

STATEMENT OF PURPOSE

Aims & Objectives

Ashridge Home Care aims to provide our clients with the highest standard of friendly dedicated personal and practical care in the comfort of their own homes.

Our priority is to ensure that our client can remain at home for as long as they want to. We also want to make sure that clients can remain as independent as possible.

We will provide a discreet and confidential service that respects the rights of our clients. We will ensure that our clients maintain a dignified and fulfilled life through carefully planned care and companionship.

Our overall objective is to make sure our clients are happy and safe.

Ashridge Home Care Services

Ashridge Home Care provides a bespoke tailored service that meets the needs of each person.

This includes around the clock home care to people who through illness, mental health, disability, or frailty require care and support in order to remain in their own homes.

Ashridge Home Care provides tailored care around the needs of each person. Services include:

- Companionship
- Housekeeping tasks such as laundry, changing beds and light cleaning
- Cooking and providing refreshments whenever needed
- Enabling usual routines like family visits or afternoon tea with friends
- Assistance with personal hygiene and appearance for example: bathing, washing, shaving, dressing, toileting
- Administration of medication
- Specific needs-based support for people with mental health
- Changing catheter bags or stoma bags
- Other important help like looking after pets or gardens
- Real time care monitoring that will benefit the client and their next of kin

Service Overview

Our service can enable our client to remain in their own home without the need to move into residential care. We will provide staff from our professional, friendly, and dedicated team of carers.

Some placements might be temporary - assisting after an illness or recuperating following an operation; or to take over providing care if a relative who usually cares for the client takes a holiday or is ill. However, many of our clients require long-term help, and we are able to arrange a small team of professional carers to provide continuous care and companionship. These carers are carefully managed and supported by a named Care Manager.

When a potential client (or their representative) contacts Ashridge Home Care our Care Manager will arrange to discuss their requirements and the service that can be provided. We will always provide information on the Company's fees and terms of business before any care takes place. There is no charge for our initial visit or any further assessment.

If specific mental health needs are identified our Care Manager will create a bespoke package to support these needs and associated challenges. Ashridge Home Care deliver specialist training to care staff that support mental health needs.

If the client wishes to use Ashridge Home Care's services, our Care Manager will visit to assess their care needs and to carry out a risk assessment. Normally this will be undertaken before the service starts (or later in exceptional circumstances). A written Client Plan, which will include the client's personal care and support needs and how a care worker will meet those needs, will be started during the assessment of needs using our electronic system eCare. This assessment will be finalised after consultation with the client. A copy of the plan will be provided to the client. The plan will be reviewed regularly using our electronic system and, following consultation with the client or their representative, revised accordingly. Copies of the updated plan will be made available to the client and their carer.

When care starts for a new client our Care Manager is able to arrive on day one to introduce the carer. If this is not necessary, they will visit within a few days to follow up. Before the carer arrives, they will be fully briefed on the clients care plan and requirements.

Home carers must have a two hour break every day and should usually have undisturbed nights.

We can supply full details of carer's background and experience, together with information about references.

Terms & Conditions and Fees

Ashridge Home Care will always provide information on the fees and terms of business before any care takes place. There is no charge for our initial visit or any further assessment. Clients will sign a Care Agreement with us, and this will clearly set out our fees and terms. We will always ensure that clients are fully aware of our terms of business before we start to provide care. There will never be any 'hidden' costs and there is no VAT added to care costs.

Quality Assurance Process

We are continually auditing the care being delivered, we do this through our e-Care system. The carer logs all activity in real time. The Care Manager will be alerted if there are any care tasks missed, such as medication. They can then follow up and resolve any concerns immediately.

In addition and more importantly, we provide regular visits to our clients to ensure they are happy and that we are meeting the objectives agreed at the start of the service.

Quality is also monitored by:

- Regular contact and supervision meetings between the Care Manager and Carer.
- Carers are visited whilst working with a client on an unannounced basis.
- Our Care Manager will visit clients to review the care plan after two weeks of the care starting and then again on a monthly basis.
- Records kept by the carer will be monitored in real time via our e-Care system.
- We will undertake an annual customer satisfaction survey.

