



## **Policy 1: REVIEWING THE CARE SERVICE DELIVERED TO A SERVICE USER IN THEIR OWN HOME**

The purpose of this policy is to explain the procedure that Nurses Friend Care Manchester follows on reviewing the standard and effectiveness of the care service that it provides.

In order to give and maintain a high level of care service, Nurses Friend Care Manchester has instituted the following procedures:

### **INITIAL STEPS**

Before the care review process can be started, the following must be completed:

- Assessment of the service user's needs and the care environment
- Agreement with the service user and/or other interested parties on a detailed care plan
- The preparation of a service user file, in which all records relating to the care of the service user will be kept.

This file will include at least the following:

Service user details

- All information to date, such as the assessment and the care plan.
- Details of the service hours
- Details of the agency workers allocated to the client
- The daily report sheets. This sheet will be updated daily with full details of all tasks and events relating to the care of the service user. This report sheet will also be used to note observations, make comments and make occasional reports on the apparent health of the service user.
- Record of induction and training if required for temporary workers.

### **SITE VISIT**

A visit will be carried out to establish if the care delivered is in accordance with the care plan. If any deviations are found, or if there are areas that require special attention or improvement, this will be made known to the temporary workers and service user or representative.

**IN ORDER TO GIVE AND MAINTAIN A HIGH LEVEL OF CARE SERVICE, THE FOLLOWING PROCEDURES MUST BE ADHERED TO:**

#### **Change of plan:**

The Agency will inform our service users that any changes made to the original care plan constitute a change of their contract with us. This will be dealt with in terms of the contract review procedures that were followed when the initial agreement was compiled.

#### **Daily reports:**



After the initial inspection the content of the daily report sheets will be closely followed. All indications that the care plan may need adjustment will be followed up and the appropriate changes made immediately.

**Reviews:**

All changes to a care plan will be fully documented and duly authorised by appropriately experienced and qualified professionals.

All daily reports will be reviewed as a whole on a weekly basis initially, and then on a monthly basis by the care manager.

**Nurses Friend Care Manchester tries to enhance the control of the care situation even more by implementing the following:**

- impromptu site visits and telephone calls to the client
- Completion of feedback questionnaires in the presence of the client. The agency will strive to do this at least once a month initially and then once every three months, with every client.
- All matters requiring action will be incorporated into the agency's regular management review meetings until they have been satisfactorily actioned.
- The agency offers further questionnaires to the client's family members and relatives; these are then reviewed and actioned and reviewed in exactly the same way as the client questionnaires.

**END OF POLICY**



## **Policy 2: Orientation & Induction of Domiciliary Care Workers**

Nurses Friend Care Manchester has a comprehensive screening process in place for all agency workers. All domiciliary care workers will be required to evidence mandatory training in the last 12 months in the following:

1. Manual Handling
2. Basic life support
3. Fire safety
4. Health and safety
5. COSHH
6. RIDDOR
7. Infection control
8. Lone worker
9. Handling of violence and aggression
10. Use of restraint
11. Food safety
12. Information governance, data protection and caldicott training
13. Protection of vulnerable adults and children training
14. Medication training

In addition to mandatory training agency workers will be required to be under induction training which is specific to the care package and the service user's needs and signed off under the minimum information form that is in use by the agency.

All domiciliary care workers will be subject to ongoing supervision and evaluation.

**END OF POLICY**



### **Policy 3: Quality Monitoring**

- Nurses Friend Care Manchester will review the performance of its Agency Workers and its services on a regular basis.
- We will conduct Client Surveys every three months, the results from these surveys will then be used as part of the internal audit process and to develop company policies and procedures.
- We will also obtain feedback by regular phone contact on an ongoing basis to monitor service and staff performance and carry out at least one visit every three months to all domiciliary clients. A written record of the visit will be completed and kept on file.
- Nurses Friend Care Manchester believes that Customer feedback is the key element in measuring the achievement of our standards and should be sought at every opportunity.
- When determining the Care Plan and in the delivery of care, the paramount consideration is the personal choice of the recipient of that care. Therefore Nurses Friend Care Manchester will work closely with Service Users, their families, social services and any other representatives or health professionals. A named care manager will assess, implement and evaluate every Service User plan on a quarterly basis or when a Service Users needs change. Major changes to care regime will be implemented as soon as agreed. For any Service Users requiring nursing care, a Registered General Nurse will undertake the assessments.
- Nurses Friend Care Manchester's Equal Opportunities Policy will be adhered to when assessing, implementing and evaluating a Service User plan. Every encouragement will be given to Service Users to live as independently as possible.
- A daily log will be recorded on every visit. This record will be inspected at regular intervals and the care provided monitored by spot checks held on a regular basis.
- Risk assessments will be undertaken by the care manager. The Risk Assessment will identify any possible risks to the health, safety and wellbeing of individuals receiving nursing and care and possible risks to our Agency workers. The Care Plan and Risk Assessment will be reviewed at least once quarterly or more frequently where circumstances or needs change.
- Agency workers will be fully aware of the need to respect the person and their home and to observe the agency's policy on Confidentiality. Any data relating to the Service User will be kept in locked cabinets or behind secure computer passwords. Agency workers will ensure that premises are secure and that the Key Holding Policy is observed and adhered to.
- All Agency workers are required to report any fears or potential safety/security problems immediately and a suitably trained individual will attend and perform a risk assessment to assess the level of risk or safety to both Service Users and staff.
- The Company abides by the Caldecott Protocols and the Data Protection Act.
- Nurses Friend Care Manchester will always strive to provide a consistent service; we will try to provide Service Users with a regular Agency worker (or team of Agency workers) for the majority of the care needs. If the regular Agency worker is absent through either sickness or holiday, we will endeavor to provide a replacement Agency worker and preferably one who has visited the Service User before.
- There is a Provision for good quality training and refresher training throughout the Company for staff. Nurses Friend Care Manchester recognises that all Agency workers



