



# **SERVICE USER GUIDE**

## **DOMICILIARY CARE PROVIDER**

**Acqua Doria Limited  
Channing House  
14 Butts Road  
Alton  
Hampshire  
GU34 1ND**

Telephone: 01420 85202  
Email: [admin@acquadoria.com](mailto:admin@acquadoria.com)

# **YOUR SERVICE**

Our office hours are normally 9am till 4.30pm Monday to Friday.

We know that there may be circumstances which require you to be able to speak to one of our staff urgently; therefore, we can be contacted outside of hours for emergencies on our normal number:

**01420 85202**

A member of our office support team will normally answer the emergency line outside normal working hours.

Our office is closed on a Bank Holiday, however the line will be answered as normal for emergencies.

## **Our Mission**

**We** wish to gain recognition as a provider of choice, with a reputation for being passionately dedicated to delivering outstanding care, personalised to meet the needs and wishes of the individuals we support.

# ACQUA DORIA

Acqua Doria Limited is an independent Domiciliary Care Provider incorporated in 2003 specifically to offer a new more effective approach to care in your local community. Our management team have many years of experience in various sectors of care and are committed to ensuring you have a flexible service of the highest standard.

**We believe your care should be your choice and our assessors are trained to assist you in forming a care package which is person centered, tailored to suit your individual wishes, needs and preferences.**

At Acqua Doria we like to get to know our service users. We know that the way you like the little things done is important and will always work with you to ensure that we get those right. We pride ourselves in taking a holistic approach to care at home, focusing not just on your wishes and care needs but on your lifestyle to create positive outcomes and promote active participation. The decisions made in your home should be yours and your choices will always be respected.

**The decision to arrange care at home is not always an easy one and we strive to make this process as simple as possible.**

The staff we employ are recruited for their experience, enthusiasm and motivation and for your safety rigorous and thorough checks are carried out before employment. We believe training is of utmost importance to give our care workers the skills required to meet and understand all of your needs, therefore we offer all of our staff the opportunity to attend courses delivered by a trainer, face to face. We expect our new staff to complete their training and prove themselves competent in their job role before allowing them to work independently. Our staff are supported, supervised and monitored in the community enabling us to maintain a high standard of care. You can be certain that your care worker will have the knowledge and confidence to meet your needs.

**Our staff must be kind and caring, responsible and reliable; they are expected to provide you with a professional standard of care.**

Let us take the strain out of your day to day living and ensure you have the assistance you need to remain safely at home for as long as you wish.

**With our support we hope to help you relax and enjoy life.**

## CARE QUALITY COMMISSION

You may be aware of the Care Quality Commission (CQC), they began operating on 1<sup>st</sup> April 2009 and are the independent regulator of all health and social care services in England. Their job is to check whether organizations such as ours are meeting the required standards as detailed in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009. Their inspectors visit health and adult social care services unannounced and on a regular basis to check whether we meet their standards.

### What are the those standards?

The standards cover all aspects of care, including:

- treating people with dignity and respect.
- making sure food and drink meets people's needs.
- making sure that that the environment is clean and safe.
- managing and staffing services.

The standards dictate what providers should do to comply with the regulations. Most importantly they set out clearly what you can expect from care services and how we should meet them.

- ✓ You should expect to be respected, involved in your care and support and told what's happening at every stage.
- ✓ You should expect care, treatment and support that meets your needs.
- ✓ You should expect to be safe.
- ✓ You should expect to be cared for by staff with the right skills to do their job properly.
- ✓ You should expect your care provider to routinely check the quality of their services.

More information about these regulations can be found by going to their website: [www.cqc.org.uk](http://www.cqc.org.uk)

At Acqua Doria we believe in not just meeting those standards but in constantly striving to exceed them. We constantly monitor, audit and review all of our policies, procedures and processes and look for ways to improve on the service we provide. Acqua Doria Limited is registered with the Care Quality Commission and we would encourage you to read our recent inspection report which can also be found on the website.

## **PHILOSOPHY OF CARE**

At Acqua Doria Limited it is our principle that the Health, Safety and Welfare of our Service Users and Staff is our main priority.

We believe in providing caring services of the highest quality within the guidelines of the Health and Social Care Regulations and monitor all our services closely to ensure that the Policies and Procedures we have in place are adhered to.

