



# EXCEPTIONAL CARE AT HOME

PROMOTING INDEPENDENCE,  
CHOICE & WELL-BEING

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**WE PROVIDE EXCEPTIONAL  
QUALITY CARE IN YOUR OWN HOME**

# Welcome to Exceptional Care at Home Ltd

We welcome you to Exceptional Care At Home Ltd. We would love to support you to enjoy your day-to-day life in the same way that you do at present.

Exceptional Care At Home is a leading care organisation that provides exceptional Home Care in Hertfordshire. We deliver the highest standard and quality of personal care and support to Service Users living in their own homes with respect, dignity and independence. To achieve this, Exceptional Care At Home offers Service Users a variety of care and support packages to meet their specific requirements. Exceptional care at home is registered by the Care Quality Commission, we have been assessed and checked, we are safe, effective, caring, responsive and well-led.

## **Our Mission:**

To achieve positive care and support outcomes that enrich and empower vulnerable adults so that they are better able to continue living at home as independently as possible, safe from abuse, harm and neglect.

## **Our Vision:**

Our values are underpinned by our genuine sense of Compassion, Empathy, Respect for individual rights and freedoms and accountability.

## **Our Philosophy of Care:**

We aim to;

- Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being.
- Treat all people supported by us and all people who work with us with respect at all times.
- Uphold the human and citizenship rights of all who work and visit us and of all Service Users.
- Support individual choice and personal decision-making as the right of all Service Users.
- Respect and encourage the right of independence of all Service Users.
- Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times.
- Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

# We Provide Personalised Care



We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below.

## Safety:

Exceptional Care At Home Ltd will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

- **Ensuring that our staff are well trained and skilled to provide the right Care**, can recognise signs of abuse and report them swiftly, whilst ensuring that lessons are learnt and improvements made to the service, when required.
- **Giving you the information, you need** to make informed choices and take informed risks. Staff at Exceptional Care At Home Ltd understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others.
- **Identifying any hazards in your home** and reducing the risk of infection.
- **Supporting you with any medication needs** carefully to minimise the risk of errors or supporting you to continue to self- manage your medication safely.



## Freedom from Discrimination:

Exceptional Care At Home Ltd has a zero-tolerance approach to all forms of discrimination and will take action when it is found. Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

## Effectiveness:

**We believe in Care that meets your needs because you are involved fully in your Care and its arrangement.**

Each Service User is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

The service we provide is effective because:

- **We employ the right staff** for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through Care.
- **We will ask for your views and ideas** about how you wish for your care and support to be provided and enable you to contribute to any proposed changes.
- **We will make information accessible** in a way that you can understand, about your Care, medication and the services being offered and how you can tell us if there is something you do not like about our services.
- **We will consult you** on your wishes, history and preferences in the assessment and put this in your Care Plan. We will check if this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change.
- **We will ask for your informed consent** to Care and any changes to it in all decisions about your Care.
- **The principles of the Mental Capacity Act will be followed** and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles.
- You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions.
- **We will keep information about you confidential** and we will tell you how we use your personal information, store it and how long we keep it for. You can talk to our registered manager if you are concerned about your personal information.

## Caring:

Exceptional Care At Home Ltd promotes a person-centred approach because:

- **Staff will take an interest in what makes you, you;** the things you want to share from memories, the things you like and do not like, current interests, needs and new pursuits.
- **Staff will treat you with dignity** in the way they speak with you and the way they behave.
- **We will assist you in continuing to use your skills** and in pursuing your interests.

- **We will uphold your right to privacy** in all aspects of your care, personal affairs and belongings.
- **All information about Service Users is treated as confidential** and only shared with members of staff, other professionals or organisations for the provision of care with your consent or your representative.
- **Information about you will be protected and stored** to meet legal requirements and only kept for as long as is necessary.
- **We will make sure you understand information and what is said**, providing you with the support you need and giving you the help that you require to make your voice heard.

