



Service User Guide (Easy Read)
The Services and Support Available for Our Clients





1. Who are Secure Healthcare:

Welcome to Secure Healthcare, and thank you for choosing your local family run provider of qualified Nurses and Healthcare Staff for temporary placements within NHS Trusts, private hospitals, nursing homes, care homes, residential homes and services provided to individuals in their own home, by means of domiciliary care and nursing at home.

Secure Healthcare are an established and well regarded supplier of Healthcare Staff throughout England.



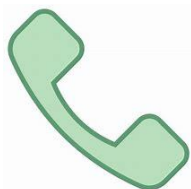
It is our aim to make sure that you receive the highest quality of care and support at all times, whilst ensuring that you are happy with the service we provide to you.

This guide has been written to give you information about the service you receive and how to contact us should you wish to discuss any aspect of your services with us.

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As such we always welcome any comments or questions you may have about any aspect of the service you are receiving from us. You will find details about your local office address and telephone number in this guide.



Please contact your local office if you have any questions, concerns or comments about any aspect of the service you are receiving from Secure Healthcare.

Thank you. We look forward to supporting you.

2. Secure Healthcare Mission and Philosophy:

THE SECURE HEALTHCARE MISSION

“To deliver Person Centred outstanding quality of care and support to local communities and affordable levels for all walks of life.”

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THE SECURE HEALTHCARE - what we do



We believe that everyone should be empowered to live their lives as they choose; this may include the right to remain living in your own home or the right to live your life in a fulfilling way that you choose. Whatever a client or service users needs are, we believe that by providing the right care and assistance can enable people to do so with dignity in an independent, safe and secure way.

- We believe in complete honesty and integrity in everything we set out to accomplish.
- We believe in showing absolute compassion to all of our customers and colleagues.
- We highly value our nursing and care and support workers, without whom there would be no Secure Healthcare.
- We believe in offering all staff the opportunity to excel and achieve.
- We believe in the strength of our policies and procedures and the importance of adhering to them at all times.

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- We believe in consistently maintaining fair and competitive fee levels whilst maintaining an outstanding quality of service.
- We believe in continuing to identify and support opportunities for improvement.
- We believe that our mission can only be realised by sharing our beliefs and working together as one within the communities we support.

3.About our services:

This guide gives you information about Secure Healthcare and what we can offer.



We will provide you with the assistance you need as detailed in your Care Plan. This has been drawn up and agreed with you, following an assessment of need by a qualified person from Secure Healthcare.

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This guide gives you information about what you can expect and what to do if you are unhappy about the care you are receiving or in the event that you have a query in regards to your services or indeed need to contact us.

4.The range of services that we offer:



We provide care and support that may be anything from a 15 minute safety check or monitoring visit through to live in care. Our healthcare staffs are able to provide:

- Help with personal care and hygiene;
- Help with getting up and going to bed;
- Prompting or giving medicines and collecting or returning medication from pharmacies or dispensing GP surgeries;
- Preparing meals and helping at mealtimes;
- Collecting pensions and shopping;
- Laundry and housework;
- Support with social activities such as attending a day centre, visiting friends or family, going to your church or club etc.

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- Nursing at home care, we can support stoma care, tracheostomy care, ventilator care to name a few.

5.The people for whom we provide services:

We provide care and support to:

- People over 65 years of age;
- People with physical disabilities;
- People aged 18 to 65 years;
- People with a sensory loss or impairment;
- People with learning disabilities or an autistic spectrum disorder;
- People with mental health conditions;
- People with dementia;
- People who misuse drugs or alcohol;
- People with Treatment of Disease, Disorder and Injury
- Children aged 0-3 years;
- Children aged 4-12 years;
- Children aged 13 -17 years.

6.The Local Area we provide services within:

The area(s) we cover include: Wolverhampton, Walsall, Stafford, Stoke, Telford, Shrewsbury, Dudley, Birmingham and surrounding areas.

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7. Important contact Numbers:

| | |
|--|---|
| Secure Healthcare Head Office Address | Grand Station, Sun Street, Wolverhampton, WV10 0BF Tel: 01902 302017 / 0121 285 9449 |
| Secure Healthcare Limited | |
| Your local Secure Healthcare Office | Secure Healthcare Limited |
| Address | Grand Station Sun Street Wolverhampton WV10 0BF |
| Our telephone number | 0121 285 9449 |
| Office opening times | 09.00 – 17.00 Monday to Friday |
| Out of Hours Emergency Tel Number | 0121 285 9449 |
| <i>CQC Registered Manager</i> | Samantha Morden |
| Your Local Authority | Wolverhampton City Council |

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| | |
|---------------------------|--|
| Contact name | Duty Social Worker |
| Address | Wolverhampton City Council (Adult Services) Civic Centre St Peter's Square Wolverhampton WV1 1SH |
| Telephone number | 01902 551199 |
| Industry Regulator | |
| Industry Regulator | CQC |
| Contact Name | National Customer Service Centre |
| Address | CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA |
| Telephone number | 03000 616161 |

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8. Our commitment to you:

At Secure Healthcare we:



Treat you with the upmost dignity and respect.

