

Crossroads Care Staffordshire

Information for carers and those
with care needs who use our
service



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CROSSROADS CARE STAFFORDSHIRE

Proud to be part of Carers Trust, the leading charity for carers.

A carer is...

A carer is someone of any age who provides unpaid support to family or friends whose health or wellbeing could suffer without this help. This could be caring for a relative, partner, child or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Our vision

Crossroads Care wants every carer to be recognised, supported and offered services to help them maintain their own health and wellbeing.

Our mission

Crossroads Care Staffordshire:

- Provides services that respond to the needs of carers and the people they support, offering carers peace of mind and understanding
- Works with them and other stakeholders to influence service innovation and growth.

Our values

Crossroads Care Staffordshire places carers and the people they support at the heart of everything we do.

- Trust – we understand that our services only respond to carers' needs when they trust us to care for the person they support.
- Involvement – carers and the people they support drive Crossroads Care service design and development.
- Quality – we ensure that our services are high quality, flexible, responsive and continually improving.
- Family friendly – we recognise that our service impacts on families and friends – not just the carer and the person they support – and so we design our services with that in mind.
- Availability and accessibility – we work to make our services available and accessible to as many carers and people they support as possible.
- Dignity and respect – we always treat carers and the people they support with dignity and respect.
- Working for change – we work proactively with government and policy makers at national and local level to influence legislation and practice.
- Partnership working – we actively explore opportunities for establishing joint projects and relationships with other organisations that will improve services for carers and the people they support.
- Learning – we learn from the good practice of others in order to improve our services for carers and the people they support and we encourage others to learn from us.

Crossroads Care Staffordshire is a specialist voluntary organisation providing support to carers and people with care needs in their own homes and within a wide range of community settings.

We operate as an independent unincorporated charity working in Staffordshire and Stoke on Trent.

As a Network Partner of Carers Trust, we work within a framework of national policies, procedures and guidance to ensure a high quality service to carers and the people they care for. In addition, support and guidance are available from Carers Trust on all areas of activity.

