

CLOCK TOWER

**CLOCKTOWER
ENTERPRISES CIC
DOMICILLARY SUPPORT
SERVICE
SERVICE USERS
GUIDE**

2023

Clocktower Enterprises CIC provides a Domiciliary Care Support Service that specialises in supporting and caring for adults with learning disability, Dementia, Autism, Sensory Impairments, Mental Health Conditions and Physical Disabilities, who are over the age of 18.

We aim to provide a service to people that enables them to remain as independent as possible and to maintain, relearn and develop everyday life-skills. We will support our service users to be full members of the community in which they live and for them to make a positive contribution to that community.

We provide a Person-Centred Service.

Clocktower is a Community Interest Company, we aim to provide a reliable, quality and individual service to all of our clients.

Diane Roberts is the Responsible Individual of Station House and holds HNC in Social Care, NVQ IV Social Care and Registered Managers Award. Diane holds a Liverpool University Post Graduate Diploma in Counselling and Psychotherapy. She has undertaken the British Institute of Learning Disability Award Level 3. And Mental Health Care Certificate Level 3. Diane also holds the Advanced Diploma in Positive Behavioural Support. James Beresford is the Registered Manager of the Service and he holds QCF Level 5 in Social Care.

All staff receive thorough induction training, which includes Health and Safety Awareness, Food Hygiene Awareness, Emergency First Aid, Moving and Positioning, Fire Safety, Medication Awareness and Administration. Staff also receive training in Safeguarding, Effective Communication and Person-Centred Planning.

Staff undertake further training in Epilepsy Awareness, Autism Awareness, Dementia Awareness and Challenging Behaviour, and all staff undertake Conflict Management/ RESPECT training within 12 months of commencing their employment.

The majority of our staff either hold or are working towards gaining a QCF II, III or V. Staff receive regular professional supervision. Through our assessment and service monitoring process any staff training requirements highlighted are met through our staff training and development plan. We hold staff and service user meetings at least every eight weeks. It is our aim to provide a service based on the individual needs of the service users. We will ensure that support workers have the flexibility to vary the care provided to meet individual needs on a day-to-day basis. All staff will be members of Social Care Wales within 12 months of commencing employment with the organisation.

We will endeavour to provide service users with the same support team, as we feel that the service user and their relevant others need to feel comfortable, relaxed, and secure with the people supporting them, as we understand the importance of developing an effective working relationship.

The services we aim to provide include;

- Assistance with shopping
- Support with interests and hobbies
- Assistance and if necessary, the preparation of meals
- Supporting the person to do as much household chores as possible.

- Personal care
- Support with social and leisure activities
- Emotional support
- Support with health needs
- Support with the arranging of medical appointments
- Support with budgeting
- Re-ablement service
- Transport, and if appropriate we will endeavour to support people to use public transport where practical.
- Support to go on holidays.
- Support to undertake community activities.

When we receive a referral, we will carry out a thorough Needs Assessment, from which we will develop a Person -Centred Plan, we will complete a review of the Person Centred Plan at least every three months. We will also identify potential risks and individual needs. We will also complete detailed risk assessments. From this we will, in consultation with service users and relevant others, develop an individual Service Delivery Plan. We will monitor, review and, if necessary, reassess the care provided at least every 3 months. If a service user's needs change within this period, we will reassess their care and needs and develop our service delivery and person-centred plan accordingly. We will ensure that individuals we support are involved in all decisions relating to the service we provide to them.

Each service user will be provided with a contract, which will include details of terms and conditions of the service to be delivered to them.

There is usually a trial period for any new service users, which is aimed to determine whether the support is suitable for the individual. This trial period can last longer, but in most cases, it is between two and three weeks. After this initial trial period, the usual period of notice is four weeks. Either the service user or the management of the service may give notice of termination.

The hourly rate of the service will be at the Local Authority agreed rate.

Our quality assurance policy and procedure offer service users and their relevant others the opportunity to give their views on the quality of the service they receive. We will conduct a Quality Service review every six months and provide feedback to those we support.

COMPLAINTS PROCEDURE

Dealing with complaints informally

Anyone who feels dissatisfied with any aspect of the service should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond to the point and, if necessary and appropriate, to apologise. If the complaint is about the behaviour of a particular member of staff and the complainant feels uncomfortable about raising it with them directly, the complaint should be made to someone more senior.

Any staff member receiving a complaint about themselves, or a colleague will try to sort out the matter as quickly as possible.

Making a formal complaint

If anyone, who is dissatisfied with any aspect of the service, feels that when they raised the matter informally it was not dealt with to their satisfaction, or the matter is too serious to be handled informally, or they feel uncomfortable about dealing with the matter on an informal basis, they should inform the Manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task. The person who is handling the complaint will then interview the complainant and will either set down the details or provide the complainant with a form for them to fill in themselves.

Recording and investigating a complaint

The written record of a complaint on a complaint's form, whether it is completed by the person handling the complaint or by the complainant themselves, must be signed by the complainant. The complainant will be provided with a copy of this completed form, together with a written acknowledgement that the complaint is being processed, outlining the time scale for responding and explaining that the complainant has the right at any stage to pursue the matter with the Care and Social Services Inspectorate for Wales. They can be contacted at: Care Inspectorate Wales Government Offices, Sarn Mynach, Llandudno Junction, LL319RZ. Telephone 0300 7900126.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed within 14 days, unless they are exceptional circumstances, which will be explained to the complainant.

The person investigating the complaint will report back to the complainant as soon as possible explaining what they have found and providing them with a written copy of their report.

Action following an investigation into a complaint.

The person who investigates a complaint will initial any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied they will be asked to sign a copy of the investigation and the action taken.

Complainants who are not satisfied

If a complainant is not satisfied with the investigation of the complaint or the action taken, they will be informed of their right to pursue the matter with National Care Standards Inspectorate for Wales

The service is registered by the Care and Social Services Inspectorate for Wales, who can be contacted at; CIW NORTH WALES REGION, GOVERNMENT OFFICES, SARN MYNACH, LANDUDNO JUNCTION LL31 9RZ

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Telephone 03007900126

A copy of the latest Care Standards Report on the company is available on request.

The service is insured through Lawrence Fraser Insurance Brokers.

Please do not hesitate to contact the management for any help or further information you may require.

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BUSINESS CONTACT INFORMATION

HEAD OFFICE & POSTAL ADDRESS: Clocktower
Coast Road
Mostyn
Holywell
Flintshire
CH8 9DZ

RESPONSIBLE PERSON: Diane Roberts

REGISTERED MANAGER James Beresford

FINANCE MANAGER: Laura Ridings

OFFICE NUMBER 01745 561 602

OUT OF HOURS 07884494708

E mail Address:

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