- Believe that the customer comes first. This means that we provide the care and support that you need in the way that you want it. We will always respect your personal beliefs and life choices.
- Listen to what you say and agree what we can do and how we can provide the best service for you. Our support helps you to keep your independence.



Are open and honest with you about what we do. We deliver what we say we will and provide the consistent and reliable service that you expect.

- Protect you from harm by employing compassionate, capable and reliable staff. Our staff are trained and knowledgeable about your needs. They work to best practice guidelines.
- Act as a good employer to our staff team and support their professional development to make sure that they have the best skills to do the job well;

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- Give a service that provides good value for money;
- Monitor the quality of our service and regularly ask for your views so that we can make any improvements that may be needed;
- Take swift action in response to any concerns about your safety or complaints.
- Respect your privacy and keep information we hold about you confidential (see below 'sharing information' for more details).
- Have no right to judge how someone chooses to live or how their home looks. We do not tolerate discrimination in any form.

9. What we expect from our customers:



We value our staff and have legal responsibilities for their health and safety. We will not put members of staff into situations where they are either at risk or where they are subject to harassment or intimidation. We ask you to refrain from smoking during your care worker's visit. Secure Healthcare have a zero tolerance policy to threats, intimidation or harassment of our

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staff and reserve the right to withdraw services should the wellbeing of our staff be deemed to be at risk.

10.How we provide our services; your care and support plan:



If you have a community care and support plan from your local authority, we will ask your permission to see this, so that we know more about the type of care and support you may need when devising your personalised care and support plan. If you do not have this or are a private customer we will carry out a care and support plan with your full consultation.



A qualified member of staff from Secure Healthcare will arrange to visit you at home to explain our service and to agree how you would like your care and support provided. The manager will discuss any risks with you and decide what action needs to be taken to keep people safe. We will record this in your personal care and support plan, a copy of which will be put in the 'Care and Support Plan' folder in your home.

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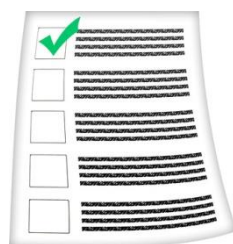


We will only begin a service after you, or your legal representative, has given written consent to the care and support plan. On rare occasions we may need to provide a service to meet an emergency situation. In these cases we will send either a supervisor or other competent person to carry out an initial risk assessment and to provide your care and support. We will complete the full risk assessments and care and support plan within 2 days of your service commencing.



Where services are palliative we may carry out a summary plan to ensure that immediate needs are met whilst working with you, family or appointed representatives to ensure that we have the relevant information required to meet the needs of you as an individual.

11.Changing your care and support plan:



We regularly review your care and support plan by talking to you about what is working well and what you may wish to change. This usually happens every six months, but may be

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sooner if needed. Our care workers are only allowed to follow the instructions in the care plan. They cannot carry out any other tasks and are not permitted to amend visit times or agree changes to your care plan or visit requirements – in all cases such changes must be approved by the office. If you would like to change your care and support plan, please contact our office and a member of our team will visit you.

Care staff cannot cancel calls on your behalf nor arrange additional calls this must be carried out by you or an approved representative.

12. Your care worker:

Except in cases of emergency, we will introduce your care worker (s) to you prior to your service beginning. The care worker will know about your care and support plan. At the end of each visit, they will write what care and support they have given you in the 'daily visit record' in your care and support plan folder. If you are not satisfied then you can let us know and we will send a different care worker where possible.



All care workers have an identity badge which they must show you so that you can confirm who they are.

13. What happens when your care worker is away from work:

You can always rely on the continuity of our services. We will endeavor to keep the number of care workers who visit you to an absolute minimum, so that you do not see too many different

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faces. You will always know the name of the care worker who is coming to visit you and they will be briefed so that you should not need to explain the required tasks.

We always endeavor to ensure that we have enough staff to cover the times when your usual care team are away. We will tell you in advance of any changes. If the change is permanent, then we will always introduce the new care worker to you.