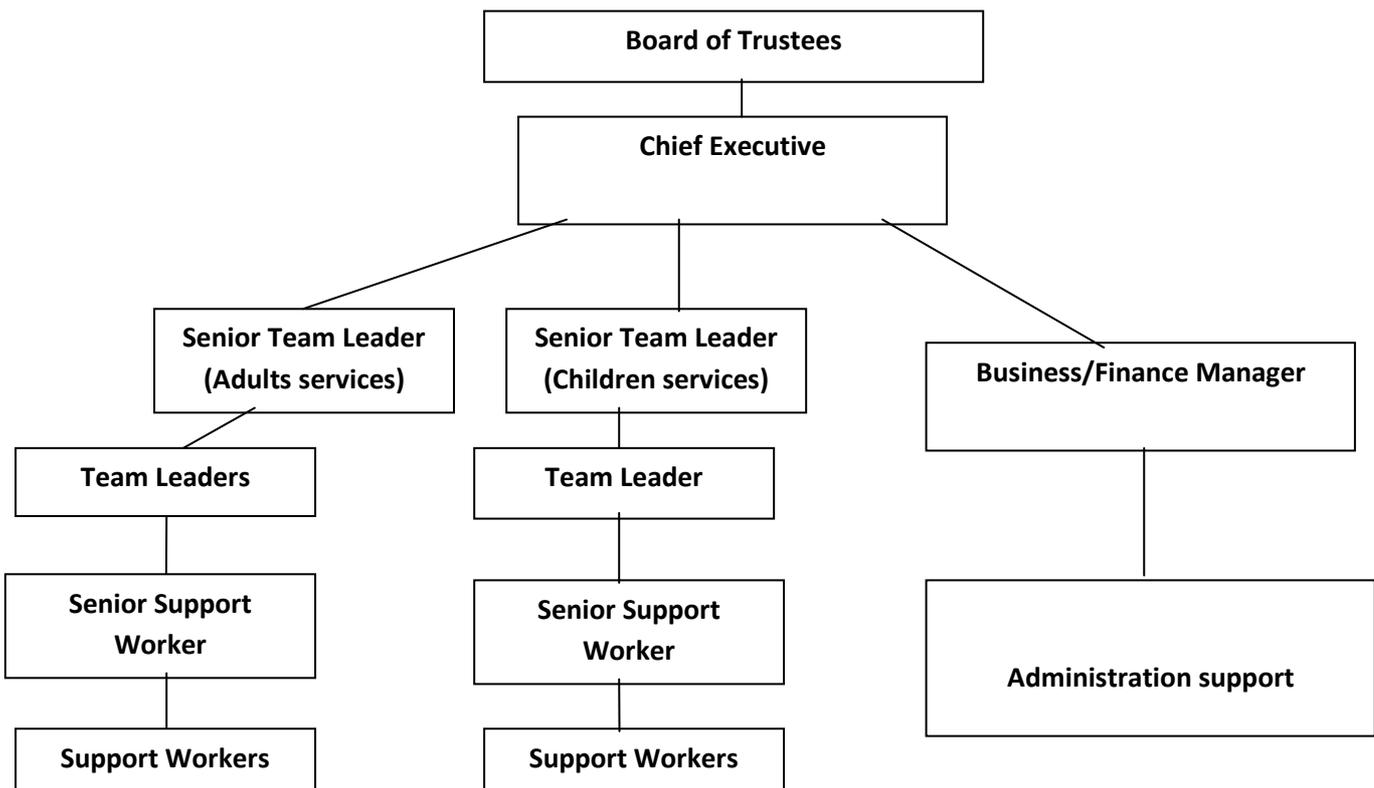
Our Charity Number is: 1040583

Our Company Number is: 2944546

Crossroads Care Staffordshire is registered with and regulated by the Care Quality Commission (CQC). As a condition of registration we are required to provide a Statement of Purpose. This provides detailed information about our organisation and the services we offer. If you would like to see a full copy of the document, please contact Angela Ahuja, Chief Executive.

MANAGEMENT OF CROSSROADS CARE STAFFORDSHIRE

Crossroads Care Staffordshire is governed by a local board of trustees who are volunteers. They bring a range of skills and experience to the board and have overall responsibility for the service. The board of trustees delegates the day-to-day running of the organisation to the chief executive. There is also a Carer Representative who attends Board meetings and this individual has the responsibility of ensuring that Carers views are taken into account when decisions are made at Board level. If you would like to contact this individual please write to the contact address provided on page 16 of this guide – please mark your correspondence for the attention of the Carer Representative.



HOW WE CAN HELP

Crossroads Care Staffordshire respects the individuality of both carers and those they care for and seeks to promote choice, independence, dignity and safety. We believe that carers should have access to high quality services that enable them to take a break from their caring responsibilities. We aim to provide a flexible, adaptable service that meets their needs and those of the person receiving care.

Our service aims to be user-led and person –centred, We seek not only to meet personal care and support needs, but to identify a person's desired outcomes and wishes and to help them achieve these.

All agreed outcomes and requirements will be documented in a person –centred plan of care and support referred to as a care plan which staff will work from during each visit.

The care planner will normally introduce your care worker/s and you will have opportunity to explain your usual routine to them.

ADDITIONAL SUPPORT SERVICES

In addition to the core services described above, Crossroads Care Staffordshire has also developed a range of additional support services:

- Day Opportunities – centre based at our venue in Shelton or 1:1 community based support.
- Home Care Support Service – home based support service caring for the individual in the comfort of their own home.
- Aiming High Activities for children with a disability – allowing carers/ parents a break from their caring role by providing trips/ activity days for children aged 0-18.
- Palliative Care Services – a service offering carers respite and short term breaks from their caring role so they are able to have time to themselves. This promotes carer breaks and prevents carer breakdown.
- Young Carers project – to support young carers through a 10 week programme using a range of techniques to allow young carers to share their caring experiences and to discuss support networks and coping methods. This is then followed by monthly reunions
- Stepping Stones – a project to support Young people, aged 14-18, living with a disability, whilst they are moving through their transition to adults services

Service Costs

- Day opportunities - centre based at our Venue £35 Standard / £42 Enhanced based on a 6 hour period.
- Day opportunities - 1:1 community - £27 based on a 2 hour period
- Home care - £8 for 30 minutes, £11.25 for 45 minutes, £14 for 1 hour.
- Aiming High – Free of Charge for individual's ages 0-18 years.
- Young Carers Groups – Free of charge for 7-17 years.
- Palliative Care Service – Dependent on area, this service may be free of charge.

- Direct Payment - £13.50 per hour
- Private Purchase - £14.50 per hour.

All care services we provide can be purchased via direct payment. Some support, depending on the funding source, is completely free to the individual and their carer/family.

THE DELIVERY OF CARE AND SUPPORT

Telephone queries will be responded to within two working days.