## Responsiveness:

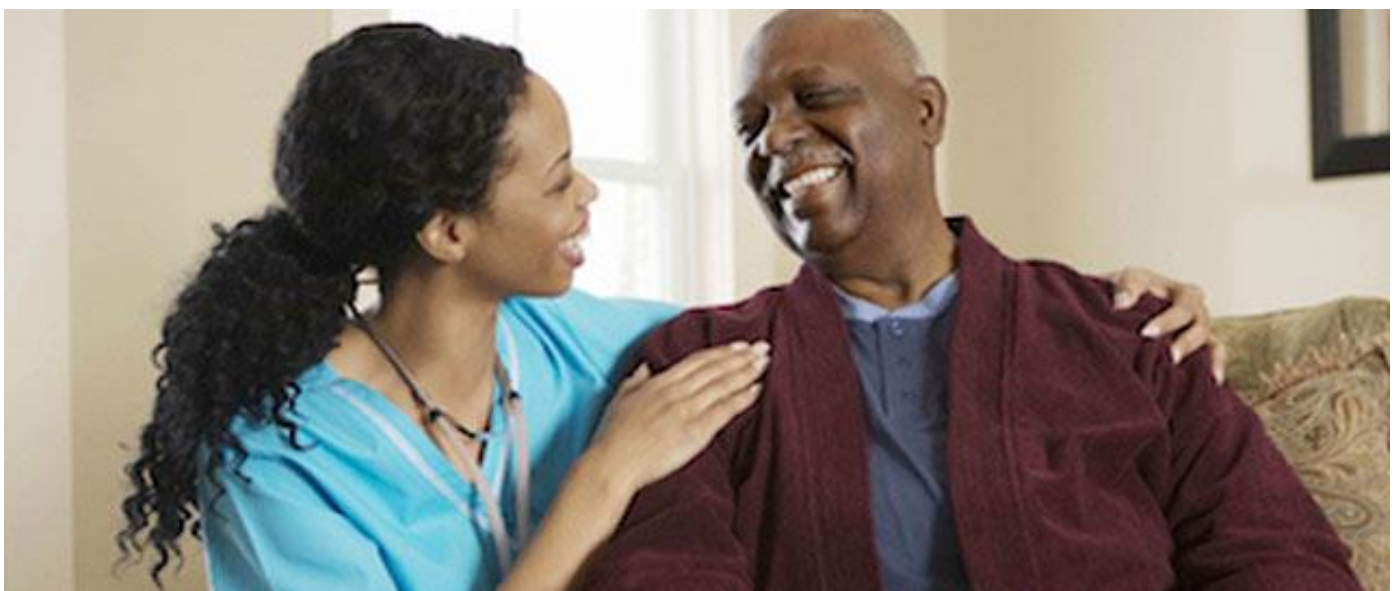
Exceptional Care At Home Ltd will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

- **Care staff will ensure that they are up to date with what is in your Care Plans** and make changes when they are needed.
- **Exceptional Care At Home Ltd welcomes complaints, compliments and issues raised** and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer.
- **Staff will work with other professionals** to ensure that your Care is joined up.

## Leadership (Well-Led):

Exceptional Care At Home Ltd is a well-led organisation, knowing its responsibilities and carrying them out.

- **The management staff of Exceptional Care At Home Ltd are available and approachable** for Service Users and staff alike.
- **Exceptional Care At Home Ltd has the skills to monitor the service** and make changes when they are needed.
- When things go wrong, **Exceptional Care At Home Ltd and its management staff are honest** with you and give solutions on how to put things right.
- **Exceptional Care At Home Ltd welcomes feedback** from you to shape and improve the service.
- **Exceptional Care At Home Ltd works in partnership with other agencies** for the provision of the service.



## Our Staff



We recognise that, to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on commitment, compassion and shared values. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos. The team consists of the Registered Manager and the Deputy Manager.



# OUR SERVICES

The services we offer are listed below. If there is a service that you require that is not listed, please do not hesitate to speak to the manager to see if it can be arranged:



## Personal Care

We provide personal care for any daily tasks you may need support with, such as bathing, showering, applying creams and lotions, dressing and toileting, all in the comfort of your own home.

## Companionship

We offer companionship services to suit your every need, from day-to-day support either at home or getting out and about, through to having a valuable confidant for business trips or travel. Sometimes care and support isn't about a complex medical need or essential personal care tasks.

## Home Help

Our home help service is aimed at supporting you or your loved one with those tasks around the home that you face challenges performing, and to ensure your safety.

## Palliative Care

Whether you are looking for a full-time live-in Carer or a visiting Carer, we provide the full range of care services for palliative care. Our supportive care covers all aspects including; personal care, pain management, administering medication, cooking meals right through to companionship.

## Respite Care

We provide temporary relief for primary caregivers, enabling you to take a much-needed break from the demands of caregiving a sick, aging, or disabled family member. Whether it's for just a few hours a week or an extended vacation, seeking respite care can help ease the burden of family caregiving and help to relieve stress, restore your energy, and promote balance in your life.