- must undergo training and development that equips them to perform their work competently and must provide evidence of that training. Following the standard recruitment process and before an Agency Worker is offered a work placement, he or she will be taken through formal induction training.
- Prior to being sent on an assignment each Agency worker will be provided with a staff handbook. Agency Workers are required to sign the declaration stating that they have received and read the handbook and agree to abide by the contents, including the Terms & Conditions of Agency Workers and all applicable policies, procedures and guidelines, as updated from time to time.
  - Nurses Friend Care Manchester requires that identification badges be shown to Service Users and worn at all times in a place where they are easily seen and appropriate uniform or dress is worn when carrying out duties.
  - Nurses Friend Care Manchester is an Equals opportunity agency and will not countenance discrimination in its recruitment among those working on its behalf or in relation to those who receive the agency's services. The agency will not allow Service Users to be subjected to discrimination for any reason and expect that all Service Users will be treated equally and fairly regardless of their race, colour, nationality, gender, marital status, sexual orientation, religious, disability or age.
  - The agency operates an Equal Opportunities Policy in its recruitment and registration procedures, which allows for staff and workers to be selected on the basis of their ability to fulfill the requirements of the job. The agency promotes a working environment that is free from harassment or intimidation and views harassment towards a service user, a member of staff or an Agency worker as a serious breach of conduct. Cultural needs will be clarified by consultation with the Service User at assessment and Agency workers will be briefed on the individual requirements of the Service Users.
  - The views of Service Users regarding the manner of delivery of their care will be paramount. The Company will ensure all Agency workers uphold this policy. (See Equal Opportunities Policy)

**END OF POLICY**



#### **Policy 4: Harassment Policy**

Harassment is likely to occur when Agency Workers are alone with the client in their premises. Nurses Friend Care Manchester will provide Agency Workers with appropriate training for identifying and handling any acts of harassment and this will be recorded in the Agency Workers record. Staff will not be expected to work with a client that has been identified as high-risk until training has been successfully completed.

Acts of harassment may include;

- Verbal or racial harassment
- Physical harassment which includes any aggression, threats or violent acts
- Sexual harassment which may be verbal or physical.

Agency Workers must make the Service User aware of and avoid any conversation that has sexual or political nuances.

Nurses Friend Care Manchester insists that Agency Workers maintain mutual respect between themselves and the Service User and be aware of any mood swings or reaction to medication.

We make all Service Users fully aware of the Service Users clinical history, which includes psychiatric history and history of alcohol or drug abuse.

Agency Workers are required to record all acts of harassment and abuse in the Service Users file and must also report it immediately to the registered manager.

**END OF POLICY**



### **Policy 5: Assigning & Re-assigning Temporary Workers to Client**

The Purpose of this policy is;

- To provide working mechanisms that will ensure continuance of care when:
- The client has requested a change in temporary worker.
- The clients care/nursing needs have changed and the temporary workers skills and/or expertise no longer meet the client's required needs.
- The temporary worker has reported ill, or becomes physically or mentally incapable to care for the client or where the temporary worker is on holiday.
- The temporary worker is attending a training course.
- The temporary worker has left the employment business.
- The temporary workers shift needs have changed and they needed to re-arrange their shift times, and this was not acceptable for the client.

#### **Staff Selection Criteria**

When specific temporary workers are chosen for specific clients, Nurses Friend Care Manchester will make a choice based on the following criteria:

- The client's required medical and care needs, other needs and other wants.
- The temporary workers ability to meet the requirements in terms of having the required skills and training.
- The gender, age, cultural, religious and ethnic background of the client.
- The personality, temperament, knowledge and interests of the staff member.
- The preferred language and communication needs of the client.

#### **Policy for changes in temporary workers**

The agency will, whenever possible, endeavor to maintain more than one temporary worker can be used and meets the client's needs and wants, in cases where the regular temporary is absent or remains absent from the client.

The agency will, whenever possible, inform the client or his advocate, or relatives, well in advance when there is a change in temporary worker.

The client will always have the right to request a change or to refuse a specific temporary worker and make the final decision as to whether the temporary worker meets their needs.