All correspondence will be responded to within five working days.

Our service may be cancelled or withdrawn under the following circumstances:

- Risk to staff
- Dangerous premises
- Dangerous equipment
- Verbal or physical abuse of staff
- Non payment of fees

Service may also have to be withdrawn if it is found that a safe and consistent service cannot be provided due to change in circumstances. This will be communicated with the carer and withdrawal of service will be conducted in a planned and co ordinate manner.

Please note: Crossroads Care Staffordshire operates a zero tolerance of vilonce, threats or abuse (both verbal and physical) against our staff.

We aim to provide a reliable service. In order for us to arrive punctually to all our families, we ask that you return home on time at the end of your care worker's allocated time with you.

If at any point you have any issues or concerns with the service provided, feel free to get in touch with your Team Leader who will be glad to help.

TERMS AND CONDITIONS FOR PROVIDING THE SERVICE

Full details of the terms and conditions that apply to Crossroads care Staffordshire are provided alongside this guide.

QUALITY ASSURANCE

As members of the Carers Trust, we adhere to an internal system of quality assurance and are audited on a regular basis.

We also comply with the Care Quality Commission's "Standard of quality and safety" in England and he General Social Care Council Code of Practice for Social Care Workers and Employers of Social Care Workers. Please ask to speak to Angela Ahuja if you would like information on how to access these documents.

Crossroads Care Staffordshire – Service review of client satisfaction 2014

- *96% of Carers feel fully consulted about the arrangements for the provisions of the support that they receive and feel fully informed about the service itself.*
- *94% of Carers are able to take a break from their caring role.*
- *81% of Carers are satisfied with changes to service that may have resulted from staff absences*
- *96% of Carers feel comfortable to provide feedback about the service and support that they receive*
- *92% of Carers said that the service met their needs*
- *93% of Carers said that the service gave them peace of mind*
- *94% of Carers said that the service respected their confidentiality*
- *92% of Carers said that the service met the needs of the person for whom they care*
- *85% of Carers said that the service provided stimulation for the person for whom they care*
- *78% of Carers said that the service promoted independence for the person for whom they care*
- *91% of Carers said that the service respected the confidentiality of the person for whom they care*
- *96% of Carers feel that the service is provided with dignity and respect*
- *94% of Carers feel confident in the standard and reliability of the service*
- *94% of Carers rate the service as good or very good*
- *98% of Carers tell us that it is likely or extremely likely that they would recommend this service*

Comments:

- *A tremendous relief. I can go to work and concentrate on my job*
- *Carers (Care staff) are always on time so I am able to arrange to meet my friends and have a break*
- *Only one visit per day. I am still caring for my parents the rest of the time*
- *We definitely couldn't manage without the service*
- *The staff are very good I couldn't wish for better.*
- *Yes and no. Sometimes staff who have not been out with the service user have not always been informed of what the service user likes to do.*
- *Very happy to talk to anyone about this amazing service*
- *To date this service has been very professional. Cannot fault members of staff*
- *I have good feelings about this service*
- *We would be happier if we had the same care support worker consistently*
- *Mum can be difficult at times but the carers always seem to handle her with sensitivity and tact*
- *The carers have been so thoughtful and respectful of Dads needs*
- *Cannot be faulted. Your carer is a valued member of the family*
- *Stimulation provided by carers is invaluable*
- *Our carers are lovely professional and sympathetic to John's needs. Well done*
- *The carers who we have had contact with have always been kind caring and professional*
- *Mum looks forward to R's visits. She is a very caring lady*
- *Mandy works very hard and is one of the nicest people you could wish to meet. Her dedication, care and kindness is first class*
- *Have always been satisfied with all aspects of Crossroads Care and my cousin is always happy and very contented when anyone has been*
- *Excellent punctuality to date – arrives early*

KEY POLICIES AND PROCEDURES

1. HEALTH AND SAFETY

The care planner will carry out a full risk assessment of services to be provided, paying particular attention to the following areas.

Equipment

As a householder it is important that you ensure any equipment that may be used by Crossroads Care Staffordshire's staff whilst providing a service in your home is in good working order. This includes electrical equipment such as kettles, cookers or vacuum cleaners and any special equipment such as hoists, stair-lifts, bath seats and wheelchairs.

Our care workers are supplied with and required to use a power breaker when using electrical appliances in your home.

Please note that our care workers are not permitted to take any of their own electrical equipment (for example food mixers, irons, heaters) into your home.