## Live-in Care

Live in care helps you live the life you want, on your own terms. By listening to you and understanding your needs, we will put in place a unique support package.

Together with the support of a carefully chosen Carer, we will help you to stay in the home you know and love.

## Dementia care

Unlike other types of senior care, dementia care services must be tailored to the specific symptoms, risks, and challenges related to the different types of dementia. We offer free care assessments to help you determine if dementia care services are right for your loved one. Your loved one's care assessment will be performed in the comfort of his or her home. During this assessment, we will outline the foundation for your loved one's dementia care services.

## Sleep-in and Waking Night Care

You or your loved one may need night-time care. We provide night-time care, for both sleep-ins and waking nights where a fully trained Carer is there to support you. Given that everybody is different and each situation is unique our overnight care is tailored to you. With a dedicated night-time Carer, help is available at any time, meaning that you or your loved one can stay in your own home – the place that is most comfortable.

## What We Focus On

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### Friends, Family and the Community:

- We will support you in keeping links with the community, maintain your network of friends and family and will help you to visit shops and places of interest, where agreed, as part of your Care Plan.

### Activities:

- Exceptional Care At Home Ltd actively promotes Service Users' normal social networks and social activities and the level of support required will be agreed as part of your Care Plan.
- Each Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that the



service can ensure that these are a part of everyday life.

## **Privacy:**

We will respect Service Users' privacy at all times. We will do this by making sure that:

- Discussions about Service Users and their affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private.
- Records will be designed, used and stored safely and confidentially and the Data Protection Act 2018 principles for information sharing will be followed.

We will ask you to keep your Care Plan safely in an agreed place so that your Care Workers can read it when they come to your home

## **Service Users' Dignity:**

Your dignity is a matter of the utmost importance to us and all staff will have received training in this area.

- You will be asked what you would like to be called, this name will be recorded on your Care Plan and used by all staff.
- In the absence of information on what you want our staff to call you, staff will address you formally, using your title and surname.
- Staff are trained to support you with dignity always and will ensure that support is given in a dignified way, whether you are alone or in company. Staff are trained to knock and wait for your invitation before entering your home



# Complaints and Comments Procedure

We always aim to provide a high standard of care in all our services.

Our Service Users' views are important to us and help to ensure that our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell the Hertfordshire local Authority. Adult Safeguarding Team. The Hertfordshire local Authority. Safeguarding Team will decide how to investigate and monitor outcomes.

## How to tell us what we need to Improve:

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, their friends or family, can tell us how we can improve. First, you must speak to Omowunmi Raufu or their Deputy.

If the suggestion is something that Exceptional Care At Home Ltd as a company, needs to consider, you can send it to: Registered Manager Exceptional Care At Home Ltd, 4 Imperial Place, Maxwell Road Borehamwood, WD6 1JN, Herefordshire, UK or email [info@exceptionalcareathome.co.uk](mailto:info@exceptionalcareathome.co.uk)

## Making a Complaint:

Exceptional Care At Home Ltd aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints confidentially.

Exceptional Care At Home Ltd assures Service Users and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

## Who can complain?

Anyone affected by the way Exceptional Care At Home Ltd provides services can make a complaint. A representative may complain about the affected person if they:

- Have died,
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf.

If you are not happy about making a complaint yourself and you do not know someone who can talk to us or write to us on your behalf we will be happy to find someone from an independent organisation to act as an advocate for you.

## How you can make a Complaint:

You can complain:

- In person,
- By telephone,

- By letter,
- By email,
- Through a member of our staff, or
- Through an advocate or representative.

*We will acknowledge all complaints, whether verbally or in writing, within 3 working days.*

### **Anonymous Complaints:**

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details so that we can tell you the outcome of our investigation.

### **Responsibility:**

Omowunmi Raufu has overall responsibility for dealing with all complaints made about their service. We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help.

### **How we Handle Complaints:**

Omowunmi Raufu may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complainant.

We will acknowledge a complaint within **3 working days** and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. **We aim to have all complaints finished within 28 working days** unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings,
- Any action we have taken,
- Our proposals to resolve your complaint.

