



# Client Service Guide

Care | Compassion | Commitment

 **Gracefield**  
Home Care services

[www.gracefieldhomecare.co.uk](http://www.gracefieldhomecare.co.uk)



**Contact us to request a FREE assessment by any of these methods.**

Telephone: 0208 667 2113

Email: [enquiries@gracefieldhomecare.co.uk](mailto:enquiries@gracefieldhomecare.co.uk)

Website: [www.gracefieldhomecare.co.uk](http://www.gracefieldhomecare.co.uk)

Office Address:

Gracefield Home Care Services Ltd

4th Floor, Davis House

69-77 High Street

Croydon

Surrey

CRO 1QQ

Our office hours are: 9am – 5.30pm (Monday to Friday).

If you require assistance after 5.30pm, please ring: 07446242600 to leave a message and we will get back to you as soon as possible.

If you require urgent medical attention, please ring 999.



## INTRODUCTION

The purpose of this guide is to give you an overview of what services we provide and introduce to you, Gracefield Home Care Services as a professional provider of care and support. The guide also sets out the level of service you can expect from us, our values and explains how you can request for a service from us. The guide contains general information about other sources of advice, how to complain about our service and how you can participate in the process of designing and reviewing your care plan. This guide is to be used in conjunction with other documentation enclosed in our 'Clients' Care Folder'

# ABOUT GRACEFIELD HOME CARE SERVICES

Gracefield Home Care Services (GHCS) is a care and support services provider established by a qualified social worker with many years of experience.

We are located in the London Borough of Croydon but also cover surrounding areas.

We provide personalised care and support services 24 hours, 7 days a week, in our clients' own homes or other care settings including residential homes, nursing care homes and supported living accommodation. We are also happy to support our clients during bank holidays as their care needs are our priority.

We provide a wide range of day-to-day care and support services for the elderly and adults over 18-year-old with physical, learning or mental disabilities. We also provide respite care or crisis support for families who require a break from their caring duties.

At Gracefield Home Care Services, we understand that the care needs of each person are different; that is why we make sure care and support are tailored to each individual.

Our service manager is highly skilled and experienced in working with the elderly and adults with learning disability, mental health and physical disability.

Our carers are competent and compassionate individuals who subscribe to our core belief and practice - putting our clients first in every aspect of the care and services provided.

For us, maintaining good practice in the delivery of care is an absolute priority with particular emphasis on protecting the independence, dignity and privacy of our clients.

We have a passion for giving care and empowering our clients; with this in mind, we listen to them, collaborate with their families and representatives to ensure that we maintain a person-centered service, based on their assessed care needs.

We thank you for considering our service; we hope that Gracefield Home Care Services will be your first port of call when you need support and care in your own home or require additional care and support in your residential, nursing care homes or supported living accommodation.

## **Grace Isiaka - Registered Manager and Director**

I started work in social care in 1993, looking after adults with learning disability. I completed a Social Science degree at Kingston University in 1997. I obtained a post-graduate diploma in Social Work from Royal Holloway University in 2003 and a post-graduate certificate in Advanced Mental Health Practice from Bournemouth University. I have undertaken many courses to enhance my social work knowledge and skills. I am an Approved Mental Health Practitioner and Best Interest Assessor. I worked for a number of local authorities in London and surrounding counties before establishing Gracefield Home Care Services. I am a compassionate person and keen advocate for those who require support with their care. I firmly believe in promoting the independence of our clients and supporting them in a manner that respects their dignity and privacy.

I am really enthusiastic about providing high quality care to my clients. I derive satisfaction from knowing that our clients can trust me to go the extra mile to ensure their care needs are met.

## **Our Home Carers**

Our carers are thoroughly vetted and supervised to ensure the safety of our clients. We believe in training our carers to the highest standard and supporting them to deliver a responsive and professional service; to this end, we have engaged the services of an external training company to ensure that our staff have the knowledge and skills necessary to give quality care to our clients.

Our carers are required to signed up to our values.

## MISSION STATEMENT

We aim to deliver a professional service consistently, with the needs of our clients informing every stage of what we do. We believe in promoting the independence and dignity of our clients whilst ensuring that their privacy is not compromised. To this end, we are committed to:

- Listening to our clients, their representatives and working within the confines of the Care Quality Commission's guidelines.
- Maintaining a trained workforce of carers who are competent in giving care and are able to do so with compassion.
- Protecting your confidentiality.