**END OF POLICY**



## **Policy 6: Supervision & Staff Support**

Nurses Friend Care Manchester temporary workers will receive the support and supervision they need to carry out their jobs. Such support will be available through the normal day-to-day supervisory and managerial processes although agency workers with direct responsibility for the delivery of care will have organised and regular review sessions with a nominated supervisor/manager. This process is known as supervision, and is in addition to the agency worker's annual performance appraisal.

### **Procedure & Purpose**

The Objectives of the Supervision sessions are as follows:

- a) To ensure that each agency worker understands Nurses Friend Care Manchester's philosophy and aims and is able to translate these into the evaluation, delivery and monitoring of care given to individuals, thus maintaining and developing the service provided;
- b) To provide regular review of the work undertaken with individuals, with a focus on successes, problem areas, discussion of solutions, etc.;
- c) To provide support and professional guidance, enabling the agency worker to gain a greater understanding (using the experience of the supervisor, for example) of the "environmental" or less obvious factors impacting any given situation, clarifying roles and responsibilities, etc.;
- d) To promote the personal and professional development of agency workers, identifying training needs, for example, on an ongoing basis;
- e) To promote positive relationships, not only between the agency worker and the supervisor, but with colleagues etc., facilitating a good working atmosphere;
- f) To discuss the causes and alleviation of stress within the workplace.

### **Scheduling**

Each agency worker who is to be the subject of supervision will be informed by his/her supervisor or manager. The aim will be to have one to one supervision from a senior member of staff at least three-monthly (in addition to the annual performance appraisal) and each session will be planned/scheduled no less than one month in advance.

### **Direct Observation**

Care workers will in addition to supervision and formal performance appraisal (and with the approval of the client) receive direct supervision in the workplace, which will on occasion be unannounced.

### **Records**

Each session of supervision will be recorded and filed in the agency worker file.

### **Ongoing Review and Assessment**

Supervision is an important process which will ensure that regular dialogue takes place on all important matters which relate to the care of the clients. Managers will ensure at all times to ensure that the process takes place, in an appropriate fashion, and with a view to achieving the



Established goals, and to the continuous improvement of the services provided. If any agency worker feels dissatisfied with any aspect of supervision, then they are asked to discuss this with their manager.

### **Supervision Session**

<b>Notes for Supervisors</b>
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#### **Preparation for the Agency Worker Supervision Meeting (face to face)**

- collect all the information you will need in order to conduct the discussion properly, e.g. record of previous supervision sessions, information on progress etc.;
- Consider the session record from the last discussion and the content of any interim discussion between you and the agency worker.
- Inform the agency worker of the date, time, likely duration and location of the discussion, at least four weeks in advance. Agency workers should be given as much time as is necessary to allow all issues to be debated properly, with 45 –90 minutes being the expected norm;
- ensure that you have arranged a private room in which to have the discussion, and one which is not likely to result in you being disturbed;
- determine, and record so that you don't forget, the key points that you want to discuss;
- Prepare a plan of how you will conduct the meeting.

#### **Conduct**

- avoid interruptions, e.g. telephones, visitors etc.;
- try to arrange the room informally, and remove physical barriers;
- try to get the discussion moving as a two-way conversation;
- Remind the agency worker of the purpose of the meeting. Give an outline of its structure, and an approximation of how long you think it will last. Make sure that the agency worker knows that they will be encouraged to contribute to the discussion;
- get the agency worker talking by using “open” questions (the type that cannot be replied to with a yes/no response), probing their answers, not interrupting, and giving recognition where it is due;
- Do not “save things up” for the interview. There should be no surprises;
- Never get into an argument. Agree to differ if there are any contentious points. Agree to meet again after you and your agency worker have had time to think about the issue;
- always be in a position to justify your comments;
- be open, direct and honest;
- Try to end, always, on a positive note.
- Summarize what you have agreed.

#### **Follow Up**

- make notes on the meeting;



- complete the Supervision record, and make sure that the agency worker receives a copy;
- Monitor progress on a regular basis, and make sure that you do what you said you were going to do. Make sure that the agency worker does likewise.

**END OF POLICY**



## **Policy 7: Lone Worker Policy**

Nurses Friend Care Manchester recognises that on occasions Agency Workers will be required to work alone. Lone workers can be described as those who work alone without close or direct supervision.

The health & safety of Agency Workers is our priority and we will ensure that in these circumstances, a full risk assessment is carried out in advance of placement of the Agency Worker

This risk assessment will identify hazards of the work and assess the risks involved. Where there are found to be risks, measures will be put in place to avoid or control these risks. Risk assessments for lone working will be documented and copies retained.

Nurses Friend Care Manchester will facilitate all Temporary Workers to undertake Health & Safety and Lone Worker training on an annual basis. This training is paramount as lone workers need to be sufficiently experienced and fully understand the risks and precautions. Nurses Friend Care Manchester will make contingencies where required for back up lone workers and that lone workers are aware of how to call for assistance. A contact schedule will be implemented to ensure communication is maintained. A nominated person will contact lone workers periodically. This person will know the lone worker's whereabouts and expected end of work time.

