



**TC Care Limited.  
Welcome Pack and Service  
User Guide**



TC Care Ltd.  
Premier House  
50-52 Cross Lances Road  
Hounslow  
TW3 2AA

Tel: 0208 570 0086

Tel/Fax: 0208 570 8091

Email: [info@tc-care.co.uk](mailto:info@tc-care.co.uk)

## **Welcome to TC CARE Ltd**

We are a CQC registered agency where our objective & aim is to provide the support of your choice in the comfort of your own home.

We have over 40 years of experience within the team & acknowledge the importance of choice, reliability, continuity, compassion & flexibility.

We care about the services we deliver & continually monitor our staff all of who are trained to a high standard

Your input is valuable to us & will always be acted upon immediately.

### **We can be contacted on:**

**020 8570 0086 – (24 hours a day)**

**020 8570 8091 – (24 hours a day)**

Thank you for choosing TC Care Ltd

Christine Cotton

Tarnjit Basra

Darren Lis

## Contact Page

Some useful contact details are included for your convenience:

**Local Office Address: Premier House**

**50-52 Cross Lances Road,  
Hounslow  
TW3 2AA**

**Telephone Number: 0208 570 0086**

**Fax Number: 0208 570 8091**

**Email: info@tc-care.co.uk**

**The Registered Manager of this office is: Christine Cotton**

**Head Office Address: Premier House**

**50-52 Cross Lances Road,  
Hounslow  
TW3 2AA**

**Telephone Number: 0208 570 0086**

**Fax Number: 0208 570 8091**

**Email: info@tc-care.co.uk**

**The Responsible Individual for this Company is: Tarnjit Basra**

**Care Quality Commission (CQC)**

**Care Quality Commission National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**

**Telephone: 03000 616161**

**Email: enquiries@cqc.org.uk**

**Local Office Hours: 24 hours**

**Monday – Sunday**

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## **SECTION 1 – Information for Service Users**

### **1. WELCOME LETTER**

Our aim is to ensure that you receive the best service possible, whether you require personal care or help with domestic chores such as housework or shopping.

As part of our commitment to deliver a quality service to you, we have produced this pack to provide details about the following:

- **The key contact people at your local office responsible for delivering the care, such as the local office Manager**
- **The wide range of care services we provide**
- **The care plan agreed with yourself and the duties your care worker will undertake for you**
- **Our policies and procedures and quality assurance procedures designed to protect you and our care workers**

Please do not hesitate to contact your local office regarding any issues or concerns you may have, to change your care plan in any way or to cancel the attendance of a care worker, giving at least 24 hours notice.

**Please note, if your care plan was initially arranged with Social Services, you will need to discuss any changes with Social Services.**

Your safety and well being is important to us. If your care worker does not arrive within 30 minutes of the time you were expecting him or her, please telephone your local office at the number given on the contacts page at the front of this pack.

We hope that you will be happy with the level of service we provide to you and welcome any comments you would like to pass on to us, at any time.

If you require additional information, or require this information in another format, such as large print, audio or another language please do not hesitate to telephone us on the number at the front of the pack.

Yours sincerely

Christine Cotton: Registered Manager

## **2. STATEMENT OF PURPOSE**

The following information is a summary of our “Statement of Purpose”: a document that we are required to have by law. A copy of the complete document is available for you to inspect at our office.

### **Our aims and objectives**

TC Care Limited’s mission statement is to be a partner in UK health and social care. Consistent with the mission statement, our aims and objectives are:

- To provide personal and practical care to people in their own homes.
- To assist Service Users to achieve and maintain their independence.
- To provide services of a general nature. This may include specialist provision within the available human resources and the ability of the Service User (or their representative) to fund such services.