We respect diversity and are committed to working with our clients, their representatives and other relevant persons without discrimination.

We are committed to reviewing our service regularly with a view to making necessary adjustments and maintaining continuous improvement.

### **Vision:**

Gracefield Home Care Services' vision is for clients who require care and support to have access to skilled carers who see themselves as enablers and not 'gate-keepers' to care.

### **Our Values and Commitments**

- We believe in promoting the independence and dignity of our clients whilst ensuring that their privacy is not compromised.
- We are committed to listening to our clients, their representatives and always work within the confines of the Care Quality Commission's guidelines.
- We respect diversity and are committed to working with our clients, their representatives and other relevant persons without discrimination.

- We are committed to reviewing our service regularly with a view to making necessary adjustments and maintaining continuous improvement.
- We are committed to maintaining the safety of our clients and as such, always ensure that our staff are vetted and well trained.
- We are committed to protecting data about our clients and as such, ensure that their confidentiality is respected. Our staff are trained in handling sensitive information and our systems are equipped with the latest data protection software.
- We ensure that our carers are reliable and punctual.
- We provide easy means of contacting us 24 hours daily for your peace of mind.
- We believe in transparency and have made sure our pricing is clear.





# AN OVERVIEW OF WHAT WE DO AND HOW WE WORK

We offer a wide range of home care and support services aimed at meeting your assessed care needs without compromising your independence, dignity and privacy.

We are aware that each person's care needs are unique. We work flexibly with our clients and their family or representative to ensure that their care plans meet their care needs. We value the trust our clients have invested in us, and are committed to meeting their expectations. We expect that the need may arise for our clients to add new services or remove some existing ones from their care plans in order to meet their changing care needs; as such, we welcome their input in the review of their care plans.

Our clients' needs are our priority and we are able to respond to requests at short-notice for respite support, post-operative care, long-term care, support with medication, shopping or other activities of daily living.

## **We provide care services for:**

Older people, adults (over 18) with learning disability, mental health conditions, physical disability and sensory impairment. Our services cover the following aspects of care:

## **Companionship Services**

- Sitting service and companionship.
- Arrange medical appointments.
- Help with travel arrangements.
- Provide mental stimulation.
- Accompany out to participate in hobbies and activities including day trips, cinema, theatre, Day Centre.
- Attending Church or any other interests.
- Visiting family and friends.

- Accompany to lunch and dinner engagements.
- Accompany to shopping, outings and trips.

## **Home Help Services**

- Collect prescriptions.
- Light housekeeping.
- Dusting and vacuuming.
- Laundry and ironing.
- Make and change bedding.
- Organise wardrobes and cupboards.
- Take out rubbish.
- Clean the fridge, check food expiry dates.
- Meal preparation and serving meals.
- Pets care - feeding animals, walking the dog.
- Care for house plants.
- Assist with food shopping.
- Drop off and collect dry cleaning.
- Assist with letter writing, reading letters, filling forms.
- Assist with answering the telephone and making telephone calls.

## **Personal Care and Support with:**

- Getting in and out of bed.
- Washing, bathing or showering, oral care, shaving, grooming and applying cream on body.
- Maintenance of skin and pressure areas.
- Undressing and dressing.
- Putting on surgical socks and stockings.
- Toileting and incontinence needs.
- Medication.
- Eating and specialist diet.
- Posture and positioning.
- Mobility.



## **Respite Care:**

Respite Care is the provision of short-term, temporary relief to those who are caring for family members who might otherwise require permanent placement in a facility outside the home. It can relieve stress, restore energy and promote the necessary balance in your life.

Sometimes, when even the most loving and dedicated of carers need a break. There can be a number of reasons for this; the carers may themselves be unwell or have to be elsewhere, or may need to take a well deserved holiday. This is where Gracefield Home Care Services can be of help. Without respite care services, those cared for at home would often have no option but to enter a residential facility. This can be an extremely upsetting prospect for those with dementia or learning disabilities and their family.