Overall, the agency will take into account each situation as a standalone, assess it accordingly and will ensure that prior to accepting any assignment each Agency Worker is aware of the procedures that they should follow in various circumstances. Agency Workers will be consulted prior to the implementation of any monitoring system or contact arrangement. This will raise the awareness of the lone workers and provide information to ensure that they understand why the agency is monitoring them. This will also increase the awareness of their personal safety.

Medical fitness for lone working will be considered before employment and at periodic appraisal interviews. In the event of an incident or injury involving a lone worker, a thorough investigation will be carried out and the risk assessment and safe system of work reviewed. Additional control measures will be established to minimise the risk of a similar event occurring in the future.

**END OF POLICY**



## **Policy 8: Statement on Providing Enough Suitably Qualified & Competent Staff**

Nurses Friend Care Manchester will make it a priority to provide suitably trained and qualified staff to meet the care and welfare needs of service users.

Nurses Friend Care Manchester is committed to fostering a safe environment for its service users helping them feel safe and reassuring them that their health and welfare needs are met by staff that are fit, appropriately qualified and are physically and mentally able to do their job. This will be achieved by:

- Having effective recruitment and selection procedures in place.
- Carry out relevant checks when we register staff.
- Ensure that staff are registered with the relevant professional regulator or professional body where necessary and are allowed to work by that body.
- Refer temporary workers that are thought to be no longer fit to work in health and adult social care, and meet the requirement for referral, to the appropriate bodies.

### **Verification of Service Delivery**

Nurses Friend Care Manchester will monitor service delivery to all service users and clients by the following:

- Feedback from the client following commencement of service in the first month and quarterly thereafter.
- Review of the care plans with the client in three monthly intervals and if care needs change.
- All feedback will be reviewed and actioned by the care manager
- Advance completion of the Rota allows safe rostering and early identification of potential changes to client cover.
- Client will be informed at earliest opportunity if there is to be a change to agency worker allocated.
- Branch manager will only accept a referral for care if confident that the branch has enough suitable skilled agency workers to deliver the care.

### **Codes of Practice and Conduct**

At Induction all workers are issued with the staff handbook which details the Nurses Friend Care Manchester Code of Practice. Each worker is also issued with The General Social Care Council Code. The Induction also covers: roles and responsibilities, training and development opportunities, policies and procedures including 'protecting the rights of service users', 'promoting Independence' and 'safe guarding'. All domiciliary care workers are also issued with a job description.

**END OF POLICY**



### **Policy 9: Home Nursing & Home Care Policy**

Nurses Friend Care Manchester recognises that, in providing nursing and care services to clients in their own homes, it assumes the responsibility for delivering a dependable service to vulnerable people, who do not have the back-up and support that they would in an institutional setting.

Nurses Friend Care Manchester Clients, who will often have highly complex care needs, will be safeguarded from abuse, through deliberate intent, negligence or ignorance.

The Care Manager is responsible for ensuring that care delivery and Agency worker allocation is planned with maximum efficiency, organisation and a flexible approach and for ensuring that consultants understand the specific requirements laid down in respect of nursing and care supplied directly to patients requiring home nursing and homecare services.

A Lead Nurse or Senior Carer will be appointed for each client to ensure that the quality of care is maintained and decisions and changes are communicated to the Care Manager.

The agency will obtain from the local authority, or the local health or primary care trust, a detailed needs assessment for be used together with the agency risk assessment.

For individual clients who are self-funding, the agency will carry out a care needs assessment, prior to the provision of a home nursing or domiciliary care service (or within 2 working days in exceptional circumstances) using senior staff who are competent and trained in such procedures .

#### **Document: Care Plan & Service Records for Nursing & Care at Home**

A Care Plan is completed for each new Home Nursing & Care Client, when the initial assessment is carried out. Thereafter, the document is updated three-monthly or more frequently, if the condition of the Client changes.

A copy of the Care Plan & Service Records is stored electronically and is accessed and updated by the Care Manager.

The Care Manager is responsible for ensuring that training is provided in the completion of personal records held in Clients' homes, as required.

#### **Procedure**

The care needs assessment for individual clients has a number of elements including important information about the client; care needs assessment and a client's risk assessment.

Each part comprises a set of forms, for completion by the needs assessor. These forms are used throughout the care planning and delivery process, and are kept as part of the client's records in the agency's office. As they contain personal data, these records come under umbrella of the Data Protection Act and must be protected at all times from wrongful or inappropriate disclosure.

Copies of all forms completed by the agency should also be kept in the home of the client. If the client prefers NOT to have a copy of these forms, a statement to that effect, signed by the client, is held at the office.



This is designed to collect important information about a client, such as personal details, information about anyone living with the client, name of emergency contact/next of kin, main family carer: GP; Dentist etc.

**Important additional information about the client**

Care must be provided in a fashion which allows for the client's own wishes and preferences to be expressed and, where appropriate, followed. This form collects information, for example, on issues such as communication, entering the client's premises, any sensory impairments etc. This information allows the agency to design an individualised Care Plan which takes these matters into account, allowing for greater autonomy and independence together with input from the client.