- ✓ We encourage individuals to participate in the formation of policies, plans and decisions which affect their lives.
- ✓ We recognise the rights of each individual to take risks and to choose their lifestyle, occupation and the best way to maintain independence, and will respect their choice and support them in the outcome of their decisions.
- ✓ We respect the intrinsic worth, dignity and individuality of everyone, their racial and ethnic identity and cultural heritage.
- ✓ We support people in their need to fulfill and attain personal aspirations in all aspects of daily living, encouraging them to reach their potential and develop new skills, gain knowledge and form relationships.
- ✓ We ensure confidentiality is maintained and individuals are protected from unnecessary intrusion in accordance with the Data Protection Act.
- ✓ We promote equality of opportunity, irrespective of disability, age, race, ethnic origin, religion, gender or sexual identity

## **WHO USES OUR SERVICES**

Acqua Doria provides a variety of services to a broad range of people needing care and support in their own homes, including:

- Elderly people.**
- People with physical disabilities.**
- The very sick or terminally ill.**
- Existing carers who need a break.**
- People requiring assistance on hospital discharge.**

## **SERVICES WE OFFER**

These services can be provided on an hourly basis, from as little as one hour per week and up to 24 hour round the clock service, depending upon your requirements.

- Personal Assistance with daily living activities such as washing and dressing.**
- Companionship.**
- Assistance with correspondence or telephone calls.**
- Domestic help with light household tasks.**
- Support service enabling principal carers to have a break or go on holiday.**
- Shopping/ collecting pensions.**
- Meal preparation.**
- Night staff to sleep over in your home - a bed must be provided for their use.**
- Night staff who remain awake to assist when necessary.**
- Social support to provide opportunities to continue to participate and integrate in the community.**
- Assistance while attending hospital appointments.**
- 24 hour care.**

Should you require a service you do not find listed above, please do not hesitate to contact us as we may be able to assist you.

## **PROCESS OF DELIVERY OF CARE AND SUPPORT**

An initial assessment by a senior member of staff to assess your care needs and plan a care package with your consultation and agreement before onset of care. In emergency circumstances where there is no time for initial assessment before commencement of care you will be visited within 48 hours of the start date.

The senior member of staff will complete with you various risk assessments. At all stages you will be involved and if you wish family members or your representative may be consulted.

A folder will be left in your home containing the care plan, a copy of the assessments and a daily log, which the care workers shall update each time they visit.

If you are funding any part of your care package you will be asked to sign the service user agreement which details the terms of the charges and payment methods.

## **REVIEW OF YOUR SERVICE**

At regular intervals our management team will visit you to ensure that our service is being provided properly and to your satisfaction. These visits will take the form of pre-arranged reviews and unannounced working supervisions. You will also receive regular satisfaction survey questionnaires which will enable us to monitor our quality of service. This will give you the opportunity to express any recommendations and suggestions you may have.

A copy of the report will be available for inspection at the office of Acqua Doria Limited.

## **AMMENDMENT TO BOOKING**

Should your circumstances change and you find you need to change or cancel your care, you are kindly requested where possible to give 24 hours notice. This also applies should you wish to terminate services of Acqua Doria Limited. Please do so by contacting us on 01420 85202.

## **Aims and Objectives**

**We believe** that everyone should be able to access a high standard of care in their local community, enabling them to live safely and independently in their own home for as long as they wish.

**We understand** that in order to relax and enjoy life, people need a service they can rely on.

**We recognise** that every individual is unique, their needs, wishes and preferences can change from day to day, so we offer a flexible service evolving as required to remain effective.

### **We will:**

- value our people; work hard to develop and maintain a team of dedicated, enthusiastic, friendly and kind care workers who share our passion for delivering quality person centred care.
- promote autonomy; treat every service user as an individual, listening to their wishes and preferences and encouraging full participation at every stage during the formation and implementation of the care provision.
- respect our service users in the independence of their decision making, acknowledging their right to take risks or refuse care and supporting them in the outcome of their decisions.
- observe the privacy and dignity of every individual, ensuring that anyone utilising the service is protected from unnecessary intrusion and that confidentiality is maintained in accordance with the Data Protection Act.
- prioritise the health, welfare and safety of all individuals for whom we have responsibility. Ensure that appropriate risk assessments are completed and that any risks or hazards are reduced and eliminated where possible.
- protect all individuals from risk of any form of abuse or harm and ensure that everyone is treated equally. Robust training will ensure that staff are able to spot the signs and symptoms of abuse or inequality and have the understanding and knowledge to deal with any situations they encounter.
- carefully recruit, select and train staff who have a caring nature and share a willingness to promote the values of our organisation, always ensuring that rigorous recruitment checks are carried out before employment.
- nurture and encourage all levels of staff to reach their full potential, enabling them to offer a professional service by providing them with opportunities to further enhance their skills and knowledge or obtain additional qualifications.
- welcome feedback and create opportunities for everybody to have the chance to share their views on the quality of service provided by this organisation. Listening to these opinions and using them to identify areas for improvement and development will help us to shape our future in a way that enhances the lives of those we support and care for.