Feedback from our clients and their families is welcome any time.

We value the work our carers do and in return for client satisfaction they receive a bonus on top of their salary. As part of our monthly contact our Care Manager will make sure that our clients are happy with the care being provided.

Key Policies

Ashridge Home Care Limited is a member of the Home Care and follows the Code of Practice of the organisations. The Home Care Association Code of Practice provides the guidelines to operate in such a way that the highest standards of care are provided, the rights and welfare of clients are paramount, and the rights and welfare of care workers are protected.

Ashridge Home Care endeavours to ensure that all clients, their relatives, and representatives are treated with respect, their dignity is preserved at all times, and their right to privacy is always

observed. Careful note is taken of any representations made by or on behalf of the client and they are kept informed and encouraged to participate in choices concerning their care. This enables them to enjoy as much independence as possible.

Clients' confidentiality is respected at all times and all clients' information given to care workers is kept securely. They or their relatives or representatives (with the permission of the client) are able to see their personal files. These files may be reviewed as part of the inspection and regulation process.

The Company aims to be an equal opportunity employer and care workers are selected solely on merit irrespective of race, sex, sexual orientation, disability, religion, or age.

Carers should not be subjected to physical or verbal aggression in a client's home. Care workers are instructed to advise Ashridge Home Care immediately if a client shows signs of behavioural problems due to their health. Ashridge Home Care will contact the appropriate authorities for advice and re-assessment of the client's care plan.

Ashridge Home Care Limited

Key Contacts

Local Government Ombudsman: PO Box 4771
Coventry
CV4 0EH

Care Quality Commission: CQC South East
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Fax: 03000 616171
Email: enquiries.southeast@cqc.org.uk

Hours of Operation

The office is open during normal office hours. Out-of-hours, a Duty Care Manager may be contacted via the office number. Clients benefit from the peace of mind of 24-hour telephone support, 365 days per year.

The Registered Manager (the person registered with CQC)

Name: Catherine Sadler
Email: catherine@ashridgehomecare.co.uk
Telephone: 01494 917 344

The Managing Director (the person responsible for the day to day running of the business)

Name: Trudi Scrivener
Email: trudi@ashridgehomecare.co.uk
Telephone: 01494 917 344

Insurance Cover

Ashridge Home Care Ltd holds the following insurance cover:

- Employers Liability Insurance, the minimum amount of cover is no less than £5,000,000.
- Employment Agents Combined Liability.
 - Employers Liability limit = £25,000,000*.

- Public Liability limit = £2,000,000.
- Products Liability limit = £2,000,000.
- Employment Agents Professional Indemnity (£100,000 any one claim or series of claims resulting from a wrongful act).

*Terrorism exclusion clause applies.

Complaints and Compliments Procedure

We see complaints as an opportunity to learn and improve our service. Should there be a problem with any aspect of the service which we provide, it is important that the client contacts us regarding this. It is important that the client should tell us of their concerns as soon as they arise in order that we can investigate and, wherever possible, rectify the problem as soon as possible.

A formal complaint should be made directly to the Registered Manager either by phone or in writing. We will reply to any complaint within 5 days of the initial complaint and explain to the complainant what will happen next.

Should the client feel that their complaints are not being adequately dealt with then they should contact Trudi Scrivener, Director and founder either by telephone or in writing. The Director will be happy to talk to the complainant regarding the difficulties and would normally hope to be able to visit in order to deal with the complaint. All complaints are treated in the strictest confidence.

It is our policy to ensure that clients are kept informed during each step of the investigatory procedure. In the event of the client being unsatisfied at any stage, you could contact the Care Quality Commission:

CQC South East, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 03000 616 161
enquiries.southeast@cqc.org.uk

Compliments are also welcome, and we would encourage clients to let us know if they have been particularly happy with the service so that we can pass on the details to the staff involved.