In these situations, Gracefield Home Care Services' highly trained and experienced carers can offer care and support services on a temporary basis, be it from a couple of hours to cover a shopping trip, right up to a few weeks whilst the primary carer is away on holiday.

## **Supported Living**

We believe that clients with supported living needs can live successfully in the community if adequately supported to exercise independence. We therefore play an enabling role to help them gain confidence and capacity to undertake day to day living activities such as budgeting, taking their medication, dealing with bills, personal care and staying healthy through physical exercises and healthy diet. We support them to access training, voluntary jobs, gain interview skills with a view to securing paid jobs. We also work with them to develop social skills and avail themselves of other relevant professional support in the local area such as GP and dentist.

## **Specialist Care**

Dementia care - Symptoms include loss of memory, confusion, problems with speech and understanding; these differ from person to person. Gracefield Home Care Services is conscious of the individuality of clients. Each client has experiences, abilities, skills, knowledge, preferences, desires and personality which our carers are trained to respect.

Our support and care services build on people's strengths and abilities to maximise their independence.

Families play a vital role in caring for their loved ones, and our duty of care to our clients ensures a healthy partnership with family members to provide a service that enables their relatives to continue to live independently at home. This partnership also involves active co-operation with relevant organisations. Our overall goal therefore, is to provide a professional service that meets the legitimate expectations of our clients.

**Palliative care** - Aimed at helping people terminal illness to live as well as possible and with dignity. We understand the stress that our clients and their family can be under in such situation, and are therefore ready to offer support with compassion.

**Mental Health** - Gracefield Home Care Services believes that many people with mental health conditions can recover to lead a fulfilling life. Our carers therefore devote their time to enabling our clients to regain the capacity to function well and undertake day to day living activities.

**Learning disability** - Gracefield Home Care Services supports clients to develop friendships and relationships, do meaningful activities, and be part of their community.

## STEP BY STEP

We welcome and value your custom; the following steps are to guide you through requesting the care that you need.

1. Contact us to request a **FREE** assessment by any of these methods.

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2. We will then make an appointment for our Care Manager to visit you in your home or hospital to discuss your care needs. You can invite any family member, friend or representative to support you.
3. We will draw up and supply you with a draft copy of your care and support plan to review. Once you are satisfied:
4. We will agree a start date with you and introduce your carer to you. We will match you to the most suitable carer who will work with you permanently. However, should the need arise, we will provide emergency cover for your regular carer,

Your carer will follow the plan that has been designed for you and ensure that you are happy with the service you are receiving.



5. We will maintain a 'Daily Care Record' which your carers will use to document their attendance and the tasks they have completed. You will have a section of the sheet to leave your comments.
6. You will be able to add or remove from your care and support plan any service of your choice and we will update our records to reflect this.
7. We operate a 24 hour call out system and you can reach us after office hours on **07446242600**.
8. To ensure that your care and support plan reflects your changing needs, our Care Manager will work with you to review your care needs regularly.
9. We will amend your care and support plan so that the care you are receiving will continue to meet your needs.
10. Our pricing and schedule are easy to understand, giving you control over the services you pay for.

## AREAS WE COVER

Gracefield Home Care Services Ltd covers the following areas:



- Bromley
- Greenwich
- Merton
- Croydon
- Lambeth
- Sutton

## INFORMATION ABOUT PAYING FOR CARE

If you are arranging care for yourself or a loved one over the age of 18, there are various means of financial support. You may find more information from the following sources:

**London Borough of Croydon**  
Website: [www.croydon.gov.uk](http://www.croydon.gov.uk)

**London Borough of Bromley**  
Website: [www.bromley.gov.uk](http://www.bromley.gov.uk)

**London Borough of Sutton**  
Website: [www.sutton.gov.uk](http://www.sutton.gov.uk)

**Royal Borough of Greenwich**  
Website: [www.royalgreenwich.gov.uk](http://www.royalgreenwich.gov.uk)

**London Borough of Merton**  
Website: [www.merton.gov.uk](http://www.merton.gov.uk)

**London Borough of Lambeth**  
Website: [www.lambeth.gov.uk](http://www.lambeth.gov.uk)

### Age UK

Age UK provides services and support for older people.  
Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### Carers UK

20 Great Dover Street  
London SE1 4LX  
Tel: 020 7378 4999  
Website: [www.carersuk.org](http://www.carersuk.org)





# FOR YOUR PEACE OF MIND ...

## **Liability**

Gracefield Home Care is fully insured for public, employers and professionals indemnity.