## QUALITY ASSURANCE

With our vast experience of caring for people in their own homes we know how important it is that we find the right care workers and provide the service needed. Quality Assurance will remain at the forefront of our service, that is why we have developed the following stringent internal quality controls.

- ✓ Rigorous selection and interview procedures are carried out before employment to ensure staff are suitable for the position.
- ✓ Thorough induction and specific ongoing training programs to ensure care workers have necessary skills and competence to provide your care effectively.
- ✓ Ongoing monitoring and supervision of care workers to ensure they are providing the support requested and meet the Skills for Health Code of Conduct for care workers.
- ✓ Initial care needs assessments are carried out by our home care advisor to ensure your individual requirements are fully met within your budgetary constraints.
- ✓ Regular reviews of your care package are carried out to ensure that we are delivering the quality of service needed and expected.
- ✓ Systems within the office are computerised using a constantly updated, secure software package. This enables us to deal efficiently and accurately with all administration requirements.
- ✓ Acqua Doria Limited have contracted with external health and safety and employment law consultants to ensure our policies and procedures remain complaint and-up-to date with current legislation.

## **CONFIDENTIALITY**

Acqua Doria provides a strictly confidential service. Any information we receive will be used only for the purpose for which it was given and will not be released to unauthorised persons without the prior consent of the service user.

Most of the information we have concerning you and your care will be kept in your care notes at your home, however we do keep a copy at the office and should you wish to view your file held at our office this can be arranged.

There are however circumstances in which it may be necessary to share information with other professional bodies in order to ensure that the best possible care is provided.

- If it is in the clients interests to do so.
- If there is a serious risk to the community.
- If there has been a serious crime or the risk of one exists.
- In the case of an official or legal investigation.

Local Authority Adult Services may request access to your file where they are purchasing our services on your behalf.

## **CONTINUITY**

Acqua Doria recognises that service users and their representatives highly value having regular carer's visit their home. Our care plans are comprehensive and detailed to encourage continuity of care. If for any reason such as holiday or sick leave your expected care worker is unable to attend, we will endeavor to replace them with another care worker who is familiar to you and to inform you in advance.

## **FINANCIAL TRANSACTIONS**

If it should be necessary for our staff to carry out any financial transactions, for example to pick up shopping on your behalf, then a record of monies collected and payments made should be logged in the care notes and your signature obtained for correct completion of the transaction. Accurate records will protect both you and our staff.

In the event of any irregularities occurring please contact the office immediately, this will enable us to rectify the situation without delay.

## **FINANCIAL BENEFITS**

Our staff are not allowed to benefit financially or inappropriately gain from any person using our service. This includes being involved in writing or witnessing wills and bequests, being able to use property of our service users for personal use, being able to borrow money from our service users or being able to sell or dispose of goods belonging to our service users.

## **GIFTS OR GRATUITIES**

Many service users become very fond of the care worker who has been assigned to them over a long period of time and the staff are often offered gifts or gratuities. Our staff are not allowed to accept gifts, loans or gratuities from our service users so please do not feel offended if such kindnesses are refused.

## **HEALTH & SAFETY**

Our Health & Safety Policy complies with the Health & Safety at Work Act 1974 and is reviewed and amended regularly to ensure it remains in line with any changes in legislation. An initial risk assessment is carried out at every service users home before the onset of care, to provide staff with a safe working environment and any significant findings are recorded. Any changes required will then be implemented.

All of our staff are given the information, instruction, training and supervision necessary to protect the health, safety and welfare of themselves and our service users whilst at work. They are also issued with an Employee Handbook which contains a summary of all of our Policies and Procedures, including Health & Safety and are obliged to bring to our attention any issues which they feel may affect their safety. We supply personal protective equipment for use whilst on duty, and our staff are expected to use it where appropriate.

A summarised copy of the Health & Safety at Work Law is displayed in our office.