14. Timing of visits:

Care visit times are approximate and may vary up to 30 minutes either side of the normal visit time. If your care worker does not arrive at the expected time please allow at least 30 minutes for traffic hold-ups etc. If he/she has not arrived after that time please telephone us so that we can check what has happened and the safety of the care worker.

15. Timesheets*

After each visit the care worker will ask you to sign a time sheet. If you are unable to sign your name we will make special arrangements for you.

**if there is an electronic call monitoring system in use then the care worker will not require you to sign anything as this is done automatically.*

About our business

16. Secure Healthcare's legal status:



Secure Healthcare and Secure Healthcare Solutions are the trading names of Secure Healthcare Limited which is a registered limited company registered in England and Wales. Company registration number is 09742364.

We are registered to provide care at home services by

CQC

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA.

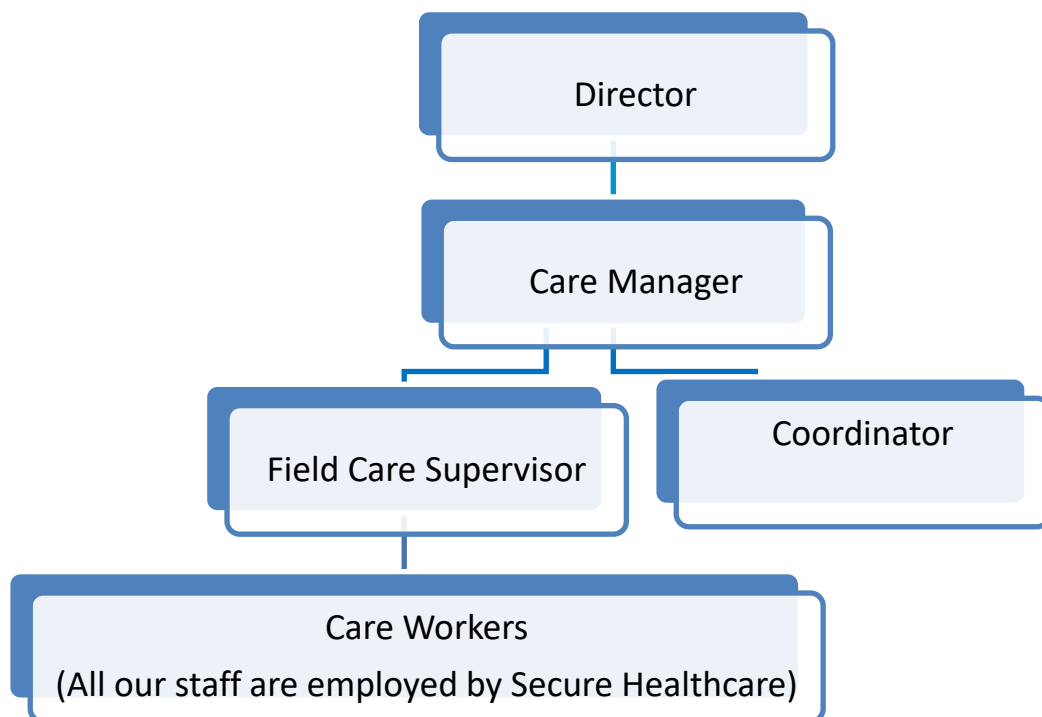
www.CQC.org.uk

The Care Quality Commission regularly inspect our services to check that they are safe and that we are meeting quality standards. You can view a copy of the latest inspection report by going to their website or asking our office to send this to you.

You can find more information about the Secure Healthcare network at www.securehealthcaresolutions.co.uk

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17.Your Secure Healthcare team:



18.Experienced and qualified staff

Our Management team have over 40 years' experience in the healthcare sector covering Management, Financial, Development and Clinical roles. Our Care staffs are all provided with training to meet skills for care standards and then they go above and beyond to ensure they know the issues our Service users face to give them as much independence as possible.

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19. Office hours:

Our offices are open from 09:00 to 17.00 Monday to Friday during which time we will be pleased to discuss any aspect of your care. Telephone number 01902 302 017 0121 285 9449



20. Emergency On-Call contact number:

We also have an emergency on-call number should you need to contact us out of office hours. This telephone number is for urgent matters only and is shown on the list of important contact numbers earlier in this document section 7.

21. How to contact the Adult Social Care Department of the local authority:

Please see the contact numbers section earlier in this booklet – all details are provided here to allow you to make contact.

22. Insurance cover:

Secure Healthcare has public liability insurance and employer's liability insurance, however, we do not insure customer's homes or contents. We strongly recommend that this is covered by the homeowner.

