




cordia
SERVING GLASGOW

Cordia (Services) LLP
Care at Home Services

*Information
on
Care at Home Service*

Welcome

Your care at home service is provided by Cordia (Services) LLP working in partnership with Glasgow City Council's Social Work Services. Cordia is owned by the council.

Social Work Services ensure that your care needs are met and they develop, with you, a care plan that is appropriate for you. Cordia's job is to provide you with the care that is agreed in this care plan.

As well as your home carers, your care is managed by a local co-ordinator who works with an area operations manager. All these staff work to provide you with the best service possible.

Rights and Responsibilities

You have a right to expect good service from Cordia and in particular we respect your right to:

- o **Dignity;**
- o **Privacy;**
- o **To make choices about your care;**
- o **To feel safe and secure; and**
- o **Not be bullied, harassed or discriminated against.**

We also want to support you in making the most of your life in any way we can.

Our staff recognises your right to live an independent life. We will also respect your culture and faith.

What we expect from you:

Everyone who receives home care services has a responsibility to treat our home care staff with respect, ensure they are not at risk from verbal or physical abuse and work with us to provide the best possible support for you.

Our Home Care Staff

All the home care staff who support you and their co-ordinators and managers receive training to enable them to do their job. Some of this training is accredited by formal educational agencies and this ensures that your carers are in a position to care for you in a professional way.

All of our staff are vetted through Disclosure Scotland for any previous criminal convictions. Reference checks are also carried out.

Aims of the Service

The aim of the care at home service provided to you is:

- To allow you to remain at home for as long as you chose to do so;
- To support you if you are discharged from hospital and need help recovering;
- To help prevent you being taken into hospital unnecessarily;
- To support you, your family, and others who care for you;
- To meet your care needs in a flexible way;
- To be sympathetic to all your needs; and
- To ensure that you get care that meets all regulatory requirements.

Starting the Service

You, or someone acting on your behalf, can request an assessment for the care at home service by contacting Social Work Services. An assessor from Social Work Services will meet with you to discuss your care needs (your 'care plan'). You may wish to have a friend or relatives with you when you discuss your care needs. If you are starting the service after being discharged from hospital, a member of the ward staff will order the service on your behalf from Social Work Services.

Personal Support Plan/Care Plan

The Personal Support Plan details your preference for the way in which your care needs are met. You will be fully involved in developing your personal support plan and will receive a copy of this. The care plan will outline the level of service and the tasks required to meet your needs. The care plan details the start date for the service.

If your circumstances change and you feel your care plan no longer meets your needs you can request a temporary or permanent change at any time by contacting Social Work Services or Cordia (Services) LLP. If your care plan changes, a new copy will be issued to you.



Home Care Service Charges

In considering your care needs, staff from Social Work Services will take into account the nature of the tasks required. Glasgow City Council operates a charging policy for non-personal care tasks which takes into account your income and savings.

Charges, on a sliding scale, are based on the level of your income after deducting certain housing costs and Council Tax payments. Accounts are issued by Social Work Services every four weeks. You should not pay your home carer directly for your service.

Policies and Procedures

Cordia (Services) LLP has a range of policies and procedures that our home carers will follow. You can request a copy of the policies and procedures by writing to or emailing the Operations Manager for Care at Home Services. Details are at the end of this booklet.

Confidentiality/Personal Information

Any information you provide to us is treated in strict confidence. Under the Data Protection Act 1998, information we hold about you will not be disclosed without your permission except to staff who require the information to provide your service. You have the right to see information we hold about you by writing to or emailing the Operations Manager for Care at Home Service. Details are at the end of this booklet.

Managing Risk

Health and Safety legislation exists to prevent the risk of injury to an individual. Home carers must ensure that both you and they are not exposed to risk or danger. They do this in several ways including:

- Reducing the risk of infection by following universal infection control procedures;
- Reducing the risk of injury by using any equipment e.g. a hoist which has been assessed as being required; and
- By working safely and identifying potential hazards e.g. home carers will not climb on furniture to reach high surfaces or use electrical equipment which appears faulty or is damaged (it is your responsibility to have suitable and reliable cleaning equipment and materials available).