### **Time Limits:**

You must complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### **Further Steps:**

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Omowunmi Raufu at: Exceptional Care At Home Ltd 4 Imperial Place, Maxwell Road, Borehamwood, WD6 1JN, Hertfordshire, UK or email [info@exceptionalcareathome.co.uk](mailto:info@exceptionalcareathome.co.uk)



You can also raise your complaint or concern with:

**Director of Social Services:**

**01438843371**

Or if your care is funded by the Health Authority, you can contact:

**Clinical Commissioning Group:**

**01442898888**

Once your complaint has been fully dealt with by Exceptional Care At Home Ltd, if you are not satisfied with the outcome you can refer your complaint to the **Local Government and Social Care Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

**The LGO can be contacted for information and advice, or to register your complaint:**

T: 0300 061 0614

W: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

**Our service is registered with and regulated by the Care Quality Commission (CQC).**

The CQC cannot get involved in individual complaints about providers but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission  
(CQC) National  
Correspondence Citygate,  
Gallowgate  
Newcastle upon Tyne NE1  
4PA Tel: 03000 616161  
Fax: 03000 616171

**Advocates:**

All Service Users have the right to access an advocate who will act in their interests to help them solve problems, discuss concerns and understand information. Omowunmi Raufu will be happy to provide information on local advocacy groups and other support networks.

**Insurance:**

Exceptional Care At Home Ltd carries Public Liability Insurance and Employers Liability Insurance up to £10,000,000 for any one claim. The insurance covers all aspects of its undertakings. However, the insurance does not take the place of normal household insurance cover for accidental breakage or damage to household items. Please do not make private arrangements with our staff because this will not be covered under our insurance policy.

# About Your Care and Support



## **Care, Treatment and Support that Meets your Needs:**

- Your personal needs will be assessed to make sure you get safe and appropriate Care that maintains your rights.
- You will get the Care that you and your social care professional agree will make a difference to your health and wellbeing.
- Your Care needs are coordinated if you move from one provider to another.
- Staff respect your cultural, gender, age, sexual orientation, religion or belief and your disability if you have one.

## **To be Safe when Using a Service:**

- You will be protected from abuse or the risk of abuse and staff will respect your human rights.
- If you need support with your medication, we will make sure that you get the right support to make sure your medication is managed safely.

## **To be Cared for by Staff with the Right Skills to do their Jobs Properly:**

- You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs.

- You will be looked after by staff who are well managed and have the chance to develop and improve their skills.

## **Exceptional Care At Home Ltd Routinely Checks the Quality of its Services:**

- We continuously monitor the quality of our services to make sure you receive the support you need.
- Your personal records will be accurate and kept safe and confidential.
- We will make sure that we have the right numbers of staff so that your Care Worker has supervision and support.