### **Services that we provide**

We provide a range of personal and practical care, including but not restricted to:

- Personal care services such as bathing and support with personal hygiene.
- Assistance with mobility, the ability to maintain a safe environment and adequate body temperature by practical tasks such as domestic cleaning and laundry
- Assistance with nutrition by practical tasks such as shopping and meal preparation, cooking.
- Assistance to get up and go to bed and to encourage well-being by adequate sleep.
- Social support and companionship to enable the communication with other people to maintain or develop social interaction,
- Practical tasks to enable the maintenance and promotion of independence such as pension collection and assisting with prescribed medication.
- Specialist services such as live-in care/night-sitters/palliative care.

Individual care packages will vary according to the assessed needs of the Service User and will be described in the Service User’s care plan.

## **Care worker's qualifications and workplace settings**

The qualifications held by our care workers may include, but are not limited to:

- The 15 Mandatory Standards of the Care Certificate and the Opus Medication certificate for the safe handling of medication in domiciliary care.
- National Vocational Qualification in Care (or other national equivalent such as Scottish Vocational Qualification in Care)
- Training for specialised provision, where appropriate

## **Independence, Privacy and Dignity**

The care workers role is primarily to assist and support you while you do all the things you are able to do yourself. Every encouragement will be given to enable you to maintain and promote you to live as independently as possible. Whilst doing this your care worker will respect your privacy and dignity ensuring they provide you with the care you need without undue interference.

## **3. PRINCIPLES FOR HOME CARE**

**About the service, Service Users have the right to expect:**

- To be encouraged to be as independent as possible, to be allowed to take risks and to live a lifestyle which is, as far as possible, geared to their personal choice and preference.
- To be treated as an individual, to make their own decisions on matters which affect them, and to participate as fully as possible (with the help of a friend or relative if so desired) in drawing-up a care plan, reviewing it and agreeing any modifications.
- To have their values, beliefs and chosen lifestyle respected at all times and for their thoughts, opinions and attitudes to be respected and considered and to be listened to.
- To have the right to say who will and who will not enter their home within the boundaries of the Company's Equal Opportunities Policy. To be empowered in the decision about the gender of the care worker. We will not insist on Service Users having a care worker with whom they are unhappy.
- Not to be discriminated against for any reason, e.g. age, race, sex, colour, religion, disability, political opinion, sexual orientation, gender reassignment status, physical and financial circumstances.
- To have privacy in relation to their personal affairs and belongings, and confidentiality in respect of the care they require, their personal circumstances, financial, domestic or family matters, etc.



- To receive details of the Company's services before the start of the service.
- To receive written confirmation of a service plan identifying appropriate levels of care, agreed with them and by the Local Authority (where appropriate), to be sent within one week of the start of the service.
- To have details of the care given each day and the outcomes observed, recorded according to the Company's requirements.
- That the Company will regularly review the service according to assessed care needs and within a timescale agreed with the Service User.
- That care plans or records will be left in their home, until completion of the assignment (when the records will be returned to the Company)
- To have access to friends, relatives, religious leaders, etc. and to be assisted, where necessary, in making such arrangements.
- To recognise and fully understand the needs and rights of relatives or friends caring for someone else and help them decide how these can be best met.

**About the office, Service User's have the right to expect:**

- That when telephoning a Company office to be greeted in a courteous manner. If the telephone is not answered promptly to receive an apology.
- That their telephone enquiries will be answered 24 hours a day.

**About the care workers, Service Users have the right to expect:**

- To have care provided in accordance with the agreed care plan by care workers whose education, experience, training and attitudes make them suitable for such a role and who will provide care in a friendly, appropriate and respectful manner.
- To receive care from care workers who have been personally interviewed by appropriately trained staff, and who have fulfilled the Company recruitment and selection criteria.
- To receive care from care workers that match their requirements in terms of skills, experience, personality cultural and religious needs.
- That care workers will treat Service Users' property, possessions and the security of the home with due consideration as outlined in the Company policies.
- That care workers will arrive the assignment at the agreed time. If, due to exceptional circumstances, the care worker is unable to attend within 15 minutes of the commencement of any duty, that every effort will be made by the Company to notify the Service User.
- That care workers will be dressed appropriately for the work they are to perform and in accordance with the Company's dress code.
- That every care worker will wear a photographic identification badge unless this is contrary to the Service User's wishes.
- That care workers will be covered by appropriate Professional Indemnity Insurance.
- Privacy in relation to their personal affairs and belongings and to confidentiality in respect of the care which is provided, their personal circumstances, financial, domestic or family matters.

