



SERVICE USER GUIDE AND AGREEMENT

Registered Provider

Branch Office Label

Responsible Individual

**Mr Colum Conway
Chief Executive, Extra Care
Extra Care House
11 Wellington Park
Belfast
BT9 6DJ**

EXTRA CARE AGREEMENT TO PROVIDE SERVICES

Extra Care undertakes to provide the services detailed in the attached Care Plan to:

NAME

ADDRESS

POSTCODE

DOB

Date Service is to commence

Arrangements for gaining access to the home

Summary of Care Plan

Financial Transactions

All financial transaction will be undertaken following the procedures set out in Extra Care's policy on Handling Service User's Money. A copy of this policy will be provided to you if this service is required as part of your care plan.

Signed:

Date

Witness

Date

(Private clients only)

This agreement will be reviewed at the request of the service user or Extra Care, upon changes in the service user's circumstances or at least annually.

What is Extra Care?

Extra Care is a voluntary not for profit organisation established in 1935 and is recognised as a charity by the Inland Revenue (No. XN73108). As a voluntary organisation the overall responsibility for the management of Extra Care rests with its Trustees (Board of Directors). Extra Care Trustees have been selected to reflect the skills required for the work of the organisation. Daily management of the organisation rests with the Chief Executive and staff who are detailed on the Organisational Chart.

Extra Care is a Domiciliary Care Provider and is in the process of registration with the Regulation and Quality Improvement Authority. Extra Care works in partnership with the Health Boards and Trusts and the Northern Ireland, Housing Executive in Northern Ireland and the Health Service Executive in Southern Ireland, to provide a range of services to enable dependent adults to continue to live in their own home.

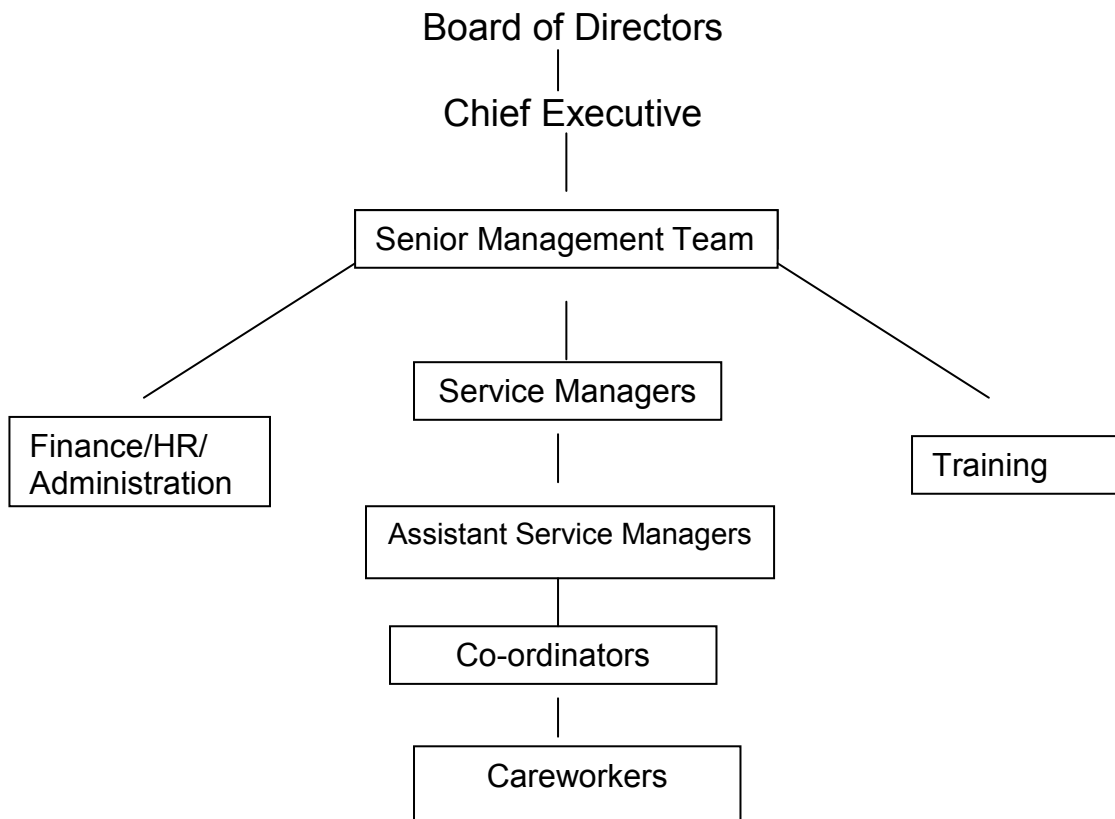
The services provided are designed either to assist those who live alone, or to give time off or practical assistance with personal care tasks to the family carer. Extra Care provides more than 9000 hours of care each week to around 1300 clients.

