

# Client User Guide

Lilies Home Care  
16 The Green  
Idle  
Bradford  
BD10 9PR  
Tel: 01274 689944  
Email: [enquiries@lilieshomecare.co.uk](mailto:enquiries@lilieshomecare.co.uk)



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## About Us

### Our Staff

We spend a considerable amount of time developing, training and supporting our staff. This way, we can ensure that the care we are providing is of a very high standard and that the carers are happy and are able give the quality of care we require and expect. We feel it is very important to support our staff within their role

Our staff help to develop a person's skills and personal independence, they provide people with freedom of choice and control, and they make lives as comfortable, happy and as great as they can be. It's all about treating people with dignity. We believe that's what everybody deserves.

### Our Clients

We care about all our clients and we love building relationships with them at Lilies Home Care. We like to get to know our client's preferences, so we can make sure that everyone is as happy as possible. We have regular communication, making sure our clients receive that all-important continuity.

We believe that by developing relationships with our clients and our staff, the outcome is the most positive for people who require care.

### Standards

Standards are something that we all take very seriously at Lilies Home Care and something that will never, ever be compromised. We are proud of whom we are, and we love what we do, and the only way we can carry on doing what we're doing is by making sure our standards are kept to.

Feedback from everybody is crucial for us to know exactly how we are doing and how we can improve, so we make sure that appraisals, feedback forms, spot-checks and supervisions are completed on a regular basis.

Standards encompass a lot; responsibility, equality, honesty, treating people with dignity, developing a person's independence and a whole lot more.

### Respect

We have always been big believers in the idea of earning respect. In order for you to respect what we do, we absolutely have to make sure that we treat everybody with the respect that they deserve.

We make sure that respect filters through everything we do at Lilies Home Care. Respect for people's individual needs and working relationships, their confidentiality and safety, their diversity and their privacy.

### Caring

We Care. This is the most important thing to us and crucial for you. It is what we do and what we will continue to do all the time.

We're always at the end of the phone...24 hours a day, 7 days a week. 365 days a year

## Our Promise

Our promise is to provide a service that is based around the following principles...

- To be uncompromising on our high standards
- To ensure the most appropriate and safest working practices
- To provide a tailored service that is specific to the needs of our client
- To maintain an affordable and competitive pricing structure
- To maintain and promote our clients' independence
- To treat our clients with respect and dignity, always

## The Staff We Supply

We provide the following staff...

- Senior Carers
- Carers
- Support Workers
- House Keepers

## The Areas We Cover

We cover the following sectors...

- Care at Home - Adults in their own homes
- Care Homes – Such as nursing and residential homes
- Local Authorities

## The Services We Offer

We provide the following services...

- 30 minutes – 24-hour Care
- Personal Care
- Support
- Companionship and Social Activities
- Domestic and Housekeeping
- Meal Preparation
- Shopping
- Medications
- Escorting to Appointments

## The People We Provide For

We provide care and support for...

- Young Adults (18yrs +) and Older People
- Dementia
- Eating Disorders
- Learning Disabilities
- Mental Health
- Personal Care
- Physical Disabilities
- Sensory Impairments
- Substance Misuse

## We provide a service 24 Hours a day, 365 days a year...

The office hours are...

Monday - Friday

09:00 – 17:00

The office address is...

Lilies Home Care

16 The Green

Idle

Bradford

BD10 9PR

Outside of the office hours, a 24/7 on-call service is provided. The landlines are diverted to a mobile phone and there will always be someone to answer your call. The on-call service is operated by our office staff who work full time during the week at the office. Our clients are assured that the on-call service is fully aware of all bookings and situations that have occurred.

In the unlikely event the landline fails, we can be contacted on the mobile number below...

Tel: 01274 689944 (diverted to the On Call line)

E-mail: [diane@lilieshomecare.co.uk](mailto:diane@lilieshomecare.co.uk) / [charlotte@lilieshomecare.co.uk](mailto:charlotte@lilieshomecare.co.uk)

## Compliments, Complaints and Comments

We want our Clients to get the best possible service from us, and their compliments, complaints and comments are always welcomed. These can be made either verbally, in writing or in person to the Care Manager.

A full copy of the Compliments, Complaints and Comments policy can be requested from the Care Manager. Any person acting on behalf of our Client will also be provided with a copy on request.

If a Client or their relative is unhappy with something we have done or failed to do in a reasonable way, we will aim to put things right immediately. Please contact the Care Manager using the details below.

### The Care Manager...

Lilies Home Care

16 The Green

Idle

Bradford

BD10 9PR

Tel: 01274 689944

Email: [charlotte@lilieshomecare.co.uk](mailto:charlotte@lilieshomecare.co.uk)

In the unlikely event that your complaint doesn't reach a satisfactory outcome you have the right to notify:

The Care Quality Commission  
 City Gage  
 Gallowgate  
 Newcastle Upon Tyne  
 NE1 4PA

Tel: 03000 616 161

## Safeguarding of Vulnerable Adults

### SAFEGUARDING GUIDANCE

Lilies Home Care takes its safeguarding responsibilities very seriously and is committed to dealing effectively with all aspects of abuse.

If you suspect abuse has occurred, you **MUST** report it to the Manager at Lilies Home Care immediately.

Lilies Home Care must be informed in the first instance:

**Lilies Home Care      01274 689944      Anytime**

In the unlikely event that Lilies Home Care does not respond to your report you should approach an external body that will be able to assist with your concerns.

