

*Caring in Barnet
for over 30 years*



Your Guide to our Care

**Information and guidance for people with
care needs and carers**



Contacts

Barnet Home Carers
Barnet Carers
3rd Floor, Global House
303 Ballards Lane
North Finchley
N12 8NP

Centre opening times:

Monday - Thursday 9am-8.30pm
Friday - 9am-5pm

Telephone number:

0203 995 1909

Website:

www.barnethomecarers.org

Email:

donia.arnall@barnetcarers.org

OUT OF HOURS

07956 351 675

Registered Manager:

Donia Arnall

Deputy Manager:

Gerri Byrne

Care Coordinators:

Gloria Konadu-Boateng
Sara Hanunna

This document gives a detailed overview of the home care service that we offer. It covers our principles, our work ethos and many of our policies and processes in considerable detail. We hope that it will answer all of your questions, but, if it doesn't, please do not hesitate to contact us and ask for more detail. All of our detailed policies and procedures are available for you to see at any time and we are more than happy to send them out to you.



We have tried to inform you of everything you might need to know in this document while also making an effort to keep it readable.

Our staff team are always available, ready and willing to explain anything that you are unclear about, so if in doubt, just give us a call.

We look forward to serving you.

Best wishes

Mike Rich, Chief Executive
Barnet Carers

LOCAL AUTHORITY

Duty Social Worker
London Borough of Barnet
Adult Social Services
Barnet House
1255 High Road
London, N20 0EJ
020 8359 5000



INDUSTRY REGULATOR

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
03000 616161



Proudly providing care in Barnet for over 30 years

Barnet Carers Centre has been providing high quality home care across the Borough for over 30 years. We are a well known local charity providing support for adult and young carers as well as home care on behalf of the Local Authority and privately. Quality and the wellbeing of the people we work and care for is the driving force behind what we do, and we strive to improve our service every day.

We are very proud of our dedicated and caring staff, many of whom have worked with us for over a decade and some for quite a lot longer than that. Our home care management team have all worked as at-home carers and have years of experience. They are also live locally and know the Borough well.

We like to think that we provide the best home care in Barnet. We are responsive, empathetic, caring and available at any time you might need us.

If you are looking for high quality in-home care delivered by an established and trusted Barnet provider - you have come to the right place.



Donia Arnall
Barnet Home Carers

Donia started working for Barnet Carers over 18 years ago as a Support Worker.

She now manages the Home Care Team which she thoroughly enjoys. She is an animal lover and in her spare time likes to go on long walks with her dog and also enjoys keeping fit.



Meet the Team



Gerri Byrne
Deputy Manager

Gerri started working at for us in 2008 as a care assistant and is now our Deputy Care Manager. She is a people person and enjoys her work to support carers in Barnet.



Gloria Konadu-Boateng
Care Co-ordinator

Gloria has been a PCA for 12 years and is currently one of our Care Co-ordinators. What gets her up every morning and wanting to go to work is knowing there will be someone whom she will be able to support to make their day a bit easier.



Sara Hanunna
Care Co-ordinator

Sara has worked as a carer for 9 years and is now a Care Coordinator. She has experience of working with a wide range of people with varying ages and needs. Sara is a mum of two young children and loves getting out and about.

“ We aim to provide excellent service at all times to achieve what you want and need in your life.

We will listen and advise. We will do all we can to help you stay in your home.

We will treat you like one of our family - with care and compassion. First and foremost, we are there for you. ”

The first visit is to meet with you and find out what help may be needed. Then, if you are happy for us to support you, your needs will be carefully assessed.

The assessment will involve asking you questions about the kind of help needed, the times when help will be provided and how often this will be delivered.

These details will then be written into a **Personal Care Plan**. You will be given a copy of the care plan as well as the risk management plan. We will then match you with one of our care staff who has the skills, training and experience to meet your needs. The next step will be for us to introduce our chosen at-Home Carer to you and your support will start at the chosen start date. You or your representative and our Care Co-ordinator then sign the relevant documents to indicate that you agree with the service to be provided.

The Care Manager is always willing to discuss any issues you may have with the service.