## 4. PRACTICAL GUIDELINES FOR SERVICE USERS

### Time of calls and continuity of staff

We try to provide you with a care worker within 15 minutes either side of the time you have requested. We will try to provide you with a regular care worker for the majority of your care needs. If your regular care worker is absent through either sickness or holiday, we will endeavour to provide you with another suitable care worker and preferably one who has visited you before. We shall keep the number of care workers to a minimum. However, over weekends and holiday periods this may be more difficult to do. Our priority is always to cover your care requirements with a care worker who has the skills and abilities to do the tasks that are required.

### Care workers identity cards/identification badges

Before you allow someone into your home, it is important that you are sure they are who they say they claim to be. All of our care workers will carry an identity card or identification badge, which has a photograph on it. It will also have the name and telephone number of the local office at which they are based or suitable alternative contact details.

If you do not recognise the person claiming to be from our company, please ask to see their identity card.

### Assistance with the Administration of Medication: Tasks your care worker can and cannot perform

These lists are not exhaustive

<b>Tasks care workers may perform</b>	<b>Tasks care workers CANNOT perform</b>
Support you with taking your prescribed medicine only where arrangements for doing so have been clearly outlined in the care plan, written by the trained assessor of the company.	Give any medicines by any method other than by mouth or external application, unless they have received specific, certified training.
Assist with medicines given by mouth or external application only when the medication is taken from its original container with your name on it; the name of the drug; the correct dosage and clear instructions as to how it is to be taken with a MARS chart in situ	Administer prescribed medication. Unless they have received specific, certified training. Administer eye or ear drops, unless they have received specific, certified training
	Give any medicines against your wishes. The administration of medicines from the original bottles/containers without a MARS chart being in situ

### Assistance with the Administration of Medication: Tasks your care worker can and cannot perform

Continued...

Tasks care workers may perform	Tasks care workers CANNOT perform
	Carers cannot make up dosset boxes/sealed dosage container or fill monitored dosage boxes with medication.
	Give injections. Unless they have received specific, certified training.
	Cut toe nails
	Change dressings. Unless they have received specific, certified training.
	Insert or withdraw urinary catheters, naso-gastric tubes or wound drains. Unless they have received specific, certified training.
	Insert or withdraw feeding tubes. Unless they have received specific, certified training.
	Administer 'controlled drugs' or those substances regulated by the Misuse of Drugs Act 1971 or the Misuse of Drugs Regulations 2001 (as amended). Unless they have received specific, certified training.
	Administer 'homely', homeopathic or 'alternative' remedies, unless these are authorised by a medical practitioner or sought the advice of a pharmacist. Unless they have received specific, certified training.
Assist with nebulisers without proper training.	

**Your care worker must:**

- Ensure they are aware of any regularly or prescribed routine of medication.
- Immediately inform their Manager/Co-ordinator and any other specified care professional in the event of any uncertainty, difficulty, or incident arising out of the assistance with administration of medicines.
- Check the record sheet/medication log to ensure that the medication has not already been administered.
- Immediately complete the medication record/daily record sheet giving details of the identity, dosage and timing of any medication with which they have assisted or witnessed.
- Report and enter details if you choose not to take your medication
- Immediately record details on the care plan or daily record of the identity dosage and time of any medicines in the event where you fail or refuse to take any medicines which you have been prescribed
- Ensure that he/she is satisfied that you have taken the medication by, if possible, remaining with you until the medication has been swallowed. If they

are unsure and have to leave, they must record this information in the daily record plan.