Research with our clients has shown that:

- 99% of clients are satisfied with the service they receive from Extra Care
- 99.5% of clients feel that the service from Extra Care is effective in enabling them to remain at home.
- 92% of clients think that their careworkers are either excellent or very good at their job.

EXTRA CARE'S PEOPLE

Organisational Structure



Overall responsibility for the day to day management of Extra Care lies with the Chief Executive, Colum Conway. Colum is a qualified Social Worker registered with the Northern Ireland Social Care Council.

The Deputy Chief Executive has line management responsibility for the Service Managers who are in turn responsible for the delivery of services in each locality in which Extra Care operates. Service Managers are assisted by Careworker Co-ordinators in the management of delivery of services.

Services are delivered by careworkers, all of whom will have undertaken Extra Care's extensive induction programme in line with the Northern Ireland Social Care Council's induction standards, including certified Moving and Handling training, prior to commencing work with clients. Extra Care encourages and provides support for careworkers to enable them to achieve NVQ level 2 in care.

Ongoing training is provided for careworkers in a range of areas.
Examples of training undertaken by careworkers include:

Dementia Awareness
Motor Neurone Disease
Protection of Vulnerable Adults
Infection Control
Basic Food Hygiene
Catheter Care
Stoma Care

The range of qualifications held by staff at Extra Care include:

Vocational qualifications such as NVQ 2,3,4 and NVQ assessors awards

Nursing qualifications

HND or similar

Degree and post graduate qualifications

EXTRA CARE'S MISSION AND VALUES

Mission

To be the leading provider of, and champion for, innovative, high quality, cost effective and flexible services to give older people and dependant adults the choice to remain living at home with dignity.

Values

- **Delivering reliable, cost effective services with a consistently high quality of care, which is appropriate and responsive to the needs of dependent adults and family carers.**
- **Recognising service users as individuals and delivering services that are user focused.**
- **Identifying and responding innovatively and flexibly to the changing needs of dependent adults and family carers.**
- **Championing new initiatives in the delivery pattern and type of care.**
- **Continually assessing the impact of the changing external environment on the pattern of provision required.**
- **Developing relationships and working in collaboration with other agencies and organisations.**
- **Developing and expanding services into areas where the needs of dependent adults and family carers are not currently being met.**
- **Training, developing and rewarding staff to enable them to contribute to Extra Care's vision efficiently, effectively and with satisfaction.**
- **Maintaining a sound organisational structure with robust and transparent procedures in an environment of accountability and education.**
- **Raising charitable funds to complement and maximise existing statutory provision and to pilot new initiatives.**

The Service You Receive from Extra Care

Referral Process – Clients referred by the Health Trust

The service which you receive from Extra Care will have been decided upon following a discussion between yourself, your family carers and a member of staff from your local Health Trust, this might be your Social Worker or Care Manager. This person is also referred to as your Key or Named Worker. They will have discussed with you the help and support that you will need in order to be able to remain safely in your own home. The Social Worker or Care Manager then draws up a package of care, normally called a care plan, to meet those needs.

Referral Process – Private clients

Individuals may purchase care services directly from Extra Care using Direct Payments or private funds. In such cases, an Extra Care Service Manager will visit you at home to carry out an assessment of your care needs and will discuss the services which Extra Care can offer to meet those needs. The current charges for services will be attached to this document if you are purchasing privately.