All of our care packages are formally reviewed on a six monthly basis, and quarterly supervision sessions with our care staff ensure any issues are dealt with as they arise. We are in daily contact with our care staff which enables us to respond to any changes that might be needed.

Our principles

You, the person we care for, have the absolute right to:

- have care and support provided which is designed to meet your needs
- be supported by staff who are properly trained and who provide your care in a friendly, caring and respectful manner
- be treated as an individual, and to make your own decisions
- participate as fully as possible in developing your support/personal care plan
- request a review of your support/care package at any time
- have the choice of living in your own home
- decide who will and who will not enter your home
- have personal privacy for yourself, your belongings and affairs
- be listened to at all times and to have your thoughts, opinions and attitudes respected and considered
- have your values, beliefs and chosen lifestyles respected at all times
- have your personal dignity respected at all times
- be encouraged and supported to be as independent as possible
- not be discriminated against for any reason such as your race, age, colour, religion, sexual orientation, physical and financial circumstances and to have all such needs respected and accepted
- have access to your friends, relatives, and anyone who is important and to be assisted, where necessary in making such arrangements
- have access to personal files and information held about you
- have access to a formal complaints process and to be represented by a relative/friend/advisor
- have access to an interpreter or interpreting service if required

What if the regular Personal Care Assistant is not available?

If your regular at-Home Carer is not able to attend for any reason, you will be advised as soon as possible about alternative arrangements. Every effort will be made to ensure that services are not disrupted and also to keep the number of care staff involved in the service delivery to a minimum. If your carer leaves our employment, we will discuss with you the provision of an alternative carer. Sometimes, it may be necessary to introduce a new carer, because the regular carer may be on holiday or off sick. We maintain a register of fully trained at-Home Carer who are qualified to cover when the usual carer is not available.

Living Our Values

Barnet Home Carers works with a clear set of values that are placed front and centre of everything we do. We plan and carry out our work based on these values and we expect all of our staff to sign up to them and work by them. Our organisational values are:

Compassion

We will treat all of the people we work with and for with compassion and genuine care.

Transparency

We will be clear and open in all of our dealings with everyone. We will not hide anything and we welcome feedback to improve our service.

Integrity

We will do what we say we will do at all times. We can be trusted to deliver the services we have under taken.

Respect

We will treat all of the people we work with and for with the utmost respect and dignity.

Service

Service to individuals and service to the community lies at the heart of what we do as an organisation.

Togetherness

We will work together with individuals and organisations to make sure that we are fulfilling our values and working towards a community that cares.

What if my Carer does not arrive on time?

We think time keeping is essential and we pride ourselves on ensuring that we get to you when we say we will. However, occasionally there might be a problem and we will keep you in touch about your carers arrival. You can also call us on our out of hours telephone number: [07956 351 675](tel:07956351675)



What our at-Home Carers can do

- Come into your home to undertake the tasks usually carried out by a family member, spouse or someone else.
- Assist you with getting out of bed and standing up
- Help with Personal care such as washing, bathing, dressing
- Shopping
- Prepare meals
- Undertake light domestic cleaning
- Offer social support and companionship
- Assist with or administer prescribed medication
- Escort you outside the home (an external activities risk assessment may be required)

What our at-Home Carers cannot do

- Cutting toenails
- Administering controlled medication
- Giving injections





We provide services to:

- Older people
- Carers to have respite breaks
- Parent carers
- Adults and children with physical disabilities
- Adults and children with sensory impairments
- Adults and children with learning disabilities
- Adults with mental health needs
- Adults and children with a physical illness

We provide services where you need them:

- In the community
- In the your home
- In sheltered housing units
- In extra care housing schemes
- In day centres
- In care homes

Barnet Home Carers Standards for Carers and people with care needs

Barnet Home Carers is committed to working with carers and a person with care needs to provide a high quality, flexible service. We demonstrate our commitment to carers and people with care needs through the good practice of using a series of agreed standards.

The Standards are the assurances that Barnet Home Carers gives to the quality of service which it delivers.