- Ensure surplus medicine must only be disposed of by a pharmacist.

## **Call Monitoring**

At the commencement and end of each visit, the Care Worker will either use the Service Users landline to call a freephone 0800 number, this number is unique to each Care Worker and will show the start and finish time of each visit. The Care Worker may have a works mobile telephone where they will scan a bar code which will be placed on the Service Plan, again both the mobile number and the bar code number will be unique to everyone. Both monitoring systems are the basis for production of invoices and for Care Workers' pay and as it is a freephone number, does not incur any charges on the Service Users phone bill. It is therefore advised that your phone should be made available at the start and end of every call and that if you have any issues with your phoneline or use a withheld number service, please notify us as soon as possible.

## **Smoking and alcohol at work**

Our care workers are NOT allowed to smoke in your home, or the home of any of our Service Users. Please do not allow any of our care workers to smoke in your home even if you smoke yourself. If any of our care workers do smoke in your home they could be dismissed from the Company's employment. Care workers are also NOT allowed to consume alcohol during working hours.

## **Telephone**

Except for call monitoring, care workers are not allowed to use your telephone without permission. In cases of emergency or concern, they may need to use your telephone however to call for assistance such as the emergency services.

## **Key Holding and Emergency Access**

To maintain your security, doors should NOT be left unlocked to allow access to your care workers. If possible, you should let your care workers into your home yourself. If it is not possible, then special arrangements should be made – these will be discussed with you during the initial 'risk assessment'. If we are unable to gain access to your home at the time that has been arranged, we will contact the person named as your emergency contact number. If we are unable to speak to your emergency contact person, we will contact your care manager or suitable representative (such as Social Services or the Police) to ensure that no harm has come to you.

No member of staff or care worker will hold Service User's door key unless it is previously agreed and documented by the local office, following the Company's procedure on Key Holding.

## **Maintaining Security**

Avoid arrangements to 'hide' keys near the door to your home. Thieves are skilled at finding hiding places. If possible arrange for an authorised key holder to pass the key to and from a care worker to enable them to gain entry to your home. This could be a neighbour, relative, or the Social Service office. Take similar procedures to safeguard codes for combination locks. Next of kin or other contacts should also be kept informed.

## **Care Plans/Record Books in Service Users' Homes**

We provide care report folders for the purpose of record keeping. Please ensure that they are kept in a visible place where the care worker will find them. These records remain the property of the Company

When determining the care plan and in the delivery of care, the paramount consideration will be the personal choice of the recipient of that care. A copy of the signed agreed care plan and a report system will be kept in your home. The care worker must make an entry in the report at the end of every assessment. The entry must include the time of arrival and departure, be a factual record of the tasks completed, provide relevant notes on any variation in a Service User's condition and any new or special requirement. The entry should be in black or blue ink and be signed by the care worker. These records remain the property of the company.

## **Financial Policies including the handling of Cash, Property, Goods and Possessions**

The Company has a full financial policy and procedure to which all care workers must adhere. In summary however,

- Individuals have the right to expect that care workers will treat their property, possessions with security, due care and consideration.
- Care workers are not allowed to undertake any complex, unusual, or large transactions unless discussed in advance with their Manager and/or the Manager of the care setting in which they are placed.
- The Company aims to help maintain and promote your independence. We consider the control of money matters is a key element of independence. All service Users should be actively encouraged to take control of all aspects of their financial affairs and care workers should avoid situations (where possible) which requires handling of money.
- Where an individual's care requirements specify in the care plan that shopping or collecting benefits be undertaken on your behalf, all amounts of money given and received, together with receipts, must be entered, agreed and signed by both parties using the financial transaction sheet held in the 'Service User Guide and Care Plan', a copy of which is left in your home. In an establishment, the same procedure applies.
- When shopping on behalf of any Service User, all care workers are specifically prohibited from using their own store loyalty cards.
- Care workers may have significant unsupervised access to your home or care setting in which you live, and some tasks involve handling your money, this is a position of great trust. Simple good practices will promote that trust and help

avoid disputes, misunderstandings, or suspicion. Please remember that any later investigation will look for objective evidence.