## **Dignity in Care**

We recognise that disability and illness can sometimes lead to feelings of vulnerability. Our carers are able to exercise good judgement in supporting you and express compassion without leaving you feeling that you are 'dependent'. Our carers are expected to enable you to take the lead in how your care is managed and to respect your decisions.

To this end, all our carers are trained in 'Dignity in Care' and we have on-going refresher courses to improve their awareness and practice. We promote the dignity of our clients and our carers are required to be sensitive to this.

We treat all our carers with respect and promote their self-esteem; we expect them to extend same to all our clients.

We are your partners in care and not 'gate-keepers' to the care you need.

## **Health & Safety**

We have entered into contract with a reputable Health and Safety consultancy firm to audit and advise us on our policy and procedures, ensuring that we are complaint with relevant legislation.

We have put policies and procedures in place to protect you and our carers who will be supporting you in your home. All our carers are given induction in:

- Manual Handling
- Infection Control
- Fire Procedures
- First Aid
- Medication
- Food Preparation, Storage and Hygiene
- Dealing with emergency situations
- Safe use of domestic products 'COSHH'

We provide our carers with necessary personal protective equipment or clothing (PPE) e.g. gloves, aprons etc.

However, you are responsible for ensuring that any equipment required for moving and handling is in good working order. Our carers are not allowed to use any equipment that is considered to be in a poor state or that may put you or them at risk.

During the assessment of your care needs, our Care Manager will discuss with you and assess your home, so as to identify equipment (if any) required to support you. This will also be an opportunity to identify potential risks/hazards to you and your carers, so that appropriate measures can be taken to minimise them for your safety.

## **Safeguarding of Vulnerable Adults**

"The primary focus for safeguarding is to promote well-being and prevent abuse and neglect happening in the first place, ensure the safety and wellbeing of anyone who has been subject to abuse or neglect, take action against those responsible and learn lessons and make changes; which will be achieved by putting the person at the very centre. Safeguarding is everybody's business and with the new Care Act 2014 this can only strengthen the protection of vulnerable adults within Croydon." Croydon Safeguarding Adults Board (CSAB) website.

We subscribe to the above statement. We believe in a joint approach to safeguarding and therefore would work with you, your family and relevant agencies to guard you against abuse. We make sure that all our clients get the support they need to live their lives, free from abuse.

Your safety and comfort matter to us; with your consent, our care manager may carry out unannounced inspection on the carers supporting you in your home, to ensure that the service you are receiving is in keeping with our policy and meets your care needs. We respect your confidentiality and will ensure that the comments you make in the 'Daily Care Records' sheet are looked into and if any actions need to be taken, that we let you know what these will be.

We have a duty of care to you; as such, in keeping with the requirements of the law, our carers are obligated to report to the Care Manager, any incident of abuse (physical, mental, financial or other) that they may witness or hear of, affecting you.

Safeguarding concerns may result in a referral to relevant organisations such as the local authority and Care Quality Commission (CQC).

The Care Quality Commission is the independent regulator of health and adult social care in England. CQC makes sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

While we will always act promptly to deal with any incident of abuse against you, please contact the police and appropriate emergency services without delay in an emergency.

The adult abuse reporting line for the borough of Croydon is: **020 8726 6500**.

## **Health & Safety**

We are compliant with the requirements of the Data Protection Act 1998 and have taken measures to ensure that our clients' personal data is fully protected

We have formal policy and procedures concerning how our clients' personal data should be handled; all our staff have received training with strong emphasis on the need to always treat our clients' personal data with the utmost care. To this end, we implement the following measures:

- Consent – As it may be necessary in your best interests to share some confidential information about your care and support with other agencies or professionals, we will seek your permission verbally or in writing at the initial stage to share your personal information with a third party. Sharing your information may be necessary for any of the following reasons:
  - Medical emergency.
  - Enquiries/inspection by the Care Quality Commission (CQC).
  - If your care is being paid for in full or part by the local authority.

We will ensure that we follow the guidelines of the Data Protection Act.