- It aims to provide a regular/punctual service. In order to be punctual it is requested that the regular Carer returns home on time at the end of the at-Home Carers allocated time with the person with care needs.
- If there is a waiting list it will be monitored and contact made with carers and referrers as applicable.
- The service provided will be monitored by a spot check visit from the Care Manager or a Care Co-ordinator at least annually.
- An annual audit of service provision will be undertaken and will take the form of a confidential survey questionnaire sent to all carers and people with care needs who have used the service during the past 12 months.
- Telephone queries will be responded to within 48 hours.
- All correspondence will be responded to within seven working days.



Withdrawal of Service:

If it becomes necessary to withdraw a service from the client, the reasons will be given as soon as possible. Anyone else involved in the care arrangements will also be advised.

The reasons for withdrawing a service may include:

- Serious health and safety risks
- The services being provided are insufficient to meet the client's needs
- Non-payment of invoices (if self-funding).

Charges and Payments:

Self funding clients will be provided with a scale of charges during the initial home assessment visit. Details of full Terms and Conditions of Service are included in the Service User contract that clients are required to sign.



Keeping time

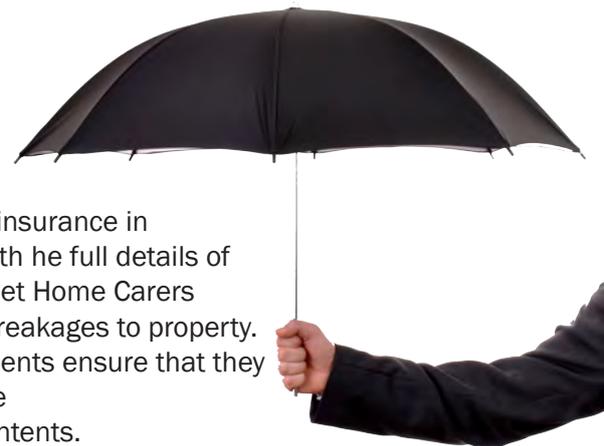
We use electronic monitoring via mobile 'phones to ensure that our at-home Carers keep good time and, if there are occasional delays due to traffic or weather, we can keep you up to date. Our carers sign in on arrival and sign out when they leave.

If you wish, these records can be made available to you.

Insurance:

Barnet Home Carers has public liability and employer's liability insurance in accordance with statutory requirements. We can provide you with the full details of our insurers and the insurance limits if you request them. Barnet Home Carers cannot, however, be held responsible for any loss, damage or breakages to property.

It is recommended that clients ensure that they have their own insurance for their property and contents.



Electrical appliances:

The client has a responsibility to ensure that all electrical goods in their home are safe and meet current safety standards. Our staff are not responsible for the safety of the fixtures and fittings in the client's home. If an at-Home carer has any concerns about the safety of an electrical appliance, they may refuse to use it and request that the client has it repaired or replaced.

“I have used a couple of local services but the care provided by Barnet Home Carers has been second to none. My mother is always genuinely excited and happy to see her carer. Something that reassures me that I have made the right decision.”

TERMS AND CONDITIONS

The Serious Stuff

Key Terms and Conditions for service provision:

1. The day service provides an opportunity for carers to be relieved of the caring task for short periods of time. This is usually on a regular fixed basis, but can also be arranged in whatever way suits the at-Home Carer and the person with care needs.
2. All staff have enhanced DBS checks and are selected through a rigorous recruitment process which includes written application, interview and obtaining two satisfactory written references. All staff participate in an induction programme and receive ongoing training to ensure they are qualified to a minimum of National Vocational Qualifications Level 2 in Health and Social Care.
3. The organisation uses a system of regular supervision for our at-Home Carers and quality control for service provision.
4. Our clients are strongly encouraged to participate in the Annual Quality Survey.
5. Any change to requirements must be agreed in advance between you, Barnet Home Carers and where applicable, the organisation that is funding care.
6. The client is entitled to request a change of at-Home Carer at any time.
7. This agreement and all rights under it may be assigned or transferred by Barnet Home Carers providing fourteen days notice is given.
8. A replacement at-Home Carer will be provided as requested for holiday and sickness cover.
9. If it is assessed that the at-Home Carer is at risk due to dangerous premises, dangerous equipment, verbal or physical abuse or racial harassment then care can be suspended.
10. Barnet Home Carers shall be entitled to vary these terms and conditions at any time.