Your Service

Whether you are purchasing services privately or Extra Care has been asked by the Health Trust to provide either all or part of the care set out in your care plan, a Service Manager or Co-ordinator from Extra Care will visit you at the outset of your service to discuss how Extra Care will deliver the required care to you and will take into account your views and preferences on the service to be provided. Normally a careworker will be sent to your home to carry out some or all of the duties set out in the care plan.

A careworker is a trained and competent individual who is directly employed and paid by Extra Care. He or she will be sent into your home to help you with Personal Care (washing, dressing, using the toilet) or to provide practical support such as preparing or cooking food.

The careworker and the service which you receive from Extra Care is managed on a daily basis by your Service Manager. The name and telephone number of the Service Manager responsible for your service can be found at the front of this guide.

Extra Care's Philosophy of Care

Whilst you are receiving services from Extra Care you can expect the following:

Dignity and Respect

You will be cared for as a unique individual. You will be treated politely and with consideration and respect at all times by all employees of Extra Care. The careworkers will treat you, your family, home and possessions with respect.

Independence

Extra Care will strive to allow you as much control as possible over your life, whilst protecting you against unreasonable risks.

Rights

Extra Care will strive to protect and promote your individual and human rights.

Equality and Diversity

All clients will be treated equally and their background and culture will be valued and respected by all staff at Extra Care.

Choice

Extra Care will uphold your right to independently decide and choose from a range of options based on clear and accurate information.

Privacy

Extra Care will uphold and respect your privacy and will avoid unnecessary intrusion into your affairs whilst protecting your safety and the safety of others.

Fulfilment

Extra Care will support you in leading a full and purposeful life, realising your ability and potential.

Confidentiality

Extra Care will treat all information held about its clients in a confidential manner. Any breaches by staff of Extra Care's Confidentiality Procedure will be dealt with under our Disciplinary Procedure.

Careworkers will always consult their Service Manager if they are unclear about any issue relating to confidentiality, or when they are made privy to confidential information that may have legal or criminal connotations (e.g. if a service user alleges that they have been subjected to abuse).

You are entitled to have access to all your personal data held by Extra Care and may do so upon written request to your Service Manager.

What Extra Care Can Do for You

The services we provide are designed to give you the help and support you need to enable you to remain living in your own home. The list below gives you an idea of the types of tasks which we can help with, though it is not an exhaustive list.

Personal Care:

Getting out of bed	Colostomy/stoma care
Getting dressed	Hair care
Getting undressed	Assistance with medication
Going to the toilet	Washing
Managing continence	Bathing/Showering
Emptying commode	Skin care
Mouth Care	Getting into bed
Care of the Terminally ill	

Nutritional Care:

Preparation of drinks	Preparation of hot meals
Preparation of breakfast	Assistance with eating
Preparation of light meals	Food hygiene

Practical Care

Light housework
Washing up
Cleaning toilet/bathroom

Making bed
Emptying commode
Shopping

Mobile Night Help

Assistance for clients who need monitored or personal care throughout the night.

Respite Care

Respite Provision for family carers which can be:
Day time care in blocks of hours
Waking night service
Night sitting service

Family Carer Training Programme

Supporting Family Carers by equipping them with the knowledge and skills to carry out their caring role more effectively and helping them to improve their health and social wellbeing.

What we cannot do for you

Unfortunately there are things we will not be able to help you with. Some of these are because Health and Safety legislation prohibits us, some because it would be more appropriate for other services or agencies to help you. Examples of tasks which we cannot carry out are:

- Changing Sterile Dressings
- Performing Catheterisation
- Giving Injections
- Cutting Nails
- Administering suppositories or enemas
- Ear Syringing
- Lifting or moving heavy furniture or other items

- Lifting a client who has fallen – the careworker is instructed to seek medical help and to keep the client warm and as comfortable as possible
- Increase the hours allocated to you – this needs to be decided by your social worker or care manager.

If you feel you need more assistance with your care please speak to your Social Worker or Care Manager who will arrange for a new assessment.

Standard of Service

The Careworkers will be punctual and will stay with you for the length of time specified and will work to complete the tasks allocated. Please note that 15 minutes variation in the time of your call is normally considered acceptable to allow for delays.