**Needs assessment**

Where an assessment has been performed by a third party (Local Authority, PCT, Health Trust etc.) this will be used together with the branch assessment and is the key part of the process, and this form invites an initial discussion between the client and the needs assessor on matters such as the client's own assessment of their physical and mental health, disabilities or impairments, and the client's own ideas about the support they need, how it should be delivered, when, etc. The form goes on to discuss a variety of tasks associated with daily living, such as dressing, personal hygiene, food and drink, housekeeping, leisure etc.

**Client's risk assessment**

This part of the assessment discusses mainly health and safety issues relating to the client (as opposed, for example to health and safety issues relating to the client's home, electrical equipment, hazardous substances etc. which are dealt with separately), and examines slips, trips and falls, aspects of the client's chosen lifestyle which might present hazards, the potential for abuse or exploitation, risks to others, administration of medicines, manual handling and transfer etc.

**END OF POLICY**



## **Policy 10: Protecting Service Users Rights**

Through appropriate instruction, education and training, Nurses Friend Care Manchester will instil the value of respect to service users at all times, and that all employees and agency workers are aware of, and observe, the requirements of this policy. Any employee or agency worker who will fully acts in a manner which is contrary to the spirit and aims of this policy will be subject to formal action which could lead to dismissal for an employee or removal from the agency's register for an agency worker.

### **Procedure**

There is no reason to believe that the fundamental rights of Service Users should be any different to any other member of society. What is different, in a care environment, with vulnerable people, is the obligation which rests on the agency, and its staff, to ensure that all rights are acknowledged, and respected at all times, whilst at the same time recognising that there may be individual circumstances, often related to the health of the client, which may, albeit for a temporary period, result in certain "rights" being withheld or modified. In such cases the action(s) to be taken, the reasons for the action(s), and the anticipated duration, will be recorded on the client's Personal Care Plan, and reviewed on a regular basis. Specific attention is drawn to the following list of client's' rights, which are to be observed at all times.

### **Nurses Friend Care Manchester's Clients and Service Users have the right to:**

- Have their needs properly assessed, and to have those needs met on a consistent basis, and to a defined level of quality;
- Receive written information about the care they are receiving, together with its cost;
- Exercise an appropriate degree of control over their lives; to make informed choices and to take decisions;
- Make a complaint about any aspect of the service they are receiving;
- Receive care, attention, and services on an equal basis with all others;
- Be protected from any abuse or conduct which is detrimental to their wellbeing and health;
- Privacy;
- Be treated in a manner which promotes dignity, wellbeing and understanding, and that our staff receives adequate training, in, for example, Protection of Vulnerable Adults, (POVA), and will include representative "Quality Statements" in its Quality Assurance Programme for Service Users. .



Nurses Friend Care Manchester User Guide states the following:

**Clients have the right to expect:**

- To be encouraged to be as independent as possible, to be allowed to take risks and to live a lifestyle which is, as far as possible, geared to their personal choice and preference.
- To be treated as an individual; to make their own decisions on matters which affect them and to participate as fully as possible (with the help of a friend or relative if so desired) in drawing-up a care plan, reviewing it and agreeing any modifications
- To have their values, beliefs and chosen lifestyle respected at all times
- To have the right to say who may and may not enter their home, within the boundaries of the Company's Equal Opportunities Policy. To be empowered in the decision about the gender of their nurse. To be listened to if they are unhappy with a particular nurse and have action taken to resolve any issue.
- Not to be discriminated against for any reason, e.g. age, race, sex, colour, religion, disability, political opinion, sexual orientation, and gender reassignment status, physical and financial circumstances.
- To have privacy in relation to their personal affairs and belongings and confidentiality in respect of the care they require, their personal circumstances, financial, domestic, family matters etc.
- To be listened to at all times and to have their thoughts, opinions and attitudes respected and considered.
- To receive details of the Company's services before the start of the service.
- That the Company will regularly review the service according to assessed care needs and within a timescale agreed with the Client.
- To have access to friends, relatives, religious leaders, etc. and to be assisted, where necessary, in making such arrangements.
- That the Company will recognise and fully understand the needs and rights of relatives or friends caring for someone and help them decide how these can be best met.

**From the Office Staff:**

- That when telephoning a Company office they will be greeted in a courteous manner and if the telephone is not answered promptly that they will receive an apology
- That their telephone enquiries will be answered 24 hours a day
- That every effort will be made at all times to match service users with their desired carer and that continuity of care is recognised by Nurses Friend Care Manchester staff as of paramount importance,
- That their comments and requests are responded to with respect and taken seriously
- That a care manager will be responsible for all assessments and care plans relating to the Client and to liaise with other involved healthcare professionals on behalf of Clients, where required
- That nurses will arrive at the assignment at the agreed time but if, due to exceptional circumstances, the nurse is late for any duty, that the Client will be notified