## **Before your Service Starts:**

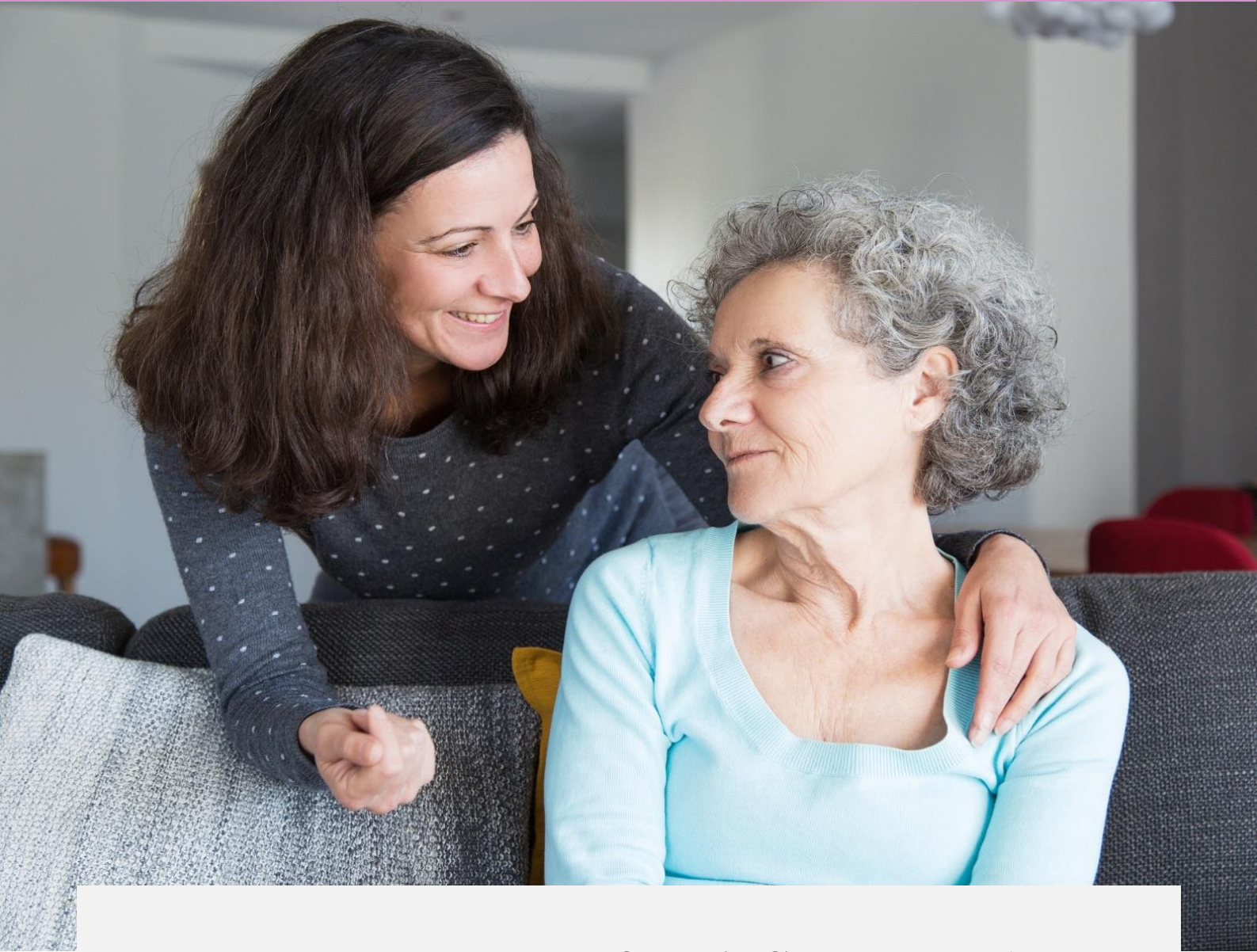
- The first step is to arrange to visit you in your own home. Exceptional Care At Home Ltd will discuss with you, your individual requirements and the range of services we are able to provide for you.
- Omowunmi Raufu, or one of our team, will visit you in your home, or in hospital if necessary, and will write an assessment with you. This information will form part of your Care Plan which explains how we will be able to support you to achieve your care, health and wellbeing goals.
- If you have any questions, please discuss them with your Care Worker, or contact the Registered Manager, who will be very happy to answer them.
- Once you have agreed for Exceptional Care At Home Ltd to provide you with care and support, you will be asked to sign the Care Plan and sign that you give us consent to provide you with the care and support as planned.
- Before your service starts, we will make sure you know who is coming to provide your care and support, when they are coming and how long they will stay. Your Care Plan will tell them what they need to do when they visit you. We will also explain to them what your needs and wishes are.

## **Fees:**

The fees of Exceptional Care At Home Ltd are set out in the Service User Contract. If you would like details on the fees and terms of payment, you can discuss this with Omowunmi Raufu.



# Your Care Team



Working with the Disclosure and Barring Service (DBS), it is the policy of Exceptional Care At Home Ltd to adhere to:

- The Rehabilitation of Offenders Act 1974 (Incl. Exemption Order 1975)
- Health and Social Care Act (2008)

Exceptional Care At Home Ltd carries out stringent checks and enhanced Disclosure and Barring Service checks on all its staff. In addition, our policy further strives to provide protection by ensuring that at least two satisfactory, written references are obtained to provide information concerning individuals' competence, ability, trustworthiness and experience.

Staff will be required to seek confirmation of their status via an enhanced Disclosure and Barring Service check.

## **Matching Care Staff to Meet your Needs:**

For you to receive quality care, we understand that it is important that you can be

cared for and supported by staff who know what your needs, expectations and wishes are. We will make sure that we match your Care Worker to meet your needs and we will have a small team of Care Workers who will provide you with your care and support. This will ensure that you have enough cover when your Care Worker has holiday and that they can get to know you and what is important to you.

Obviously not everyone gets on with each other. If you are unhappy with your Care Worker, please bring this to the attention of the Registered Manager, (Omowunmi Raufu). The matter will be resolved sensitively and confidentially and a new Care Worker will be assigned to you if this is appropriate.

### **Holiday Leave and Sickness Cover:**

When a Care Worker is away, Exceptional Care At Home Ltd will make other arrangements to ensure that you receive the service you need. You will be informed in advance of the name(s) of the Care Worker(s) who has/have been selected to replace your regular one. If a permanent change needs to be made, we will discuss this with you. Exceptional Care At Home Ltd will make every effort to ensure that you receive a reliable service always.