### Other Relevant Organisations Offering Help and Advice

Bradford Adult Protection Unit	01274 431 077	Mon – Thurs 0830 -1630 Fri 0830-1600
Emergency Duty Team	01274 431 010	Mon – Thurs 1700-0730 Fri-Mon 1630-0730
Care Quality Commission	03000 61 61 61	Mon – Fri 0830-1730
Action on Elder Abuse	02088359280	Mon – Fri 0900 -1700
Public Concern at Work	020 31172520	Mon – Fri 0900-1800
Police (Emergency)	999	Anytime
Police (Non- Emergency)	101	Anytime

## Confidentiality

The nature of our service means that much of the information provided to us is highly personal and sensitive. We recognise that our Clients have a right to privacy and dignity, and that this extends to the manner in which we handle information about them in such a way as to cause as little as possible intrusion on those rights.

All information held by Lilies Home Care about you will be handled, shared and stored in line with the Data Protection Act and Lilies Home Care Confidentiality Policy and General Data Protection Regulation (GDPR) Policy.

## Policies and Procedures

We have policies and procedures to ensure that all our Clients receive the best possible service from staff who understands what is expected of them. Policies are reviewed regularly and meet all the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Essential Standards of Quality and Safety produced by the Care Quality Commission.

Our full policies and procedures are available to view by Staff and Clients at the Lilies Home Care office. These are reviewed and updated on an annual basis or sooner if required.

## Equal Opportunities

We recognise and believe that prejudice, discrimination and harassment are totally unacceptable. Lilies Home Care observes equality of opportunity in its employment practices and procedures.

Lilies Home Care is fully committed to promoting a good and harmonious working and living environment where every person is treated with respect and dignity and in which no member of Staff or Client feels threatened or intimidated.

The aim of the policy is to ensure that neither we, our Staff, Clients or Suppliers discriminate in any situation against another individual or group, directly or indirectly.

## Quality Assurance

Lilies Home Care has a strong emphasis on providing the highest quality service possible to all of its Clients and believes that, no matter how good the present service is, there is always room for improvement.

Our Quality Assurance includes:

- A three-monthly review of all care and support provided.
- Surveys of Client satisfaction every six months and where appropriate their relatives or representatives, to obtain views and opinions to improve our service.
- Complaints & Compliments Policy which encourages feedback about our services.
- Thorough checks on all staff during the recruitment and selection process

- Close supervision of staff and services via regular direct observations by experienced members of staff.
- Regular supervision meetings between each care/support worker and their line manager
- Procedures for managing poor performance or conduct of staff
- Regular staff meetings including quarterly Staff Forums to share best practice
- An annual review of all policies and procedures.

## Recruitment of Staff

It is essential that we identify Staff who we can be confident will provide an outstanding level of care to meet the needs of individual Clients. People with the ideal mix of experience, formal qualifications and positive attitudes are required to provide care to our Clients. All Staff have been interviewed, screened, reference checked and trained. You can rest assured Lilies Home Care do not employ Staff with any cautions, convictions, reprimands or warnings entered onto their criminal record disclosure. Confirmation of this is obtained from the Disclosure and Barring Service before Staff can start work. Staff training will be updated annually, and staff will receive ongoing monitoring and support in order to enhance their skills.

## Care Planning and Risk Assessment

A risk assessment will be undertaken by a trained and qualified person before a member of Staff can commence their work. This will identify any potential risks associated with the provision of care, including any risks associated with medication and other health related activities. The risk assessment will be reviewed every 3 months or sooner if required.

The risk assessment will include an assessment of the risks for the Client to maintain their independence and promote safety whilst living in their own home. The views of our Client and where applicable their family/representatives will be taken into account.

A moving and handling risk assessment will be undertaken to determine if Staff are required to help our Client with any manual handling task, such as assisting in the shower or helping to get in or out of bed. Any equipment should be in a safe condition to use and inspections by the manufacturer/supplier must be up- to-date.

A plan to manage risks will be drawn up in consultation with the Client and a copy will be in their Care Plan for both the Client and the member of Staff to refer to. Clients are required to sign the care plan to confirm they been involved in the process and agree with the content within it.

## Gifts and Bequests

Lilies Home Care staff are not permitted to sell or dispose of goods belonging to a Client.

Lilies Home Care staff are not permitted to borrow from, or lend money to a Client

Lilies Home Care staff are not permitted to use the property or vehicle of a Client for personal use

Lilies Home Care staff are not permitted to sell items to a Client

Under no circumstances must Lilies Home Care staff assist with the drawing up of a will, act as a witness or be an executor to an estate or bequest. Clients must seek advice from their family, solicitor, Citizens' Advice Bureau, or other advocate.

## Insurance

Whilst providing care and support to you, Lilies Home Care staff will always treat your property and possessions with respect. However, on occasions accidental damage and breakages could occur. Lilies Home Care can accept neither liability nor responsibility for this type of damage. We would recommend that claims be processed through your own home insurance. It is advisable to contact your home insurance company to inform them of your intended home care arrangements. Lilies Home Care holds insurance cover for Employers Liability, Public Liability and Professional Indemnity. Further clarification can be obtained from the Registered Manager should this be required.

## Service Costs

Charges are calculated for the type of work undertaken and the number of hours worked. They are subject to review from time to time and clients are notified in writing of any variations. All charges are payable to Lilies Home Care and we are responsible for paying the worker, making the appropriate deductions for tax and national insurance as required by law. All payments made to Lilies Home Care shall be made against the relevant invoices. A weekly Standing Order is our preferred method of payment.

Clients may make a weekly payment by using any of the following methods, subject to agreement:

- Cheque
- Standing Order
- BACS
- Postal Order
- Cash

Invoices will be produced and posted on a weekly basis. Payment is required on receipt of the invoice.