Mobility assistance (moving and handling)

All mobility assistance and manual handling tasks will be assessed as part of the care planning process to ensure no one is put at risk. We will involve both you (the carer) and the person with care needs (as appropriate) in all such assessments and will seek wherever possible to respect your wishes with regard to mobility issues.

All our care workers are trained in mobility assistance and receive updates on an annual basis.

First aid

All our staff have undertaken basic first aid training.

Fire Safety

The care planner will discuss fire safety issues and evacuation plans with you and ensure staff know what to do in the event of a fire.

Smoke free policy

Crossroads Care Staffordshire believes that staff working in service users' homes are entitled to protection from second hand smoke. We therefore ask both you and the person with care needs not to smoke in the area of your home staff will be using for at least one hour prior to the visit, as well as during the visit, and to ensure that other family members and visitors do the same. Likewise, Crossroads Care Staff are not permitted to smoke whilst in your home.

Please note that this policy is extended to the use of electronic cigarettes (e cigarettes).

General Safety

Keep a look out around your home for possible risks to your general safety and that of others. If you have any worries please talk to us and we will do our best to help.

Please note: Crossroads Care Staffordshire has the right to withdraw the service at any time, should a Crossroads Care staff member be considered to be at risk.

2. CONFIDENTIALITY

Mutual trust between Crossroads Care Staffordshire and the people using our services is central to the successful provision of care. We maintain high standards of service delivery by adhering to the following guidelines.

- All Crossroads Care staff have a duty to respect the confidentiality of the people who use their service.
- Personal information held by Crossroads Care Staffordshire is available only to those directly involved in the provision of care.
- In all situations confidential information will only be disclosed if there is a legitimate need to know, and only with the prior consent of the person concerned, with the exception of an emergency situation.
- In the event of an emergency situation that may lead to someone being put at risk, Crossroads Care Staffordshire is obliged to inform the appropriate authorities.

3. DATA PROTECTION ACT

It is the policy of Crossroads Care Staffordshire that all personal information will be held in accordance with the principles and requirements of the Data Protection Act.

We adhere to the following guidelines.

- We will seek consent from you (the carer) and the person you care for (as appropriate) to hold information about you.
- You will both be informed what information is held about you, what it will be used for and who it might be passed to.
- Information will be kept safe and secure and access to it limited to a small number of identified individuals, including authorised Inspectors from the Care Quality Commission.
- You and the person you care for can request to see your personal records, subject to a 40 day time limit to allow us to comply with your request.

Please note: it is an insurance requirement that records relating to service users aged 18 and over be retained for 50 years and those relating to service users aged 17 and under for 80 years as part of our ongoing safeguarding risk management programme.

4. COMPLAINTS AND COMPLIMENTS

We aim to provide a high quality service that responds to service user needs and wishes and welcome every opportunity to monitor and improve what we do,

If you would like to comment on our service, whether to compliment us on what we do or to make a complaint we would be pleased to hear from you. The care planner will give you a leaflet explaining how you can do this including details of how we deal with complaints.

5. DIVERSITY AND EQUALITY

Crossroads Care Staffordshire recognises and respects carers and people with care needs as individuals and does not discriminate on the grounds of race, gender, marital status / civil partnership, sexual orientation, gender re-assignment, age, ethnic origin, disability, religion or belief, status as a carer or offending background.

Likewise we expect that all members of Crossroads Care staff visiting your home will be treated with respect, courtesy and consideration at all times and that they will not be discriminated against on any of the grounds listed above. Any incident of abuse to any member of Crossroads Care staff could lead to the service being withdrawn

6. PERSONAL CARE

Our Crossroads Care Staffordshire care workers are trained to provide basic care including support with:

- hygiene, including washing, bathing, showering
- the management of continence of bladder and bowel
- dressing and undressing
- mobility assistance
- medication

Specialised tasks

Care workers may also be trained to deliver agreed specialised tasks. The care planner will decide in consultation with the person with care needs and / or you (the carer) and according to Crossroads Care's personal care policy whether or not a specialised task can be delivered.

Prior to carrying out an agreed specialised task the care worker will require additional, specialised training specific to the person receiving the care, from a relevant healthcare professional.

Specialised tasks may include:

- administration of medication by specialised techniques
- oro-pharyngeal and nasal suction
- assistance with oxygen therapy
- stoma care

Please note: the above list is not exhaustive.

Staff will receive additional training from relevant professionals before being asked to carry out such tasks.