## **Financial Policies including the handling of Cash, Property, Goods and Possessions**

Continued...

- Safety and insurance of a Service User's property in the home is the service User's responsibility or the responsibility of the care setting in which you reside. Care workers are only responsible for their own acts or negligence. If the security of cash or other valuable objects causes concern to the care worker, the risk should be brought to your attention. If you then decide not to take precautions, care workers are advised to notify their local office Manager, who will record the concern and if appropriate take the matter up directly with you, your social Worker, advocate or Solicitor etc.
- Under no circumstances should care workers become part of a lottery or gambling syndicate with any Service User or representative of the service User. Nor should any of our care workers encourage you to participate in any gambling or lottery activities. Care workers must never borrow or lend to any Service User.
- Beyond general assistance, care workers should never give advice on financial matters or make judgments in this respect, even if asked.
- While the safety and insurance of property and possessions is your responsibility, care workers are only responsible for their own acts of negligence.
- If any breakages or damage occur to your valuables, possessions or property during the care workers' course of duty, details will be immediately reported by the care worker to their line Manager. This includes any items such as break-down of a vacuum cleaner.
- Our care workers are advised NOT to accept gifts and CANNOT act as signatories to wills or legal documents.
- Please do NOT ask your care worker to buy any items from you or sell items to them. Your care workers should never offer you any goods, services or items for sale or purchase.



## **Before the Service Starts**

People who use our services may have been referred by the Local Authority who is paying for all or part of their care, or may have contacted the Company to arrange care that they pay for themselves.

Where a referral has come from the Local Authority, an initial assessment of the care needs will normally have been made by a member of the Social Services department. This assessment will tell us which services the Authority has agreed to fund. In some situations you may also wish to supplement these services by paying for additional care.

A representative of the Company will meet you at your home to discuss how the care will be undertaken and to understand your personal preferences in relation to how and when you wish your care to be provided. We encourage a relative or representative to attend this meeting, where you give your consent for this to happen.

Where you pay for your own care, this meeting is also an opportunity to agree the specific care that is required.

The Company will produce a plan of care that explains which services have been agreed and summarises any specific preferences you may have in relation to the care that is provided.

The Company will also identify any possible risks to the health, safety and well-being of you, your family and care workers. A copy of this assessment will be kept in your 'Service User Guide and care plan' at your home.

The plan of care and the risk assessment will be reviewed at least once a year, or more frequently where your circumstances or needs change.

There are exceptional occasions, such as when the Company is requested to provide care in response to an urgent need, that the care may begin before the plan of care and risk assessment have been completed. In this case the formal plan of care and risk assessment will be completed within two working days.

The purpose of the care plan, and the records which accompany it, are to help you (and your family and representatives, where appropriate) and other care professionals to work in a consistent and safe manner.

## **Possible Withdrawal of Service**

Very occasionally it becomes necessary for a local office to withdraw service from you. Such action would normally only take place on account of a serious health and safety risk or unacceptable behaviour from a service User or, very exceptionally, when the services being provided are insufficient to meet your needs. Persistent non-payment of invoices may also incur withdrawal of services. Given the sensitive nature

of, and care implications surrounding a withdrawal of service, this action will only be taken after consultation with, and notice to your representatives and any relevant professionals.