### **Identification Badges:**

Care Workers are issued with a laminated, identification badge of Exceptional Care At Home Ltd that carries a photograph of them on it. Care Workers will show you the identification badge when they visit you. You must not allow a Care Worker into your home if you do not know them before they have shown you their identity badge. If you have any concerns about the person, you must contact the office.

### **Staff Conduct:**

- Staff will not directly charge you for any services provided. All charges must be documented and processed through Exceptional Care At Home Ltd.
- Staff are not permitted to accept any gifts in cash or kind from either yourself, your family or friends.
- Staff are not allowed to witness or benefit in any way from the Last Will and Testament of individuals using the services of Exceptional Care At Home Ltd.
- Staff are not allowed to bring pets, children or other family or friends with them when they are working in your home.
- Staff are not allowed to smoke or consume alcohol in your home.
- As a rule, Care Workers cannot conduct any activity that is not specified in the Service User's Care Plan, or which may place themselves or others in danger.
- Care Workers are not permitted to use your internet or Wi-Fi.

## **Your Care and Support:**

Your personal care and health care are planned in consultation with you, our staff and anyone else who is important to you, if you ask for them to be involved. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan along with details of your personal choices regarding the normal activities of daily living.

All Service Users are actively encouraged to become involved in the Care Planning process and will be consulted at each stage of the Care Plan.

Every time your Care Worker visits you, they will record what activities they have provided. If you decide that you do not want the care as planned on a visit, they will discuss this with you and record it in your daily progress record.

Your Care Worker is trained to tell Exceptional Care At Home Ltd when they do not provide your care as agreed in the Care Plan. This is to make sure we can respond if your needs change.

## **Risk Assessment:**

- The assessment of risk is addressed at the start of the service for each Service User and the results are integrated into the Care Plan. This makes sure that your views and the views of those important to you will be fully considered, as part of the person-centred Care Planning process.
- The following are examples of the types of risks we assess. We recognise your right to choose and your right to take risks, each risk will be discussed in detail and those discussions will be recorded. This will show the way in which Exceptional Care At Home Ltd aims to meet your needs and to ensure that we can work safely with you in your home:
  - Security in the home,
  - Fire,
  - Electricity,
  - Moving and handling,
  - Infection control,
  - Medication,
  - Handling money,
  - Personal Safety.

## **Review of Your Care:**

We will carry out service reviews within 6 weeks of your service starting and then every 12 months or more often if required. Changes in your Care will usually require a reassessment to make sure that your needs can be met. Please contact our office if



you wish to request a review or contact the Social Services or Health Authority who may be paying for your service on your behalf.

### **Short Notice Cancellations:**

We ask that you give us as much notice as possible if you wish to cancel your visit or if you are going to be away from home.

You can cancel booked, individual Care Worker visits by giving at least 24 hours' notice to Omowunmi Raufu. Cancellations, where less than 24 hours' notice is given, including booked Care Worker visits made where you are unexpectedly not present, or refuse entry, will be charged at the normal rate for the full booked visit.

### **Terminating your Contract with Exceptional Care At Home Ltd:**

You can cancel the service at any time (and for any reason) within 14 days of the date of this Agreement (the "Cancellation Period"). A Service User may, at any time and for any reason, give Exceptional Care At Home Ltd at least 14 days' written notice to terminate their individual service contract. If you give less than 14 days' notice, we reserve the right to charge a cancellation fee or a service suspension fee.

Please note, if you suspend the service for a period of time in accordance with the above paragraph, we cannot guarantee that the same Care Worker will attend your home when you resume the service.

### **Timesheets:**

It is the responsibility of each member of staff to ensure that their timesheets are fully completed and signed at the end of each assignment by the Service User.

### **Call Times:**

Call times are primarily set according to the Service User's wishes. Obviously, it is not always possible to achieve the exact requirements from day one and sometimes a compromise is reached. You will always be advised of any changes and your approval sought before any change.

Punctuality is a high priority and is monitored very actively. Our aim is to arrive on time, all the time. Our policy is that, if a member of staff knows that they will be more than 15 minutes late arriving, then the office or our out-of-hours manager will be notified and the Service User informed immediately.

# Key Policies and Procedures



## **Gender Choice:**

You have the right to choose the sex of the person sent to support you with personal care. This is because of the personal nature of the service. We will record your choice when we talk to you as part of the Care Planning process.