If you have an accident or are involved in an incident while being supported by a home carer we have to record this and report it to the appropriate authorities.



Manual Handling

Cordia (Services) LLP has a legal obligation to provide both you and our home carers with support and care. There is also a duty of care on Cordia (Services) LLP to protect employees from unnecessary and unacceptable risks.

If you have been assessed as requiring equipment, such as a hoist, and you or a representative decline the use of this equipment, then Cordia (Services) LLP will reserve the right to restrict the provision of your care to that which protects its home carers from the risk of strain or injury.

If the relocation or removal of furniture is required in order to reduce or contain the risk of strain or injury to you or your carer, we would expect you to comply with this request. Restrictions to care provision will apply if there is no reasonable or acceptable reason for you not to comply with this request.

No Smoking Policy

Cordia (Services) LLP takes all reasonable steps to protect the health and safety of you and your home carers. For this reason home carers are not permitted to smoke in your home. We would ask that you don't smoke while our home carers are in your home and if possible for at least an hour prior to their visit. If you are not willing to comply with this request there may be changes made to your service.



Comments, Compliments and Complaints

Cordia (Services) LLP aims to provide quality Care at Home services. We value any comments and compliments you may wish to make about the service. You may do this by completing, and sending to us, the Comments, Compliments and Complaints form. Someone can comment on your behalf and you can also email your comments.

At any time, you may complain directly to the Care Commission about the care at home service you receive. Contact details are at the end of this booklet.

Things That Your Home Carer Can Do

The care and support provided by home carers will be personal to you and will depend on your assessed care needs. Your care plan may include personal care tasks such as:

- Assisting you to get in/out of bed;
- Assisting you to wash/dress;
- Assisting you to eat/drink;
- Assisting you to/from the toilet;
- Reminding you to take your medication; and
- Preparing meals for you.

A range of practical care tasks can also be undertaken by carers as part of your assessed care needs such as:

- Shopping;
- Paying bills;
- Housework; and
- Laundry.

Things That Your Home Carer Cannot Do

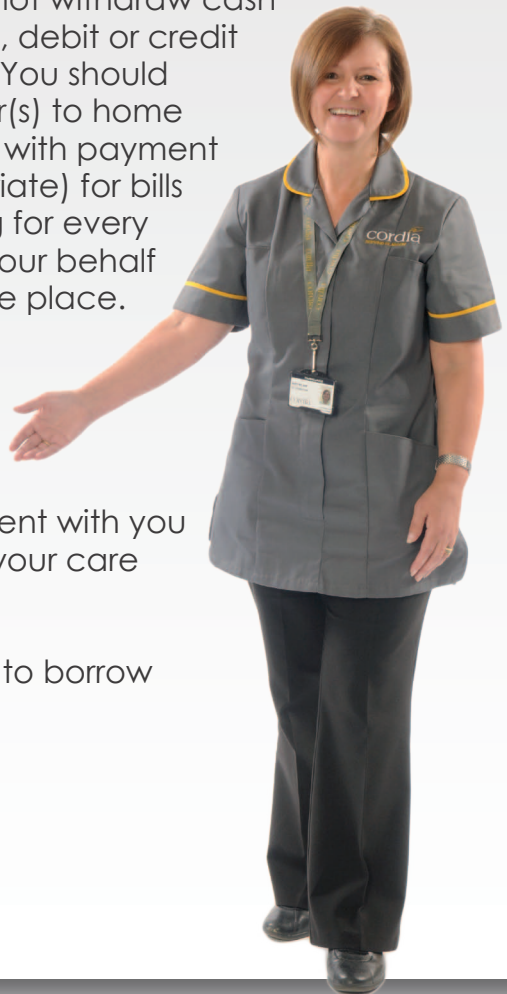
There are a few tasks that cannot be undertaken by home carers. These may include tasks which are the responsibility of someone else e.g. a community nurse or tasks which could expose the home carers or yourself to risk or danger and which are governed by health and safety legislation.