## **5. Quality Assurance**

- Care workers are selected for their experience, ability and potential and are only registered after the Company has undergone an extensive recruitment procedure including; the receipt of two satisfactory written professional references, a criminal records bureau (or other relevant national authority) check and after a full and thorough personal interview.
- All staff and care workers undergo an induction programme to ensure that they undertake tasks competently and have an understanding of the Company's philosophy of care.
- Ongoing training is made available to all staff and care workers. Training needs are identified through supervision and regular performance reviews.
- The quality of the performance of care workers is monitored through quality assurance spot checks, supervision and telephone calls to the Service User and care worker.
- All service Users are assessed for their individual needs and health and safety risk assessments are conducted and updated on a regular basis.
- Detailed care plans are prepared in consultation with the Service User and/or their Carer or Advocate. A copy of this care plan and a report system are kept in your home.
- Trained personnel undertake regular Service User visits to review the care package and service delivery to ensure quality of the service.
- All records are kept securely in locked filing cabinets within the local office and information is held in accordance with the Data protection Act.
- Service Users are asked to provide feedback on the service via an annual postal survey.
- Care workers are asked to complete questionnaires in respect of their own work situation, which are received and analysed independently.
- Adherence to Company procedures is monitored via regular local office audits.

## **Code of Conduct for Care Workers**

Care workers are issued with a handbook, which contains a comprehensive code of conduct. The following items are contained within that document, for which care workers have acknowledged receipt and understanding.

- Care workers will behave in such a way as to promote and safeguard the Service User's well-being and safety.
- Care Workers will act in a professional manner with honesty and integrity and will respect the Service User's property and home.
- Care workers will not use the Service User's telephone unless authorised to do so for calls concerning the Service User's welfare/care package, etc. care workers must not give their personal telephone number to a Service User. If necessary, they may be contacted via the local office.
- Care workers will not bring unauthorised people or pets into the service User's home.
- Care workers will not smoke or consume alcohol in the Service User's home, nor will they purchase unlawful drugs or substances on the Service User's behalf.
- Care workers are not permitted to accept gifts from Service Users or their friends or relatives. In exceptional circumstances, agreement may be sought from the local office Manager for the acceptance of a small token of appreciation such as chocolates.
- Care workers or members of their families are prohibited from acting as witnesses or signatories to wills or any other legal document.
- Care workers are not permitted to lend or borrow anything from a Service User. They are also forbidden from buying or selling anything to a service User, which includes agency or catalogue shopping. Participating in gambling syndicates such as lottery or football pools is also prohibited.

## **Training and Development for Care Workers**

- All staff and care workers undergo comprehensive training prior to any assignment, all mandatory training is updated annually.
- Training needs and opportunities for further development are identified through supervision and annual appraisals for all staff and care workers.
- Our care workers have the opportunity to undertake a National Vocational Qualification (NVQ) in care, in accordance with the National Minimum Standards for Domiciliary Care or equivalent national legislation. Your permission may be sought so that we may observe our care worker providing your care. This will help us assess whether they have met the requirements for their qualification. You have the right to withhold your permission for this to happen.

- Care workers providing a service to Service Users with specific need will receive appropriate specialist training.

## **6. KEY TERMS, CONDITIONS & POLICIES**

Copies of the complete terms, conditions and policies outlined here are available at the local office.

### **Range of Activities Undertaken**

The range of personal care that may be provided by the agency is described under the heading “Services we provide”, within the summary of the Statement of Purpose at the front of this document.

The agency may provide specialist services, according to the assessed needs of the Service User, the availability of suitably trained and experienced care workers and any other conditions of the agency’s registration with the Care Quality Commission (CQC) and equivalent national bodies. Specialist services may include care services to:

- People, who by nature of the ethnic minority community or religious group to which they belong, require the provision of specialist care and specialist knowledge.
- People with special communication needs.
- People with sensory loss.
- People with dual sensory impairment.
- Older people with complex health and care needs.
- People with a terminal illness.
- People who have had a stroke.
- People who have learning disabilities.
- People with mental health problems including people subject to Guardianship and Supervision orders under the Mental Health Act.
- People with infectious or contagious diseases.
- People with dementia.
- People with challenging behaviours.

A copy of our Certificate of Registration is available for inspection at the local office.