**From Nurses Friend Manchester Care Workers:**



- To have care provided in accordance with the agreed care plan by care workers, whose education, experience, training and attitudes make them suitable for such a role and who will provide care in a friendly, appropriate and respectful manner
- To receive care from care workers who have been personally interviewed by appropriately trained staff, and who have fulfilled the Company recruitment and selection criteria
- To receive care from care workers that match their requirements in terms of skills, experience, personality, cultural and religious needs
- That care workers will treat service users property, possessions and the security of the home with due consideration as outlined in the Company policies
- That care workers will arrive at the assignment at the agreed time. If, due to exceptional circumstances, the care worker is unable to attend within 15 minutes of the commencement of any duty, that every effort will be made by the Company to notify the service user
- That care workers will be dressed appropriately for the work they are to perform and in accordance with the Company's dress code
- That every care worker will wear a photographic identification badge unless this is contrary to the service user's wishes
- That care workers will be covered by appropriate Professional Indemnity Insurance

**From Nurses Friend Care Manchester Nurses:**

- To have care provided in accordance with the agreed care plan, by nurses whose education, experience, training and attitudes make them suitable for such a role and who will provide care in a friendly, appropriate and respectful manner
- To receive care from individuals who are registered with the Nursing and Midwifery Council (NMC), adhere to the NMC's Codes of Professional Conduct; have been personally interviewed by appropriately trained staff and who have fulfilled the Company recruitment and selection criteria
- To receive care from professional nurses, who match their requirements in terms of skills, experience, personality, cultural and religious needs
- That nurses will treat Client's property, possessions and the security of the home with due consideration as outlined in the Company policies
- That nurses will be dressed appropriately for the work they are to perform and in accordance with the Company's dress code
- That every nurse will wear a photographic identification badge unless this is contrary to the Client's wishes
- That nurses will be covered by appropriate Professional Indemnity Insurance
- That privacy will be maintained, in relation to the Client's personal affairs and belongings, and confidentiality, in respect of the care which is provided, the Client's personal circumstances, financial, domestic or family

**END OF POLICY**



## **Policy 11- Records Kept in the Service Users Home**

In accordance with good practice, and National Minimum Standards, Nurses Friend Care Manchester will introduce into each home where care is provided, a procedure for recording key events and activities associated with that care.

The agency has devised a standard written record for the purposes of recording key events and activities. The care plan record contains information on:

- Name of the client;
- Time and date of every visit, with a description of the services provided;
- Requests for assistance with medication and action taken;
- Financial transactions undertaken on behalf of the client;
- Details of any changes in the client's (or Carer's) circumstances, health, physical condition and care needs;
- Any accident however minor to the client and/or care or support worker;
- Any other untoward incidents;
- Any other information which would assist the next health or social care worker to ensure consistency in the provision of care.

Clients or their advocates will have access to the records in the home. These records will be kept in the home until care ceases, after which they will be transferred to the agency for safe-keeping.

A client may refuse to have records kept in their home. In such cases the refusal must be in writing, dated and signed, and this statement will be kept on the personal file of the client by the agency.

These records remain the property of Nurses Friend Care Manchester and we are obliged to retain these records.

**END OF POLICY**



## **Policy 12: Autonomy & Independence**

Nurses Friend Care Manchester will assess, plan, deliver and review the care services it provides to clients with a view at all times to promoting autonomy and maintaining/increasing independence.

### **Procedure**

#### **Care Assessment and Personal Care Plans**

Nurses Friend Care Manchester will involve the client in the assessment and planning of the care services they need, and seek the client's opinion as to the most beneficial service which satisfies their own individual needs. Where possible, individual clients will be offered choice in the care to be provided and the manner and frequency of its delivery. Nurses Friend Care Manchester's aim will be to tailor a package of care which reflects need, offers choice, and respects the client's opinion and judgement.

#### **Review**

The Agency will agree a review schedule with the client upon creation of the inaugural Personal Care Plan. The client is entitled to request a review at any time. The review will take into account the manner in which care has been delivered, whether it is meeting the objectives which were set at the beginning, and any changes which have taken place in the client's overall needs assessment. The review will focus on any changes which need to be made to satisfy current objectives, whilst at the same time maintaining choices and the plan continues, if possible, to promote and enhance independence.

#### **Personal Finances**

Control of personal finance is a key component of being able to demonstrate independence in living, and Nurses Friend Care Manchester will encourage, enable and empower, where possible, clients to make decisions in relation to their own lives, providing information, and assistance and support where needed.

Nurses Friend Care Manchester will not seek to control the client's finances and will only become involved in financial transactions where it has been specifically asked to do so either by the client, or the client's Carers, family or representatives. Where the Agency is asked to become involved, then strict controls will be implemented to ensure that all funds/transactions are properly looked after and recorded.

#### **Administration of Personal Care Needs**

Where appropriate, Nurses Friend care workers will seek to carry out tasks assigned to them with the client, as opposed, for example, to simply carrying out tasks for them. In this way the client becomes involved in the care process, and may, over time reduce dependence as confidence and competence increase.

