
Service Users Guide

Domiciliary Care Services

Upon request, this information can be provided in Braille, large print, on cassette tape, or in the client's language of choice.

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About The Company: Legal Status and the Nature of the Services Offered

- Prestige Nursing is the largest independent Nursing Agency in the UK with branches throughout the UK, established in 1945.
- It is a second-generation family firm owned by the Bruce family.
- Prestige Nursing is a Limited Company (Registration number 1006953).
- It is a quality driven, innovative agency.
- Its success is based on providing a value for money, high quality service, using only selected care staff.
- Prestige Nursing is registered with the Commission for Social Care Inspection for the provision of Domiciliary Care Workers.
- Prestige Nursing is a member of the Recruitment and Employment Confederation (REC).
- Prestige Nursing is accredited with the ISO 9001:2000 quality standard.
- Research with our clients has shown that over 70% of the clients who responded, rate the customer service they receive from their local branch as 'Very good'.

Categories of Staff

Prestige Nursing offers care services as defined within the Department of Health Care Regulations for Domiciliary Care – Care Standards Act 2000.

Domiciliary Workers.
Auxiliaries and Assistant Nurses
Care Assistants
Support Workers

Aims and Objectives

The aim of the service

The aim of the service is to provide, a value for money, high quality service using only selected domiciliary support staff.

The objective of the service

The objective of the service is to offer a full range of domiciliary care staff to a wide variety of clients and to work in a collaborative and cooperative manner with all health professionals, community and social care workers involved in the provision of care in the following settings:

- Private Home Care and Healthcare at Home
- Care in the Community
- Intermediate Care in the Community
- Local Authority In-House Teams

Member Qualification, Registration and Induction

All management, nursing and support staff will have relevant qualifications and experience to work in care and healthcare settings. Branch Managers will have or be working towards the NVQ4 Registered Managers Award.

Qualifications and Eligibility of Support Staff

Support staff are required to have verifiable and referenced experience, they undergo induction and foundation standard training inline with the TOPSS requirement. Support staff either holds or are working towards NVQ2.

Induction Handbook

Induction for all members is carried out in accordance with the published Domiciliary Care Regulations. The process includes:

- Health & Safety
- Health & Safety Responsibilities
- Hazards, accidents and Injuries
- Using electricity safely
- Fire safety
- Hazardous substances
- Infection control
- Food safety
- Manual handling
- Personal protective equipment

Commission for Social Care Registration

Registered Provider: Prestige Nursing Limited
 1st Floor, Leo House
 Railway Approach
 Wallington
 Surrey, SM6 0JJ

Responsible Individual: Mr Jonathan Bruce

Registered Manager:

Registered Managers are required to be suitable and competent and have a sufficient range of knowledge for the effective and efficient running of the agency. All Registered Managers are required to complete the Registered Managers Award NVQ4 within five years of their application to the Commission for Social Care Inspection or, following that period, within two years of employment.

Contacting your Local Branch

Clients may book or cancel service provision by contacting their local branch during office hours these are universally 9am – 5pm. For convenience calls out of hours will be diverted to our central on-call service ensuring a 24hour service to all clients. Should sickness or absence occur outside of office hours the on-call service will co-ordinate appropriate cover. The service is also in place to support members outside of normal office hours.

The branch team who will be supporting your care:

Branch Manager

Name

Qualifications and experience/days

Telephone Number.....

Personal Profile

.....

Branch Assistant 3

Name.....

Qualifications and experience/days

Telephone Number.....

Personal Profile

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Branch Assistant 1

Name

Qualifications and experience/days

Telephone Number.....

Personal Profile

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On Call Team

Name.....

Qualifications and experience/days

Telephone Number.....

Personal Profile

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Branch Assistant 2

Name

Qualifications and experience/days

Telephone Number.....

Personal Profile

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On Call Team

Name.....

Qualifications and experience/days

Telephone Number.....

Personal Profile

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Complaints Procedure

To ensure that the service we provide matches your needs and expectations we would welcome any comments you may care to make. We need to understand if we have disappointed you in any way to enable us to improve our system.