## **Health and Safety**

The Company recognises that it has a responsibility to ensure that all reasonable precautions are taken to provide safe and healthy working conditions, which comply with all statutory requirements and codes of practice.

The first assessment visit, prior to the commencement of care, will include a risk assessment, which is a simple checklist that will identify any issues that may cause danger to the care worker and will include a visual check of any electrical equipment.

Where the Service User may have mobility problems, the risk assessment will identify if there is a need for a detailed moving and handling assessment. This is required where the Service User is unable to weight bear or stand unaided and will specify the equipment required, e.g. hoist, before the care can proceed.

Care workers are provided with disposable gloves aprons for use in personal care tasks under infection control requirements. Care workers are instructed in the safe use and storage of hazardous substances such as cleaning agents and bleach.

The Company asks that Service Users co-operate in informing the local office of any potential risk or change in circumstances that may affect the health and safety of the care worker or themselves. Care workers are made aware of their responsibility in refusing to undertake any task, which they consider unsafe, and to inform their local office manager immediately.

## **Insurance**

Our company has full employers liability insurance. This however, does NOT include any cover for transporting Service Users in the care workers own car.

Insurance for damage to the Service User's property is the responsibility of the Service User. The Company holds public liability and employer's liability insurance. A copy of the current levels of insurance held is available for inspection on request at the local office.

## **Data Protection and Access to Records**

In accordance with the Data Protection Act 1998, the Company operates policies and procedures, which prohibit unauthorised access to or disclosure of Service User's personal information. Under the Data Protection Act, Service Users have rights of access to personal information held about them.

If you, as a Service User, wish to receive a copy of your personal data held on our computer, you should submit a written request to the local office Manager.

Upon receipt of such data, you should check its accuracy and inform the Manager of any amendments required. It is in the interests of everyone that all information is accurate and up-to-date. Your co-operation and assistance are greatly appreciated.

It is assumed that you will only need to verify personal data on one occasion. There will be no charge made for the first application in any calendar year, however, additional requests will normally attract a charge of £10.00 per application.

### **Confidentiality**

Staff and care workers must abide by the Company's Confidentiality Policy at all times. This precludes our care workers from divulging information about anything they have seen, heard or read about you in their work situation. Care workers may discuss any concerns about a Service User's well-being or safety with their local office Manager. If we need to speak to a third party about your care, we will seek your permission before doing so, except where we are unable to do so while responding to an emergency, or where we have a legal obligation to do so.

### **Non-Discrimination**

The Company will not allow Service Users to be subjected to discrimination for any reason and expect that all Service Users will be treated equally and fairly regardless of their race, colour, nationality, gender, marital status, sexual orientation, religion, disability or age. The Company operates an Equal Opportunities Policy in its recruitment and registration procedures, which ensures that all staff and care workers are selected on the basis of their ability to fulfill the requirements of the job. The Company promotes a working environment that is free from harassment or intimidation and views harassment towards a Service User, a member of staff or a care worker as a serious breach of conduct. Cultural needs will be clarified by consultation with the Service User at assessment and care workers will be briefed on the individual requirements of the Service Users. The views of service Users regarding the manner of delivery of their care will be paramount.

### **Disclosure of Abuse or Suspected Abuse**

Staff and care workers with children or vulnerable adults may at times observe poor practice or even abuse. Our care workers are required to report any observation of abuse or suspicion of abuse to their line Manager, even in the event of lack of proof or where the Service User has made no complaint. Staff and care workers are made aware of types abuse or violence, threatened or actual, such as physical, psychological, verbal, deprivation, etc.

### **Whistle Blowing/Public Interest Disclosure**

Staff and care workers are required to report any incident of bad practice, particularly where the subject of such incident may be a fellow care worker, which may affect the health and safety of either Service User or care worker or bring the Company into disrepute. Where a staff member or care worker has no one in whom they have confidence within their line management, then they should contact a senior member in the Human Resources Department at the Company's Head Office. The contact details for the Company's Head Office are found at the front of this guide.