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Service charges and changes



23.Charges and payment:

We publish a list of charges and provide a copy to our customers and/or their representatives as part of their terms and conditions of business.

You will receive an invoice every week which you must pay within 7 days. Methods of payment are included in your terms and conditions.

You can request a statement of your account at any time. We will give a minimum of 28 days' written notice of any changes in the fees that you need to pay.

CANCEL

24.Postponing, suspending or cancelling the service:

If you wish to change or cancel a single visit we need at least 48 hours' notice. If we receive less than 48 hours' notice, we will charge you the full cost for that visit. This includes a situation where you choose to send a care worker away early.

You must give 28 days' notice if you wish to cancel your service otherwise cancellation charges may apply. If you are unable to

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give the required notice because of an emergency or unforeseen circumstances this will be accepted for example if you are unexpectedly admitted to hospital.

25.Live in services:

As an alternative to residential care we can provide live-in care services by arrangement. This means we will look at the supply a care worker to live in your home providing the support you need to live your life during the day and provide reassurance of having someone there should you need them at night. Our live in care service supports your independence to remain living at home and in your community

26.The reasons we may withdraw our service:

We would only withdraw a service as a last resort, after we had explored all other options. This may be necessary when:

- It is no longer safe for the customer or care worker;
- The customer, family member or other visitor to the property abuses, harasses, threatens or intimidates our staff;
- The customer does not pay their invoices on time;
- We are unable to provide the service that the customer wants nor meet the expectation' s of the customer (we will always endeavour to do so and record efforts in this respect for the benefit of all concerned).

27.What happens if our business closes or the owner changes?

We will give you a minimum of 28 days written notice if the owner changes or in the rare event that our business needs to

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close. If the business is planning to close, we would provide advice and support to enable you to make alternative arrangements. This includes liaising with the Adult Social Care Department of the local authority where needed.

Providing a quality service



28. Managing the quality of our service:

We have comprehensive policies and procedures for managing risks and to make sure that we provide a safe, high quality service. These are inspected by the Care Quality Commission.

For more information about how we work you can ask to see a copies of any of our policies or procedures.



29. How we keep you safe and protect you from harm:

We carefully select our care staff and carry out checks before they start work. All care workers are then fully trained to carry out their role safely and to recognise signs of abuse. They will listen to any concerns that you may have about your safety. We have clear procedures for reporting and sensitively responding to any suspicions of abuse. Care workers have a duty to report any concerns, accidents and serious incidents to their manager.

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Customers or their families' can speak to a member of the Secure Healthcare management team or the local authority or Care Quality Commission if they are concerned about possible abuse.



30. Procedures to safeguard customers' property.

For reasons of security we never look after nor hold keys to customers' homes. If special arrangements need to be made to access your home, we encourage you to use a key safe.



31. How we support you with your medicines

Our customers receive safe and effective support with their medication needs from competent staff. Our medication policy and procedures make sure that you receive the right medicines, in the right way at the right time. They protect customers and our staff from damage that may arise from mismanagement of medicines.



32. Health and safety

We have both legal and moral responsibilities regarding the health and safety of our staff and customers. We always carry out a risk assessment prior to starting a service. We will agree how the service that you want can be provided safely and record this in your care plan. If necessary we will postpone the start of your

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service until the right equipment is in place to reduce risks. Our care workers wear disposable gloves and aprons to minimise the risk of cross infection.



33. Sharing information about you

The information we hold about you is stored confidentially. We co-operate with other agencies to make sure your wellbeing is protected. However, we will only share information about you either;

- With your consent;
- If it is necessary to keep you safe;
- We have a legal duty to share this information e.g. a crime may have been committed or it is in the public interest.

You have a right to see information that we hold about you. For an appointment to view your records please contact the manager.

34. Assessing the quality of our services:

Our participation strategy sets out how we involve customers or their representatives in every aspect of their care and support. We welcome your feedback on any aspect of our service so that we can improve our services.

We will regularly ask you for your views on our services including:

- An annual survey
- Regular visits by a supervisor.



35. Getting help to complain:

We listen to feedback about our services and take any concerns seriously. Our managers look into all complaints and tell customers what we find. Where there are shortfalls we take prompt action to put this right. Our management team will give you the necessary support to raise any concerns or complaints that you may have. You can feel confident that there will be no negative impact on your care or support. We give you a copy of our complaints procedure and explain this to you when our service starts.



36. Finding out more

If you have any further questions, please do not hesitate to contact us.