## **Handling Money:**

When Care Workers make financial transactions on your behalf for things like collecting pensions, shopping or paying bills, they will enter the details on the financial record sheet kept in your home. They will keep the receipt for shopping and count the change out to you. Care Workers must not be given cash cards or PIN numbers to obtain money from a bank on your behalf. Only financial arrangements that have been formally agreed and written in the Care Plan can be carried out for you.

Please contact the Registered Manager about any needs you have that are not being met, or if you are unsure whether or not they are being met.

## **Gifts, Wills and Other Documents:**

Exceptional Care At Home Ltd aims to make sure that you receive a care service of the highest possible standard. To make sure our staff always work professionally and to protect you and our staff from any allegation of financial abuse:

- Care Workers are not allowed to accept gifts of money or other presents.
- Care Workers are not allowed to accept loans.
- Care Workers must not buy lottery tickets or sell you raffle tickets
- Care Workers must not sell to you from mail order catalogues.
- Care Workers must not ask for sponsorship or for donations for charitable organisations or good causes.
- Care Workers are not allowed to act as a witness or executor to legal documents and Wills.
- Care Workers are not allowed to benefit from Wills.
- Care Workers are not allowed to recommend tradesmen or a member of their family or friends to carry out work in your home.

If you do require legal help, Exceptional Care At Home Ltd can refer you to an impartial or independent source of legal advice.

### **Keys and Key Safes:**

Care Workers do not usually hold the house keys of people they visit. However, if there is a reason why this needs to be done, it must be formally recorded in advance as described in The Management of Keys and Key Safe Security Policy and Procedure at Exceptional Care At Home Ltd.

Care Workers will be given the key safe combination numbers of the people they visit. The policy arrangements of Exceptional Care At Home Ltd ensure that these numbers are kept securely and are never written down with the address.

### **Medication and Healthcare Related Activities:**

Care Workers will administer medication but only when it has been agreed and written in the Care Plan. Both prescription and 'over the counter' remedies must be agreed beforehand so that it can be checked as to whether the medicines will have no 'side effects' if taken at the same time.

Care Workers receive training in the administration of medication and we have several medication policies at Exceptional Care At Home Ltd. Some health-related activities when agreed, need to be carried out under the supervision of a healthcare professional and staff will be only able to perform them when they have the correct training, are fully supervised and assessed as being competent to meet your health-related needs safely. Omowunmi Raufu will need to give approval before any support is provided. Care Workers are not allowed to administer medication from family-filled medication dispensers and no assistance can be provided that has not been formally agreed with the Registered Manager and detailed in the Care Plan.

Your Care Worker will record any medication administered on a Medication Administration Record each time they provide any medication administration support.



Any verbal reminders or physical assistance in relation to medication will also be recorded on a Medication Administration Record.

## **Confidentiality and Data Protection:**

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality Care, such information will be shared with members of staff who may be supporting you. You will be consulted, where appropriate, before information is released.

Information about you will be stored in paper form and may also be held on computer or other electronic devices. All are treated in the same strictly confidential way. Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure our services meet your needs,
- Helping staff to review the support they provide to you to help them achieve the highest standards,
- Investigating complaints or legal claims,
- Auditing of our services.

Sometimes information about you needs to be passed on to other organisations, for example, if you are receiving care from a GP or hospital. The types of organisations with whom we may share information about you are:

- GPs,
- District nurses,
- Other health professionals,
- Social workers,
- Care Quality Commission.

We have several policies about how we manage your personal information that comply with the General Data Protection Regulation and the Data Protection Act 2018 and you can speak to our Registered manager who is Omowunmi raufu for more information about this.

## **Equality and Non-Discrimination:**

Exceptional Care At Home Ltd offers services to all people without prejudice of their culture, race, ethnic origin, colour, religion, political beliefs, sexual orientation, marital status, disability or disease. We, therefore, believe that:

- You have the right to practise your beliefs, religion or culture without constraint by restrictive or discriminatory practice.
- You have the right to express your sexuality and to be free from discrimination

on the grounds of sexual orientation as well as the right to take free, informed, voluntary decisions on your sexuality, sexual orientation and gender identity, without coercion or discrimination.

- Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.
- All complaints will be recorded in such a way as to highlight repeated problems.

### **Infection Control:**

Care Workers are supplied with plastic aprons and gloves which they will wear when they carry out personal care duties. Care Workers need to wear protective clothing to prevent the spread of infection. Care Workers are also expected to wash their hands on entering and before leaving your home. Please contact the office if your Care Worker does not do this.