## **7. CHARGES & PAYMENT**

### **Charges**

Where you or your representative are paying for all, or part of your care, charges are calculated by reference to the number of hours worked by the care worker (rounded up to the nearest quarter hour) and are subject to review from time to time. Variations will be notified to you in writing and will take effect from the date of notification. All charges must be paid to the Company directly. The Company shall be responsible for paying the care worker and making the appropriate deductions for tax and national insurance contributions as required by the law. All charges are subject to VAT (if applicable) at the prevailing rate.

### **Scale of Charges and Terms of Business.**

Where you or your representative(s) are paying for all, or part of your care, we will provide you with a scale of charges separate to the Service Users' Guide. This will ensure that you have the most accurate description of the fees for which you are liable. You will also be given a document called 'Terms of Business' to ensure that you have the most accurate summary of how we provide our service to you.

### **Payment**

Where you or your representative(s) are directly paying for all, or part of your care, all payments to the Company shall be made by you against the company's invoices. All payments shall be made upon receipt of the Company's invoice by direct debit payment, cheque, debit or credit card or bank transfer to the bank account nominated to the Company and specified on the invoice. The Company reserves the right to require at any time a deposit of an amount to be agreed as security against final payment. An administrative fee will be charged for replacement/copy invoices at the rate of £2.00 per copy.

## **8. COMMENTS, COMPLAINTS AND COMPLIMENTS**

We welcome comments from you, your representative and Company employees, as knowing your views helps us to improve our service. Compliments let us know we are getting things right and are always passed on to the appropriate people. The information below shows you how to make a comment or complaint about the service and how to pass on compliments.

### **COMMENTS AND COMPLIMENTS**

If you think our service is good or you have a suggestion, please contact your local office (address and telephone number is listed on the front page).

### **COMPLAINTS**

If you are unhappy with any aspect of the service received from the Company and wish to complain, please contact the local office Manager. This can be done in person, by telephone or in writing. We request that you confirm the substance of a verbal complaint in writing, where you are able and willing to do so.

It is important that complaints are made as soon as possible after the event in order that an effective investigation can take place.

Please tell us

- **Which service the complaint is about**
- **What happened**
- **Where and when it happened**
- **Who was involved**
- **What you expect/hope will happen as a result**

Complaints should be confirmed in writing and will be logged in a manual held in the local office. You will receive a written acknowledgement within two working days and the manager or suitable representative will carry out a full investigation. A formal update will be provided to you at least every seven days. Any action taken will be discussed with you, where this is appropriate.

If you feel unable or unwilling to discuss this with the local office, or you are not satisfied that your complaint has been adequately investigated, we will provide details of a more senior manager from the organisation to whom you may address your complaint. You can also contact the Company's Registered Individual (this can be found on the 'Contacts' page at the front of this guide).

You also have the right to address your complaint directly to the **Care Quality Commission (CQC): Care Quality Commission National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Telephone: 03000 616161 Email: enquiries@cqc.org.uk**



Should you wish to contact any of the people or organisations described above, you will find their contact details at the front of this document on the 'Contacts' page.

**Finally, we would like to take this opportunity to thank you for your custom and look forward to being of assistance to you again in the future.**

## **TERMS OF BUISNESS**

### **Scale of charges:**

Hourly rate - £18.00

**WE DO charge an enhanced rate for Christmas Day only, charged at an hourly rate of £36.00**

TC Care Ltd collates the hrs of support that you have received each month via the care workers timesheet. These hours are then forwarded to our accountant who will prepare an invoice which will be posted to the address identified by your selves at the care needs assessment visit. You will receive an invoice every 4 weeks. Payment maybe made on line or by cheque.

Queries re: the hours stated on the invoice are to be made to The TC Care management team on:

**0208570 0086/0208570 8091 - 9.00am to 5.00pm**

Thank you for choosing TC Care Ltd

Christine Cotton

Tarnjit Basra

Darren Lis