Points 11 to 15 apply to private or self-funding Clients only

11. Barnet Home Carers will set up an account for services provided. All accounts are payable within twenty eight days of the date of the invoice.
12. In the event of any at-Home Carer who has been introduced by Barnet Home Carers entering directly into an agreement with the Client or any third party to whom the at-Home Carer was also introduced, the Client or third party shall be liable for a placement fee.
13. Barnet Home Carers will give a minimum of fourteen days notice of any increase in fees payable for services.
14. Barnet Home Carers will give a minimum of twenty-four hours notice to withdraw the service; except in the case of substantial breach in which case the services may be withdrawn immediately.
15. The Client must give Barnet Home Carers a minimum of twenty-four hours notice to terminate the service.

Policies & Procedures

Barnet Home Carers has a set of policies and procedures to ensure the delivery of quality care services. A summary of our policies and procedures are set out below, however full policies and procedures are available from the organisation and can be sent to you on request.

Health and Safety

Barnet Home Carers has a responsibility to make sure that clients are safe and protected at all times. All at-Home Carers carry an identity badge, which contains their photograph and the address of Barnet Home Carers. Clients should not allow anyone entry to their home claiming to be from Barnet Home Carers who is not able to produce an identity badge.

An at-Home Carer will be alerted to any possible risk or injury to the client or themselves. The Care Manager will conduct risk assessments in order to identify any risks to the client, the person being cared for, or the at-Home Carer, paying special attention to the following areas in order to prevent accidents or injury:

Hygiene and Infection Control

Barnet Home Carers fully acknowledges the need for staff to practise good hygiene to reduce the risk of cross infection. The necessary information, training and supervision are provided to all at-Home Carers to achieve this.

Hygiene

All at-Home Carers are issued with disposable plastic aprons and gloves for use when necessary. Please show the at-Home Carer where cleaning materials are kept in case they are needed and provide paper towels or kitchen roll for use by the at-Home Carer.

Food Hygiene

All at-Home Carers are trained in food hygiene to enable them to provide meals as safely as possible in the environment they are working in.

Equipment

It is important to ensure that any equipment that may be used by an at-Home Carer is in good working order. This includes electrical equipment such as the kettle, cooker and any special equipment such as hoists, stair-lifts, wheelchairs and other items.

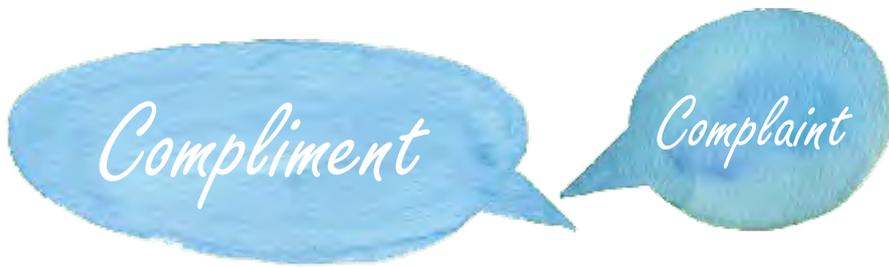
Moving and Handling

In providing support to carers and personal care support to people with care needs Barnet Home Carers recognises that an essential element of service may involve providing assistance with mobility, moving and handling. Any tasks that involve assistance with mobility must be fully risk assessed as part of the care planning process to ensure that we are not performing tasks that put people with care needs or staff at risk. Barnet Home Carers will carry out such assessments to ensure it fully understands the client's needs and will respect personal wishes with regard to mobility issues. All at-Home Carers are fully trained on how to assist with mobility. Training updates take place annually.

First Aid

Our at-Home Carers are required to undertake training in First Aid, so that they are able to deal with emergency situations if or when they arise. Where there has been an accident involving injury, the at-Home Carer must not attempt to perform any procedure, which could, if incorrectly applied, endanger the life or well-being of the injured person. Help must be summoned immediately by dialling 999.





Comments, Compliments and Complaints

If you wish to comment or make any complaint about the service being received from us, please contact the Care Co-ordinator. Comments, compliments or complaints can be made in person, in writing or by telephone. Telephone numbers are listed on the front page of this guide.