If you wish to complain about any aspect of the service you have received for Prestige Nursing please be assured that we will treat the matter seriously. Please follow the steps outlined below:

- If possible discuss the problem with your local Branch Manager, who will do their best to resolve the problem quickly to your satisfaction.
- If you feel unable to discuss the problem with your Branch Manager, or they are unable to resolve the problem, you should contact the Regional Manager who is responsible for your area – this information can be obtained via the Branch Manager or from the Human Resources Manager at Head Office.
- If at any stage you are unhappy with the way in which your complaint is being dealt with you should contact the Human Resources Department at Head Office who will investigate the matter:

Human Resources Department
Prestige Nursing
Greenview House, 5 Manor Road
Wallington
Surrey SM6 0BW
Telephone: 020 8254 7500

You may also wish to contact:
Commission for Social Care Inspection

Insert Locality Address

Telephone:
Insert Locality Telephone Number

- On receipt of your complaint we will send an acknowledgement in writing within 2 working days, giving you an indication of the expected time-scales needed to resolve the issue. As we will need to consider and investigate the fully, it may take some time before we can respond in detail but this will be within 20 days.
- You will be notified of our investigation, finding and action taken as a result of the complaint.
- Once the findings have been reported back to you, if you remain dissatisfied you will be advised that you may contact the area registration authority. You are entitled to use their complaints procedure at any time – either in place, or as well as, Prestige's procedure. You may do so either from the outset of the complaint process or at any point thereafter.
- If you are still dissatisfied you may wish to implement the appeals stage of our procedure of that of the Registered Authority.

- Prestige Nursing will endeavour to aid local Registration Authorities with any investigation and related issues regarding complaints involving the company.

Circumstances for Termination of the Service

The client may withdraw from the service for any of the following reasons:

- If the client requests to terminate the service permanently 24 hours notice is required.
- If the client wishes to terminate the service temporarily.
- For further details clients should also refer to Terms and Conditions of Business.

Either party, for any of the following reasons, may terminate the service:

- If the care is delivered through a contract and the contract terminates.
- If the client does not provide a safe working environment.
- If after risk assessment, it is decided that the needs of the client are beyond the capabilities of the agency to provide care.
- If the client or other member of the household is threatening or abusive towards a Prestige Nursing member.
- On the grounds of racial discrimination against a Prestige Nursing member.
- If the client refuses entry to the Prestige Nursing member.
- If the client asks the member to leave.
- If credit control instructs the services to be withdrawn for non payment of invoices.
- If a regular member leaves for whatever reason and a suitable replacement cannot be found.
- If the agency feels that it cannot continue to deliver care in accordance with the care plan, for whatever reason.
- If the branch is no longer trading as a financially viable business.
- If the agency goes into liquidation.
- If the Registered Person retires or is incapacitated or leaves for whatever reason and a suitable replacement cannot be found.

The Agency's Charges

The agency charges for this branch are attached together with Terms and Conditions of Business.

Requirements in Relation to Timesheets

Timesheets are issued to all members of the agency on a regular basis.

The member will ask the client to initial each duty undertaken and also to obtain a full signature signifying agreement to all the details on the timesheet. Each timesheet must have the client's signature on it as this indicates the client's satisfaction with the care received.

The branch team and the Head Office accounts department will not process a timesheet, which does not have the client's signature.

Triplicate timesheets are issued. The bottom copy (blue copy) is left with the client for the client's own records; the top and middle copies are sent to the branch office on a Monday by the member for processing. This is then forwarded to Head Office.

If a member omits any item, he/she must ask or arrange for the client to sign a separate timesheet for the required amount of time. Under no circumstances should a member or a member of the branch team alter a timesheet after it has been signed.

The member must check that the client's signature has been transmitted clearly onto all three copies. The signature should be in black ink. Where the client's signature or initials are not clear, each page must be signed separately or an alternative signature arrangement made.

Any changes to the timesheet should be initialled.

A member of the branch team to ensure that they are completed correctly checks Timesheets.

Timesheets are reconciled to the client's care by the branch team.

If a client is not happy with the care received, he/she should not sign the timesheet, but speak to the branch manager about the cause of concern as soon as possible.

Paying for the Service

Copies of our client rates are enclosed with this information pack.

- When you have agreed service provision, you will be sent an estimate of the cost of the care.
- You will be sent 2 copies of our Terms and Conditions for Business.

You will be invited to sign and return one copy signifying your agreement to them.

- Service provision will commence.
- Every week, or at each visit, if attending only once in the week, the Prestige Nursing member will ask you to initial, on a time sheet next to the date and time, each care visit made to you, and then give your full signature at the end of the week in the signature space provided. Your signature is your agreement that the care has been given to your satisfaction.

If for whatever reason, you are not happy with the care you have received, you should not sign the timesheet but contact your branch manager as soon as possible to discuss your concerns.