Dealing with your finances

If it has been agreed as part of your care plan, home carers will undertake certain financial transactions on your behalf. However, home carers cannot withdraw cash on your behalf using a bank, debit or credit card which belongs to you. You should not divulge your PIN number(s) to home carers. You will be provided with payment counterfoils (where appropriate) for bills and till receipts for shopping for every transaction carried out on your behalf – please keep these in a safe place.

Home care staff are not permitted to hold any of your money in their own home overnight or enter into any financial arrangement with you other than any specified in your care plan.

Home carers should not ask to borrow money from you.



Gifts and Gratuities

Cordia (Services) LLP code of conduct does not allow home carers to accept gifts or gratuities of any kind. They should also not witness, act as an executor or benefit in any way from your will. We hope you understand that this protects you and your home carer.

Going Away from Home?

Home carers have procedures to follow if they call at your home and cannot gain entry. Therefore it is helpful if you can let your home carer know in advance if you are going to be away from home and when you expect to return. Alternatively you can advise the duty officer at Cordia (Services) LLP. Contact details are at the end of this booklet.

Relief Cover

If your home carer is on holiday or is not at work for any other reason, another home carer will call on you. Whenever possible we will arrange for a home carer who knows you to attend. The co-ordinator will let you know of any changes to your home carer.

On public holidays there may be a limited service, however your co-ordinator or home carer will let you know of any change to the normal arrangements.

Medication

Home carers are only allowed to prompt (remind) you to take your medication. However, if you have been assessed for our 'managed medication programme' this can be changed to enable assistance to be given.

Work Arranged Privately

You may wish to arrange for private carers to carry out tasks not included in your care plan. We would recommend that you do not ask the Cordia (Services) LLP home carers providing your support to do this. It is possible that the arrangements detailed in your care plan may become confused with private arrangements.

Any work arranged privately between you and Cordia Staff are not covered by our policies and procedures or National Care Standards. Home carers working in a private capacity are not covered by our Public Liability Insurance.

Stopping the Service

You may, at any time, decide to stop the home care service. This may be for a short period – if you are going away - or on a permanent basis if you feel you no longer need the service. To stop the service you should contact your local Social Work Services Area Team or Cordia (Services) LLP.

Care Commission

Our service is registered with the Scottish Commission for the Regulation of Care (the Care Commission). Whenever they carry out an inspection they publish a report about the quality of the service. If you would like to see a copy of our most recent inspection report, please write to the Operations Manager (address at the end of this booklet). Alternatively you can write to the Care Commission (address at the end of this booklet) or download a copy from the Care Commission website (www.carecommission.com) or the Cordia website (www.cordia.co.uk).

Advocacy

An advocacy service provides you with someone who is independent of the service you are dealing with and will assist you in making informed choices. The Greater Glasgow NHS Board and Social Work Services have commissioned The Advocacy Project to provide a service to people over the age of 65 years. You can contact them at:

The Advocacy Project
Cumbrae House
15 Carlton Court
Glasgow, G5 9JP
Tel: 0141 420 0960

Further Information

If you require further information on Cordia (Services) LLP Care at Home Service please contact:

Operations Manager
Care at Home Services
Cordia (Services) LLP
Blair Court
100 Borron Street
Glasgow, G4 9XE
Tel: 0141 353 9000

Or email: contactus@cordia.co.uk

USEFUL TELEPHONE NUMBERS/ADDRESSES

Cordia (Services) LLP:

Care at Home Service Enquiries Office Hours	100 Borron Street Glasgow G4 9XE	0141 353 9270
Care at Home Service Enquiries Out Of Hours		0141 353 9219 0141 276 2050
Handyperson Service (Not available to Glasgow Housing Assoc. tenants)	100 Borron Street Glasgow G4 9XE	0800 587 2239
Meals at Home Service	100 Borron Street Glasgow G4 9XE	0141 353 9191

Other Numbers:

Care Commission	1 Smithhills Street Paisley PA1 1EB www.carecommission.com	0141 843 4230
Scottish Public Services Ombudsman	Freepost EH641 Edinburgh EH3 0BR	0870 011 8378
NHS Direct 24 Hour Helpline		0845 46 47
GHA Handyperson Service (For Glasgow Housing Assoc. tenants only)	177 Trongate Glasgow G1 5HF	0800 111 4404



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