## **INFECTION CONTROL**

All of our staff are expected to wear gloves and aprons and follow infection control procedures when providing personal care in order to reduce the risk of cross infection and protect our service users.

## **MEDICATION**

During the initial assessment, any medication which you require the assistance of a care worker to take will be recorded within the Care Notes, and a check will be made to ensure that it is properly authorised. Our staff will not be allowed to give any assistance with medication which has not been dispensed, by a pharmacist, into a

monitored dosage system such as a blister pack or nomad dispenser.

In the case of ointments or eye drops, where dispensing is not possible, staff will only be allowed to administer with the agreement of the service users GP and in accordance with a signed protocol, after specific training has been given.

## **PUNCTUALITY & RELIABILITY**

Acqua Doria Limited realise that punctuality and reliability are important to service users. If for whatever reason your care worker is unable to arrive at the agreed time you will be notified in order that alternative arrangements can be made.

## **SECURITY**

We would like to assure you that we have several policies in place to ensure that your security is protected at all times. At recruitment all of our staff must provide 2 written work references, with one being their most recent employer. They are also requested to obtain a check through the Disclosure and Barring Service. This discloses any convictions they may have, and checks the lists of people banned from working with children or vulnerable adults.

Our staff are issued with ID Badges and are required to wear them whilst on duty. We recommend that you always check a callers ID before allowing them access to your home. Acqua Doria Limited is Registered and inspected by the Care Quality Commission.

## **WITHDRAWAL OF SERVICES**

Where circumstances arise beyond our control, it may become necessary for us to withdraw our services. For example :

- If a member of our staff suffers abuse or harassment by the service user or other members of their family.
- Should we be unable to supply the necessary personnel with the special skills required to meet your needs.
- If the service user refuses to allow access to the carers.
- If the working environment is unsafe or unsuitable for our staff to carry out their duties.

Should this occasion arise all relevant parties shall be notified and appropriate action taken.

## COMPLAINTS PROCEDURE

Acqua Doria Care Agency aims to provide a disciplined approach to care, ensuring that our high standards are adhered to at all times. We welcome your comments, compliments and complaints in order that we may continue to improve the quality of service we provide and remedy any shortcomings should they arise.

**Remember, should you wish to complain it is your absolute right to do so and will not affect the service you are receiving from us.**

**To complain please follow the procedure below.**

- If your complaint is minor and you feel that it could be resolved by discussing it with a member of the office staff over the telephone, please do not hesitate to contact us on 01420 85202.
- If you feel that your complaint is of a more serious nature, please put it in writing to the Registered Manager Mrs Angela Withey at:

ACQUA DORIA LIMITED  
Channing House  
14 Butts Road  
Alton  
GU34 1ND

- Your complaint will be noted in our complaints log and acknowledged within 24 hours. We will attempt to rectify any shortcomings we may have straight away.
- If no immediate solution is possible we will investigate all the circumstances of your complaint and will write to you within three weeks of our findings, the actions we have taken and proposals to resolve your complaint.
- A summary of the complaints log for the preceding 12 months will be available for the Care Quality Commission Inspectors on their request, together with notification of all actions taken in response.

If you do not wish to make your complaint yourself you may ask a friend or relative to make the complaint on your behalf. Should your complaint involve your regular care worker, he/she will be withdrawn from providing your care and a replacement found whilst your complaint is being investigated.

If your complaint concerns the management team and you would prefer not to discuss it with our office, you can contact a member of our director team:

Mr Graham Pullen  
01428 712296  
Graham.pullen@btopenworld.com

If your care has been arranged through Social Services, then it is your right to complain directly to the local authority. Your complaint should be addressed to:

LOCAL AUTHORITY COMPLAINTS OFFICER  
ADULT SERVICES  
PARK HOUSE  
ALTON  
HAMPSHIRE  
GU34 1EN

TELEPHONE : 01420 544255

If you would prefer not to make your complaint to Acqua Doria Limited or have done so and are dissatisfied with the resolution reached, you may wish to redirect your complaint to the Commission for Social care Inspection. Your local office is:

CARE QUALITY COMMISSION  
CQC SOUTHEAST REGION  
CITYGATE  
GALLOWGATE  
NEWCASTLE UPON TYNE  
NE1 4PA

TELEPHONE: 03000 616161

If you are unhappy with the outcome of a complaint and wish to refer your complaint to the Local Government Ombudsman you can contact their Advice Team on:

0300 061 0614