All careworkers will wear a uniform unless you specifically request otherwise and will carry an identification badge with their photograph, name and a contact telephone number.

All Extra Care staff will be polite and courteous, will respect your rights and dignity and will promote your independence at all times.

All careworkers will wear protective clothing (disposable gloves and aprons) when carrying out personal care tasks.
All careworkers will have the skills, knowledge, experience and competence necessary to carry out the tasks required while in your home. Their skills will be kept up to date through regular training.

The careworkers will follow the agreed care plan, that is, the tasks which have been agreed by you and your social worker from the Health Trust. Careworkers will respond to changes in your needs and will contact the Service Manager to help you access other agencies or services where necessary.

All careworkers will show respect for your home, possessions and personal standards.

If moving and handling equipment such as a hoist has been provided, the careworkers will use it at all times when moving you.

Extra Care will endeavour to ensure continuity of care. This means we will try to ensure the number of careworkers sent to your home is kept to the minimum necessary to cover your agreed package of care, though at least two will be introduced to you to ensure that annual leave and sick leave is covered by someone known to you. We cannot however guarantee that you will be sent the same careworker(s) on all occasions.

Extra care will keep you fully informed regarding any changes to your regular careworker(s).

If you wish to change the day or time of your service please contact your Service Manager. Careworkers are not authorised to change your service.

Careworkers will not be permitted to handle your money unless it is specified as part of your care plan. Neither will they be permitted to accept money or bequests or to give advice regarding financial transactions, including making a will.

On occasion you may wish to express your thanks to a careworker by making a gift, however, in order that we maintain a professional service, staff are **not** permitted to accept gifts including money or vouchers.

If your service is stopped for longer than two weeks, for example if you are in hospital, we regret we cannot guarantee that you will receive the same time for your call or the same careworkers upon your return home. However we will do our best to ensure that your service from Extra Care recommences as soon as possible to allow you to return to your own home.

Client Centred Service

Extra Care is committed to delivering the best possible service to its clients. To that end, we like to listen carefully to what our clients have to say about the service they receive. We do this in several ways:

- Your Extra Care Service Manager or a member of staff from your local Extra Care office will visit your home to review your service. You will be contacted in advance to agree an appointment to carry out the review at a time which you find suitable. You can expect one to two visits a year, one of which will take at the time your service starts. The purpose of the review is to allow you to comment on the service you are receiving and to raise any issues you may have.
- You have been given a comment card which you can use at any time to comment either positively or negatively on the service you receive from Extra Care.
- We will ask you to take part in a satisfaction survey (usually a postal questionnaire) which will seek your views on the service you are receiving from Extra Care.
- You have been given our complaints policy which tells you how to let us know if there is anything you are unhappy with in the service we provide.

We will also do our part to ensure that you receive a quality service, and in addition to the actions already mentioned you can expect us to:

- Monitor the careworkers at work to ensure they are appropriately dressed and are carrying out the specified tasks to the required standard. Such monitoring may not always take place in your home but if it is in your home the visit will be carried out by the Service Manager or a member of the office staff and may be unannounced.
- Visit you to follow up on any complaint you may have about the service. This may be done by the Service Manager or the Quality Standards Manager.

Help us to help you

Please let your Service Manager know if you are going away for any reason, or if you will not be there when the careworker is due to visit you. If the careworker receives no response when they visit it is our policy to make enquiries of your next of kin, neighbours or other contacts to find out if you are okay. In some circumstances it may be necessary for us to take action if we think that there is a possibility that you are ill and unable to answer the door. This might mean that we need to call the emergency services to gain access to your home. Please help us to avoid this by ensuring that you contact us if you know you are going to be away.

Health and Safety

Extra Care is committed to the promotion of health and safety measures as protection for its staff, clients and members of the public.

Extra Care is obliged to provide its employees with a safe place to work. To achieve this, from time to time it may be necessary to move or remove hazards such as a trailing electrical cable or a piece of furniture which is causing obstruction.

Clients should ensure that they provide, as far as is reasonably practicable, a safe environment in which the Extra Care staff may work.