Nurses Friend Care Manchester recognises that most interactions between care workers and their clients, demonstrate some form of dependence upon the care worker, and obligations exist therefore to maintain the integrity of the code of conduct, which means that all actions undertaken by the care worker:

- a) Are with the express wish of the client;
- b) Are conducted in such a way that the client does not feel undervalued or inadequate;
- c) Are undertaken with a view to reducing dependence over a period of time, and reflecting this reduced dependence in the review of the Personal Care Plan.

In addition, the agency will:



- Keep clients and their relatives or representatives fully informed about the service they receive and are provided with information in an appropriate format;
- Ensure that care and support workers communicate with clients in their first, or, where agreed, their preferred language;
- Provide that clients or their relatives or representatives (with the client's permission) have access to the clients personal files, in accordance with the Data Protection Act 1998 and are informed in writing that these files may be reviewed as part of the inspection and regulation process;
- Ensure that limitations on the chosen lifestyle or human rights to prevent self-harm or self-neglect, or abuse or harm to others, are made only in the client's best interest, consistent with the agency's responsibilities in law, the limitations are recorded in full within the risk assessment and the plan for managing risks and entered into the Personal Care Plan;
- Inform clients and their relatives or representatives about independent advocates who will act on their behalf and about self-advocacy schemes.

**END OF POLICY**



### **Policy 13: Philosophy of Care**

Nurses Friend Manchester provides all Service Users with a statement outlining our key principles of care that our service promises to deliver and against which our success can be measured.

About our service, Service Users have the right to expect:

- To be encouraged to be as independent as possible, to be allowed to take risks and to live a lifestyle which is, as far as possible, geared to their personal choice and preference.
- To be treated as an individual, to make their own decisions on matters which affect them, and to participate as fully as possible in drawing up a Care plan (with the assistance of friends, family or representatives as required), reviewing it and agreeing any modifications.
- To have their values, beliefs and chosen lifestyle respected at all times and for their thoughts, opinions and attitudes to be respected, considered and listened to.
- To have the right to say will and who will not enter their home within the boundaries of the Company's Equal Opportunities Policy. To be empowered in their decision about the gender of the Care Worker. The agency will not insist on Service Users having a Care Worker with whom they are unhappy.
- Not to be discriminated against for any reason, e.g. age, race, sex, colour, religion, disability, political opinion, sexual orientation, and gender reassignment status, physical and financial circumstances.
- To have privacy in relation to their personal affairs and belongings, and confidentiality in respect of the care that they require, their personal circumstances, financial, domestic or family matters etc.
- To receive details of the Our Home Care services before the start of the service.
- To receive written confirmation of a Service Plan identifying appropriate levels of care, agreed with them and by the Council or PCT.
- To have details of the care given each day and the outcomes observed, recorded to the agency's requirements.
- That the Agency will regularly review the service according to assessed care needs and within a timescale agreed with the Service User.
- That Care Plans or records will be left in their home, until completion of the assignment (when records will be returned to the Agency).
- To have access to friends, relatives, religious leaders etc. and to be assisted, where necessary, in making such arrangements.
- That their telephone calls to Nurses Friend Manchester will be answered 24 hours a day.



**About the Care Workers, Service Users have the right to expect:**

- To have care provided in accordance with the agreed Care Plan by Care Workers whose education, experience, training and attitudes make them suitable for such a role and who will provide care in a friendly, appropriate and respectful manner.
- To receive care from Care Workers who have been personally interviewed by appropriately trained staff, and who have fulfilled the agency's recruitment and selection criteria.
- To receive care from Care Workers that matches their requirements in terms of skills, experience, personality, cultural and religious needs.
- That Care Workers will treat their property, possessions, their home, the security of their home with due consideration as outlined in the Agency's policies.
- That Care Workers will arrive at the assignment at the agreed time. If, due to exceptional circumstances, the Care Worker is late or unable to make the assignment, that the Company will make every effort to inform them and provide a suitable replacement Care Worker as required.
- That Care Workers will be dressed appropriately for the work they are to perform and in accordance with the Company's dress code.
- That every Care Worker will wear a photographic identification badge unless this is contrary to the Service user's wishes.
- That Care Workers will be covered by appropriate insurance.
- That Care Workers will understand the need to promote the Service User's privacy, dignity, independence, choice and culture at all times.

Nurses Friend Care Manchester will regularly review this document to ensure that it remains in line with current legislation and current best practice. The latest version will always held in the Service Users' homes.

**END OF POLICY**



#### **Policy 14: Death of a Client/Service User**

Care in the home frequently involves situations where expected and unexpected death can occur.

Whilst it may not be possible to anticipate the timing of death, the agency is committed to participating in a planned and responsible management of the event. This encompasses suitable and sufficient guidance for the agency worker who is undertaking the care, and the provision by the Service User of appropriate contact details for his/her relatives.

When a Service User dies in the home, their GP or the Ambulance Service should be summoned immediately. The time at which breathing and pulse stopped must be recorded where possible.

As soon as possible, notify your manager, who will notify the next of kin. It is the responsibility of the next of kin, or the Service User's representative to notify the undertakers once the GP has issued the death certificate, unless specific alternative arrangements have been made.