If you wish to make a complaint, the Barnet Home Carers team would like to know: the nature of the complaint, including date, time, place, who was involved etc. It would also be helpful to describe what resolution is being sought.

Who can help?

If you are unhappy about making a complaint and there is no one who is prepared to represent you, we will be pleased to find someone from an independent organisation to act as an advocate.

You may wish to ask a friend or relative to support you with writing and recording the complaint on your behalf.

After making a complaint – what you can expect

- You can be assured that we take complaints very seriously and are always thoroughly investigated;
- You will be sent a written acknowledgement of your complaint within two working days;
- If your complaint is not resolved within a week, you will be regularly advised of how the complaint is progressing;
- All investigations will be recorded and any action taken will be discussed and agreed with you as appropriate;
- We aim to resolve complaints within 28 days;
- When the complaint has been fully investigated, a letter stating the outcome and action taken as a result will be sent to you.

If you are not satisfied with any action taken to resolve the complaint, you can contact the local office of Government Regulators or the Care Quality Commission. Their contact details appear at the front of this guide.





Personal Care

All of our at-Home Carers are trained to provide a high standard of personal care. We define personal care as including the type of thing that you might always have done for yourself but now find yourself needing some support. This care includes toileting, bathing, dressing and undressing, assistance with shaving or brushing your teeth. We also provide support with mobility and journeys, assistance with any therapeutic programmes you may be on as well as with things like continence and the management of prescribed medicines**

The important thing for us is that whatever, the support we are giving, it will be carried out in a way in which you are comfortable with and maintains your dignity at all times.

Our at-Home Carers often take on the responsibility of complex care tasks. With this in mind Barnet Home Carers must be sure that its staff are trained and competent to undertake the care required. We do, however, recognise that staff, like most carers, are not qualified nurses and may not be able to perform some particular specialist care tasks. But if you ask us, we will often be able to organise for some staff to obtain specialist training so that we can help support your needs.

Specialist Care Tasks/Procedures

Our at-Home Carers are able to undertake some specialist care tasks if risk assessments and the appropriate training have been completed. Your carer will have been trained in the procedure before undertaking the tasks with you and a professional with relevant experience such as an Occupational Therapist, Speech Therapist, Pharmacist or Nurse will have signed a form to indicate their competence.

Specialist tasks could include:

- Assisting with nutritional feeding
- Replacing sterile dressings
- Administering rectal medication
- Tracheotomy care – oral suction
- Assistance with eye and ear drops
- Ileostomy and Colostomy care – change bags
- Catheter care – emptying, changing and monitoring catheter bags

at-Home Carers will not undertake tasks that require the skills and expertise of medical professionals.

Administration of Medication Policy

at-Home carers may only assist with or administer prescribed medication if this has been agreed as part of the Client Needs Assessment or Personal Plan. For further details of what can or cannot be done regarding medication, discuss with a Care Co-ordinator or ask for a copy of the medication policy.

The overall responsibility for medication will be with the General Practitioner, the District Nurse or any other health professional who has responsibility for your medical care..

Our at-Home Carers are trained to assist with or administer medication and if there are any special needs we will arrange further training for your carers.

Protection of Vulnerable Adults and Child Protection

Everyone working for Barnet Home Carers has a role to play in safeguarding the welfare of children and vulnerable adults. Our policies and procedures provide a framework to support the highest standards of good practice which begins with carefully selected, trained and supported staff. Close working relationships and clear reporting mechanisms with other agencies are developed in order to ensure the protection of children, adults with care needs and carers.

If the client thinks that they are being abused in any way, by any person, or is worried that someone they know may be being abused, let the Care Manager know. All staff are required to report any incidents, which may affect the health, safety and welfare of the clients.

Gifts and Gratuities

All Barnet Home Carers staff sign and adhere to a Code of Conduct and also work within the Code of Practice produced by the General Social Care Council. A copy of this is available on request from us. Alternatively, a copy of the General Social Care Council Code can be obtained by telephoning 020 7397 5100 in England.

Point 2.6 of the Barnet Home Carers Code states, "I will not accept any gift or money (other than a small token agreed by the Care Manager) which has been offered as a result of my position, unless it is a donation to the charity. I will not knowingly enter into financial transactions or be a signatory or beneficiary of a will or legal document (including cheques) for people using Barnet Home Carers services".