- Transparency – we will explain to you how your personal information will be used, stored and protected.
- We encrypt our emails to protect your personal data from being intercepted, or accessed by an unintended recipient.
- We do not use portable electronic devices such as mobile phones and laptops to store your personal data as these can easily be mis-placed.
- We review our records regularly to ensure that our clients' personal data is disposed of as soon as it is no longer required.
- We restrict access to our clients' records to only those that require the information and each staff member has been given a complex password to be changed regularly. We also restrict staff access to USB ports and DVD/ CD drives and information transfers are systematically logged.

## **Your Rights - access to information.**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## **Monitoring and improving standard of service.**

We review our Data Protection procedures regularly to ensure on-going good practice and compliance with changes in legislation. General Data Protection Regulation (GDPR) will take effect in 2018, and we will ensure that we remain compliant its provisions. Our Care Manager will work with you and your family or representative to review your care needs and you will be able to amend your care plan by adding or removing any service you wish.

## **Complaints and feedback**

We hope to get things right the first time, and to establish a good working relationship with you. We believe that you are the best advertisement for our company and that your opinion counts. To this end, we will always act swiftly to resolve any concern or complaint that you may have about our carers or service. We promise to respond to your complaint within 48 hours and that your complaint will not impact on the care and support that you expect from us.

For more information on our complaint procedure, please refer to your home care file. Should you need to complain or give feedback to us about any aspect of the care you are receiving, please call us on **0208 667 2113** or email: **enquiries@gracefieldhomecare.co.uk**

## **Emergency Contacts:**

In the event of a serious issue or complaint, you can contact any of the following for advice:

### **London Borough of Croydon**

Adult Social Care,  
Bernard Weatherill House,  
8 Mint Walk,  
Croydon CR0 1EA

Tel: 0208 7266500  
In Emergency (after 5pm): 0208 7266000

Email: [referral.team2@croydon.gov.uk](mailto:referral.team2@croydon.gov.uk)  
Website: [www.croydon.gov.uk](http://www.croydon.gov.uk)

### **Clinical Commissioning Group**

2nd Floor Zone G,  
Mint Walk,  
Croydon CR0 1EA

Tel: 020 3668 1300  
Website: [www.croydonccg.nhs.uk](http://www.croydonccg.nhs.uk)

### **Consumer Rights**

Mint Walk, Croydon, CR0 1EA

Tel: 0208 726 6000

### **London Borough of Sutton**

Adult Social Care  
Civic Offices,  
St Nicholas Way,  
Sutton SM1 1EA

Tel: 020 8770 5000

### **NHS Sutton Clinical Commissioning Group**

Priory Crescent  
Cheam  
Sutton SM3 8LR

Telephone: 020 3668 1200  
Website: [www.suttonccg.nhs.uk](http://www.suttonccg.nhs.uk)

### **London Borough of Merton**

NHS Merton Clinical Commissioning Group are based at:  
5th Floor  
120 Broadway  
Wimbledon  
London SW19 1RH

Telephone: 020 3668 1221

### **Consumer Rights**

Merton Civic Centre  
London Road  
Malden SM4 5DX

Tel: 0208 5454018

Email: [trading.standards@merton.gov.uk](mailto:trading.standards@merton.gov.uk)

### **Care Quality Commission**

Citygate, Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel: 03000616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

## **TERMS OF BUSINESS**

We provide care and support for a minimum of 1 hour per appointment to ensure that our carers have enough time to support you.

We do not charge for cancellation if you give us at least 48 hours' notice. If you do not give us a notice of cancellation within this period, you will be required to pay the charge in full.

You are free to end your care agreement with us without a charge, but we require 7 days notice period.

A copy of our Terms of Business is included in your Home Care folder. This sets out the services you are receiving and the price for each item. Scheduling and charges for our services will be reviewed from time to time, but we will give you at least 14 days' notice in writing before any changes take effect.

### **How to pay:**

- By electronic bank transfer; we are happy to consider other electronic means of payment that you may prefer.
- We generally do not accept cash and our staff are not allowed to receive money on our behalf. However, if you must pay by cash, our Care Manager will personally collect and sign for your cash payment,

### **When to pay:**

- Invoices will be issued every 2 weeks and should be paid within 10 working days.



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