A new time sheet will be presented to you each week. A copy of the timesheet will be left with you for your records (the bottom copy).

The time sheets must be signed in order for us to invoice you.

Please check that the member has completed the times, dates and travel correctly before signing.

Invoicing

A copy of the corresponding time sheet will be attached to the invoice so that you can easily check your records. You pay your invoice directly to our Head Office. Your local branch does not deal with financial transactions.

No monies should ever pass between the client and the Prestige Nursing member.

In addition, every month, you will receive a statement advising you of any monies outstanding on your account. This is not a demand; it is for your information.

Head Office, on becoming aware of an overdue account will contact the relevant Branch Manager who will contact the client directly to discuss any difficulties.

If you have any queries regarding your invoice, please contact your branch manager in the first instance, who will be able to determine the most appropriate person to help with your query.

Confidentiality and Data Protection

The policy of Prestige Nursing is to ensure that client confidentiality is retained at all times.

All Prestige Nursing members are required to read and understand the confidentiality section on their member application form and to sign their acceptance of our code of confidentiality.

They are advised that:

- They must safeguard the privacy of clients and not disclose any information about them to anyone other than those involved in their care, without the agreement of the client or someone authorised to act on their behalf.
- Failure to observe this code of confidentiality will be regarded as serious misconduct, which could result in their membership being terminated.

Prestige Nursing holds personal data relating to you. You are entitled to have access to data upon receipt of £10.

Clients no longer using the services of Prestige Nursing are entitled to instruct Prestige Nursing to have the data erased.

Incorrect data will be erased.

Client's personal files may be reviewed for the purposes of inspection, either internally for ISO 9001:2000 or for the purposes of investigating complaints. Personal files may also be reviewed at the time of inspection by the Commission for Social Care Inspection inspector. Client's who do not wish their personal data to be used in this way may advise the Branch Manager of this in writing.

Contact Sheet

Commission for Social Care Inspection (local office):

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Social Services Department (local office):

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Local Health Authority:

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Insurance Details

Employers Liability

Indemnity £10million
Insurers Ace European Group Ltd
Policy Period 30th June 2005– 29th June 2006

Public Liability

Indemnity £5million
Insurers Ace European Group Ltd
Policy Period 30th June 2005– 29th June 2006

Professional Indemnity

Indemnity £5million
Insurers Ace European Group Ltd
Policy Period 30th June 2005 – 29th June 2006

Medical Malpractice

Indemnity £2,000,000
Insurers Medical professional Liability Company Ltd
Policy Period 30th June 2005 – 29th June 2006

Statement of Purpose

The Statement of Purpose has been written in accordance with the domiciliary Care National Minimum Standards Schedule 1.

Aims and Objectives of the Service

The aim of the service is to provide a value for money, high quality service using selected care staff. The objective of the service is to offer a full range of care staff to a wide variety of service users and to work in a collaborative and cooperative manner with all health professionals.

Nature of the Service Provided

The ***** branch is involved with the provision of nursing care in the following settings:

- Private Homecare
- Care in the Community (Delete/ Amend as Appropriate)
- Intermediate Care in the Community
- Local Authority in house Teams

The Name and Address of the Registered Provider and Responsible Individual

The Registered provider is Prestige Nursing Ltd, First floor, Leo House, Railway Approach, Wallington, Surrey, SM6 0JJ.

The Responsible individual is Mr Jonathan Bruce BA (hons) MBA MCMI.

The Name, Address and Qualifications of the Registered Manager

The Registered Manager for ***** branch is ***** *****.

Range of Qualifications of Care workers Supplied and the Types of Settings in which they are supplied to Work

The ***** branch supplies the following care staff:

The care setting in which we currently supply Registered Nurses:

- Private Homecare
- Care in the Community (Delete/Amend as Appropriate)
- Intermediate Care in the Community
- Local Authority in house Teams

The Complaints Procedure

To ensure the service we provide matches the needs and expectations of our service users we welcome all comments. We need to understand if we have disappointed in any way, to enable us to improve our systems.

Please find below a summary of our complaints procedure, refer to PSN18a for full procedural information:

- If possible the problem should be discussed with the Registered Manager initially, who will do their best to resolve the problem quickly.
- If the Registered Manager is unable to resolve the problem communication should then be directed to the Regional Manager.

- If at any stage the complainant is unhappy with the way in which the matter is being dealt with the Human Resources Manager at Head office should be contacted.
- At any stage the Commission for Social Care Inspection can be contacted.

The Branch Address

CSCI Locality Address