Insurance

To protect the carer, the person being cared for and Barnet Home Carers staff, whilst working with clients our at-Home Carers are covered by Insurance. To meet the terms of the policy the Care Manager will spend some time with the client and the person cared for in order to agree the service to be provided. Certain records will need to be kept in the home. If an at-Home Carer is required to perform some specialised tasks, the carer and the person cared for will be asked to give written consent to carry out these tasks.

Quality Assurance

Barnet Home Carers is regularly inspected by the Care Quality Commission to ensure that set out regulations are being met. These regulations ensure that:

- All the staff receive regular supervision
- The Client Needs Assessment/Personal Plan and Carer Assessment completed with the client/carer reflects their particular needs
- A Care Co-ordinator /Care Manager will visit regularly to make sure that needs are being met and that the client/carer is happy with the service
- The client chooses how and when the care is delivered
- Barnet Home Carers will regularly obtain feedback from clients to ensure that these quality standards are being achieved

In addition to Barnet Home Carers internal quality assurance programme, the organisation also adheres to the standards for domiciliary care produced by the Care Quality Commission, the General Social Care Councils' Code of Conduct for Social Care Workers and Employers of Social Care Workers.

Risk Assessments

On the first visit, a risk assessment will be completed. This will involve asking questions about personal needs and will include questions about mobility, medication, and general safety within the home. It is very important that information is given about any potential risk or change in circumstances that may affect the client's or the at-Home Carers health and safety.

Financial Transactions

Any money given or received, must be entered, agreed and signed by both the client and the at-Home Carer using the financial transaction record sheet in the Information pack. at-Home Carers cannot use their own money or credit cards when doing shopping for the client. at-Home Carers are not permitted to have access to the client's PIN for the purpose of obtaining cash from automated cash dispensers, banks or post offices.

Equal Opportunities

Barnet Home Carers recognises and respects carers and people with care needs as individuals and does not discriminate in relation to age, gender, physical disability, mental or sensory impairment, race, culture, class, economic factors, sexual orientation, marital status, political beliefs, religion or any other specific factor.

Barnet Home Carers expect clients to be treated equally and fairly at all times and will take individual cultural needs into consideration when developing an individual personal care plan.

If there are any concerns regarding discrimination contact the Care Manager immediately and follow the complaints procedure.



Management of Barnet Home Carers

Barnet Home Carers is a team within the charity Barnet Carers Centre. Barnet Carers Centre is governed by a Board of Trustees and regulated by the Charity Commission. The Board of Trustees have overall responsibility for the organisation and this responsibility is devolved on a day to day basis to the Chief Executive Officer.

More details about the charity can be found at the Charity Commission. Our annual report and accounts are available on request from Barnet Carers Centre and can also be viewed online at the Charity Commission website: <https://www.gov.uk/government/organisations/charity-commission>

The Registered Care Manager is responsible for the day-to-day management of Barnet Home Carers. We also have a Deputy Manager and two Care Co-ordinators who are responsible for a range of duties including assessments, matching clients and at-Home Carers, allocating and monitoring service provision and the supervision of the at-Home Carers.

TRAINING



Barnet Home Carers are proud to have become an accredited training provider of Advantage Training. We are now delivering Level 2 National Vocational Qualification's in Social Care. Over the next 2 years we intend to extend our training provision in order that we can provide to any of the more complex needs of the people we help care for.

At Barnet Home Carers, our aim is to provide the service that our clients need. To that end, we are always pleased to provide extra training to our staff if this is needed to help in your care.

If your needs are changing and you are in need of more complex support, please let us know and we will arrange to meet you to discuss any future needs.

Carers can now access information and services through the new Barnet Cares app. Available on iOS and Android, the app updates daily and has details of activities taking part at Barnet Carers, information for carers, useful video and other publications. Downloading the Barnet Cares app gives you a really easy way to stay connected with what is going on for carers - all directly to your mobile 'phone or tablet.



SOCIAL MEDIA



<https://www.facebook.com/barnethomecarers/>



@barnethomecarers



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Global House
303 Ballards Lane
London
N12 8NP