Prohibited tasks

There are certain tasks Crossroads Care Staff are not covered by insurance to do, for example:

- Ear syringing.
- Manual bowel evacuation (other than the use of suppositories and micro-enemas).
- Bladder washouts..
- Haemodialysis.
- removal / replacement of indwelling urinary catheters.
- **routine** replacement of single lumen or outer tracheostomy tubes.
- Lifting an individual from the floor unaided.
- Setting up and changing of administration rates and dosage on infusion pumps (for example syringe drivers).
- Injections **with the exceptions of:**
 - insulin via an auto-injector
 - apomorphine via an auto-injector (for example APO-go pen)
 - adrenaline via an auto-injector (for example EpiPen).

Please note, there is a separate personal care policy for adults and children / young people. Please ask if you would like to see a copy of either of these documents.

7. MEDICATION

The care planner will discuss whether you require staff to help with medication during a visit and precisely what help is needed. Please note: this applies only to medication prescribed by a qualified medical practitioner.

Agreed tasks involving medication will be documented in the care plan and detailed records kept of all help given.

8. SAFEGUARDING VULNERABLE ADULTS AND CHILD PROTECTION

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

GIFTS AND BEQUESTS

All staff are required to sign and adhere to the Crossroads Care Code of Conduct.

This states:

I will not accept any gift (other than a small token agreed by my line manager) or money which has been proffered as a result of my position in Crossroads Care, unless they are donations to the organisation.

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 the services of a Crossroads Care scheme.

I will not accept any money left to me as a result of being a beneficiary of a will or legal document by people using services of Crossroads Care (save for instance where the person is a close family member or partner, in which case I will declare my involvement to a Crossroads care manager.)

INSURANCE

Our staff are covered by Crossroads Care Insurance while they are working on our behalf.

You also have a duty of care to ensure any one working in your home is kept safe and you might want to consider obtaining personal liability insurance to protect yourself in those circumstances. There is normally an additional section on a standard house contents insurance policy to cover this.

Crossroads Care Staffordshire has the following insurance in place,

Public/ products liability and treatment risks/ malpractice £10 million,

Employers liability £10 million.

FINAL NOTE

If you have any questions or comments regarding the content of this guide, please do not hesitate to get in touch – we would be delighted to hear from you.

Also if you would like details of any policy documents referred to, please contact your Team Leader.

SOURCES OF HELP FOR CARERS AND PEOPLE WITH CARE NEEDS**National Organisations:**

Age UK	Telephone: 0800 169 6565 Email: contact@ageuk.org.uk Website: www.ageuk.org.uk
Carers UK	Telephone: 020 7378 4999 Email: advice@carersuk.org Website: www.carersuk.org/information
Carers Trust	Telephone: 0844 800 4361 Email: info@carers.org Website: www.carers.org
Alzheimer's Society	Telephone: 0845 300 0336 Email: info@alzheimers.org.uk Website: www.alzheimers.org.uk/
Cancer BACUP	Telephone: 020 7696 9003 Email: info@cancerbacup.org Website: www.cancerbacup.org.uk
Cancerlink	Telephone: 0800 808 000 Email: cancerlink@cancerlink.org.uk Website: www.cancerlink.org
Macmillan Cancer support	Telephone: 0800 808 00 00 Email: info@macmillan.org.uk Website: www.macmillan.org.uk
Mind	Telephone: 0845 766 0163 Email: info@mind.org.uk Website: www.mind.org.uk/
Multiple Sclerosis Society	Telephone: 020 8438 0700 Email: info@mssociety.org.uk Website: www.mssociety.org.uk/
National Aids Helpline	Telephone: 0800 012 322
National Drugs Helpline	Telephone: 0800 77 66 00

WHERE TO FIND US:**Crossroads Care Staffordshire**

Contact Name and Titles	Angela Ahuja, Chief Executive
Address	Clive Villa 22 Cemetery Road Shelton Stoke on Trent Staffordshire ST4 2DL
Telephone number	01782 268391
Email	a.ahuja@crossroadsstaffordshire.org.uk
Contact Number	01782 268391
Office Hours	8.30-5.00
Out of hours contact number	07791842898

Care Quality Commission

Address	CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA
Telephone number	03000 616161
Email	enquiries@cqc.org.uk

Crossroads Care Staffordshire is committed to providing a high quality service to all carers and people with care needs

CONTACT US AT: Tel: 01782 268391 Email: a.ahuja@crossroadscarestaffordshire.org.uk