### **Smoke Free Law:**

Legislation states that a private dwelling is not defined as smoke free unless used as a place of work. At certain points in the day your home becomes a place of work for our care/support staff. For the health and safety of our staff, we ask you and anyone else present in your home, to refrain from smoking and ventilate any room that will be used for your care, for at least one hour before the agreed time.

If you smoke while your Care Worker is with you, the Care Worker will be obliged to leave your home for the duration of your smoking and shall not be permitted to re-enter your home until 1 hour after you last smoked. Any additional requirements or any variation to this clause will be specified in your Care Plan.

### **Private Work:**

Care staff are not permitted to undertake work for you privately and are not insured by us to be in your home either when you are not present or when they are not visiting as part of their agreed schedule of work with Exceptional Care At Home Ltd.

Any direct engagement by you of a Care Worker supplied by us shall render you liable to pay either a Permanent Engagement Fee to us totaling £1000.00, or to engage the Care Worker for a further 6-month period.

### **Protecting you from Abuse and Harm:**

Exceptional Care At Home Ltd is committed to ensuring that you will be protected from harm and abuse and enabled to live as independently as possible in a safe environment. Care Workers receive regular training on how people must be treated, and they are trained to recognise if someone is being bullied, physically abused or suffer financial, emotional and psychological harm. Person(s) such as informal Carers, relatives, friends and members of the Home Care Staff or other professionals can commit abuse.

Abuse can take form in subtle ways like Care Workers calling people pet names that

they do not like or speaking to someone else in a language they do not understand, so that they do not know if they are being discussed or not, or Care Workers using their mobile phone whilst they are providing care, or speaking over the head of a Service User to another Care Worker.

**Any reports of abuse or concerns of abuse must be reported to Omowunmi Raufu without fail. If you think you are being abused or are concerned you might be you can speak to Omowunmi Raufu.**

**If you do not think you can speak to someone at Exceptional Care At Home Ltd, you can contact Hertfordshire local Authority.**

### **Your Telephone:**

Your telephone will not be used by Care Workers except for the following reasons:

- You or they have a medical emergency. We will not be responsible for payment of your telephone bill.
- To make a free phone call to an Electronic Call Monitoring Provider upon arrival at and departure from your home. This will be discussed with you at the start of your service.

### **Withdrawal of Service:**

Where termination of contract is the only reasonable option after consideration, Exceptional Care At Home Ltd will ensure a reasonable notice period of at least 28 days, unless safety issues require a swifter departure from the service.

Although Omowunmi Raufu will take all possible measures to resolve problems, there are some reasons why the consideration of withdrawal of service have to be made and they are as follows:

- Physical violence towards staff.
- Serious verbal abuse towards staff which includes swearing, making derogatory remarks that are racist or sexist and that are meant to cause offence to staff.
- Refusing to adhere or co-operate with the risk control measures put in place under the Management of Health and Safety at Work Regulations 1999 and thus putting themselves and staff at risk.
- Withdrawal of service will be considered when there are risks present to the health and safety of the staff that are unacceptable and no control measures can be found.

Other reasons that Exceptional Care At Home Ltd will consider in the withdrawal of the service is the continual pressure on staff to perform duties that are not part of the agreed Care Plan and the continual undermining of staff or threats of physical violence.

If you have failed to meet your financial commitments to Exceptional Care At Home Ltd,

this will also be a situation where withdrawal of the service is considered.

<b>Telephone</b>	0208 2133137	
	0208 2133188	
<b>Mobile/Out Of Hours</b>	0794 3166184	
<b>Address</b>	4 Imperial Palace, Maxwell Rd, Borehamwood WD6 1JN, United Kingdom	
<b>Opening Hours</b>		
	Monday	08:00 – 18:00
	Tuesday	08:00 – 18:00
	Wednesday	08:00 – 18:00
	Thursday	08:00 – 18:00
	Friday	08:00 – 18:00
	Saturday	08:00 – 18:00
	Sunday	13:00 – 18:00

### **Hours of Operation:**

Exceptional Care At Home operates 24 hours a day, seven days a week, 365 days per year. Our office is open between 08:00 – 18:00, Monday to Saturday, and 13:00-18:00 on Sunday.. Please call the office on any matter related to your care.

If you need to contact someone from Exceptional Care At Home out of office hours, please call the duty manager on our mobile/out of hour's number given above.



THANK YOU  
FOR CHOOSING  
**EXCEPTIONAL  
CARE AT HOME**  
PROMOTING INDEPENDENCE,  
CHOICE & WELL-BEING



    @Exceptional Care At Home