant advised of progress relating to their complaint on at least a weekly basis (this may be by telephone). Record this contact on the complaint's form at appendix 2b.
11. Complete the investigation and send a written report to the complainant within 15 working days from receipt of the complaint. In complex cases this may take up to (but no more than) a calendar month from the day of receipt to conclusion. In exceptional circumstances where there are unavoidable delays, agree a revised timescale with the complainant.
12. The report must set out:
 - The nature of the complaint (s);
 - How the complaint was investigated and by whom;
 - The findings of the investigation and whether or not the complaint was upheld/partially upheld/ not upheld;
 - Any proposed action (including where appropriate improvements to the service) with timescales.
13. The letter that accompanies the report must :
 - Ask the complainant to confirm whether they are satisfied with the way that Phoenix Care has responded to their complaint;



- Advise complainants that they have up to ten working days to comment on the report.
14. Continue to monitor any improvement actions. Close the complaint when:
- There are no improvement actions or these have all been successfully carried out; And
 - Confirmation has been received that the complaint has been satisfactorily resolved.
15. There may be occasions where the complainant remains dissatisfied. In these cases consider whether you need to take any further action to resolve the situation. If the matter is outside of Phoenix Cares remit or the complaint is not upheld you may need to offer a further explanation to the complainant.
16. Where the complaint cannot be resolved to the clients satisfaction, remind them of their rights to take their complaint further. Refer to the client information on 'compliments, concerns and complaints' for guidance on the appropriate bodies. These may include:
- The relevant regulatory authority if they think that our service is in breach of its statutory duties or has not followed the complaints procedure;
 - Their Local Authority, Adult Social Services Department (if they receive assistance with funding their care);
 - The ombudsman if they believe that there has been maladministration in the way that the service has been delivered.
17. Complete the complaints template and place a copy together with the report, the clients response and other associated information in the 'Compliments, concerns and complaints' log under the designated sub category. Inspectorates may ask to view these records when monitoring complaints or quality assurance processes. Record a brief summary in the clients file or the electronic clients journal and refer to the central log for further information.

Advocacy services

There might be occasions when a person needs help to voice their concerns or complaints. Advocacy services will support a person who needs help to express themselves, have their views heard and to be listened to. The role of an advocate is to remain independent from the service provider (and others) and to focus specifically on promoting the rights and presenting the views of the individual.

Finding out more

If you have any further questions, please do not hesitate to contact us.