Should our careworkers arrive at your home and find that you have fallen, they will seek immediate medical help and will make sure you are as warm and comfortable as possible. **Careworkers are not allowed to lift you up. This is to protect your safety and the safety of the careworker.**

Clients also have a duty to ensure that any equipment or devices purchased by them or supplied by the Trust for use during their care is properly maintained and repaired.

Assistance with Medication

Careworkers are only permitted to assist with medication when this has been agreed as part of your care plan. Assistance can only be provided with medication from containers filled by authorised people such as your pharmacist or GP. We cannot assist with

medication that is left out in saucers or cups or with over the counter remedies such as cough bottles or herbal remedies.

Safe Keeping of Keys

In exceptional circumstances Extra Care may agree to hold keys to your home; however this will only be done with written authorisation from you and/or your carer where appropriate. Under no circumstances should you give a key to your property directly to your careworker without the express written agreement of Extra Care.

Additional Services

You may wish to buy additional services from Extra Care to supplement the service which the Trust are funding. If you require additional service please contact your Service Manager whose details are on the front cover of this guide.

Careworkers are **not** permitted to undertake any work for you as a private arrangement, even though you may offer to pay them for this.

TERMS AND CONDITIONS OF SERVICE

Charges for Private Service Users

If you are purchasing care privately from Extra Care you will be charged for all work undertaken by the careworker for you. All rates are inclusive of National Insurance contributions and all other costs. You will be invoiced on a monthly basis and payment must be made directly to Extra Care. Payment must not be made to the careworker unless authorised in writing by Extra Care.

You will be given 4 weeks written notice of any variation in the hourly rate.

Extra Care's hourly rates are available in a separate document to clients purchasing services privately.

Termination of Service (all clients)

The client may wish to withdraw from the service for any number of reasons either permanently or temporarily. The client must give 24 hours notice of termination of service.

Extra Care also reserves the right to withdraw services from a service user where a careworker is subject to undue hazard, intimidation, violence, threat or racial discrimination. This is not undertaken lightly and will only be exercised when all other options for resolving the problem have been exhausted.

Extra Care may also terminate the service if for whatever reason it feels it can no longer deliver the service in accordance with the care plan.

EXTRA CARE COMPLAINTS POLICY

MAKING A COMPLAINT

If you are unhappy with any aspect of the service you receive from Extra Care, or if you have a complaint, please let us know. Your service will not be affected if you make a complaint.

How do I complain?

Contact your **Service Manager** whose name and address appear on the front cover of this document.

What will be done?

We will:

- Listen Carefully to your concerns
- Thank you for bringing the complaint to our attention
- Promise to deal with it as quickly as possible
- Respond within 2 weeks with an outcome
- Learn from it and prevent it happening again

What if I am still unhappy?

If you are still unhappy you should contact Extra Care's **Senior Management Team** by:
Telephone: 028 9068 3273

or in writing to:

**Extra Care House, 11 Wellington Park,
Belfast BT9 6DJ**
Or email: info@extra-care.org

If after that response you are still not satisfied you should write to the **Chief Executive** (at the same address) to request a formal hearing of your complaint. This will take place within 2 weeks of receipt of your letter.

Independent help

If you are still not satisfied with our answer you can also contact your Health Trust or Health Board: or:

**Regulation and Quality Improvement Authority,
9th Floor Riverside Tower,
5 Lanyon Place,
Belfast BT1 3BT.
Tel: 028 9051 7500**

Regulation and Inspection

The Regulation and Quality Improvement Authority (RQIA) have a statutory duty to register and inspect a wide range of health and social care services. Their inspections are based on a new set of minimum care standards which will ensure that both the public and the service providers know what quality of services is expected.

Extra Care will be inspected by RQIA and you will be advised of the inspection and arrangements by which you can contribute to the inspection process. You will be able to obtain any inspection reports that are produced on Extra Care by RQIA by contacting your Service Manager.

**Regulation and Quality Improvement Authority,
9th Floor Riverside Tower,
5 Lanyon Place,
Belfast BT1 3BT.
Tel: 028 9051 7500**