The Registered Manager will give notice to the relevant Care Commission in accordance with the regulations. The information should include the circumstances of the death.

**END OF POLICY**



## **Policy 15: Dignity & Privacy**

Nurses Friend Care Manchester will endeavor in conducting its affairs, to maintain best practice in establishing relationships founded in respect for one another, and the right to have dignity and privacy recognized and maintained, in the care it delivers to each and every client.

### **Procedure**

General Social Care Council (GSCC) – Code of Practice

The agency ensures that all care workers registered are supplied with a personal copy of the GSCC's Code of Practice for social care workers, and that they abide by this code. Para 1.4 of the code states that social care workers must protect the rights and promote interests by "Respecting and maintaining the dignity and privacy of service users".

### **Confidentiality**

Nurses Friend Care Manchester and its staff will respect and protect all confidential information concerning its clients, at all times, and that;

- All clients will be provided with the agency's statement on confidentiality. This statement outlines the obligations placed upon the agency to safeguard confidential information; describes the circumstances whereby the agency may disclose confidential information, together with the circumstances where express consent is required, and finally the client's right to object to any disclosure.
- The agency's care temporary workers are also given a copy of this statement. Any failure to observe the principles outlined will lead to disciplinary action which, in more serious or repeated cases, may lead to the employee's dismissal.

Where abuse or neglect is suspected then the agency and its staff are required to place the welfare and best interests of the client at the forefront of their actions at all times, and to report their suspicions immediately.

### **Entering Premises**

Prior to entering the premises of a client, care workers must knock, speak through the door and wait for permission to enter. Entry without permission is only acceptable in a clear emergency situation, where there are concerns regarding the safety of the client, or where this has been approved in advance, and is incorporated into the client's Care Plan. Where the client is deaf, or otherwise incapable of indicating their willingness to, and acceptance of, the care worker's entry, then some other approach must be agreed and adopted at the time the service begins.

### **Personal Care Needs**

Personal care needs can arise because of age or level of ability and usually involve toileting and medication. The agency and its staff will respect the client's wish for privacy and the preservation of dignity at all times.



**In each case:**

- The care worker must be made aware of the nature of the care needs;
- The views of the client on support and assistance will take precedence, unless Otherwise explicitly stated in the Care Plan or concerns arise in relation to health and Safety;
- The client will have an individual care plan drawn up with details of the personal care Needs and how these are to be addressed;
- If appropriate, written instructions from a professional person as to the nature of the Care required may be obtained;
- When accompanying a client to the toilet, assisting with bathing, dressing or other Intimate tasks, care staff must endeavor to maintain a client's dignity and privacy, only undertaking those tasks that the client is clearly unable to do.

Wherever possible the client's wishes will be respected concerning the sex of the care worker assigned, (in particular where a Genuine Occupational Requirement is evident) when intimate care is to be provided, although there is no automatic reason why a client should raise concerns about a care worker of the opposite gender.

**Promotion of Privacy and Dignity**

The agency recognises that most interactions between care workers and their clients demonstrate some form of dependence upon the care worker, and obligations exist therefore to make sure that a code of conduct is observed and that all actions undertaken:

- a) Are with the express wish of the client;
- b) Are conducted in such a way that the client does not feel undervalued or inadequate;
- c) Protect privacy and dignity;
- d) Promote respect between the care worker and the client.

Without limiting the extent of the code of conduct in any way, such protection must be observed in relation to some of the more common activities associated with domiciliary care, such as: -

- Dressing and undressing;
- Bathing, washing, shaving and oral hygiene;
- Toilets and continence requirements;
- Medication requirements and other health related activities;
- Manual handling;
- Eating and meals;
- Handling personal possessions and documents;
- Entering the home, room, bathroom or toilet.

**Clients' Rights**

The agency insists that the rights of clients are respected at all times. Specific attention is drawn to the following list of rights, which are to be observed at all times.

Clients have the right to:



- Have their needs properly assessed, and to have those needs met on a consistent basis, and to a defined level of quality;
- Receive written information about the care they are receiving, together with its cost;
- Exercise an appropriate degree of control over their lives;
- Make informed choices and to take decisions;
- Make a complaint about any aspect of the service they are receiving;
- Receive care, attention, and services on an equal basis with all others;
- Be protected from any abuse or conduct which is detrimental to their wellbeing and health;
- Privacy;
- Be treated in a manner which promotes dignity, wellbeing and understanding.
- The agency will make every effort to observe that the rights defined above are met on a consistent basis and that temporary workers receive adequate training, in, for example, Protection of Vulnerable Adults, (POVA) and will include representative “Quality Statements” in its Quality Assurance Programme.

**END OF POLICY**

### **Policy 16: Emergency Procedures**

As part of the Domiciliary Care Induction and Health and Safety training all Nurses Friend Care Manchester agency workers undertaking domiciliary care are required to evidence training in the following emergency procedures:

- Fire precautions
- Water Leak or Flooding
- Gas or Fumes
- Electricity
- Service User Emergencies of First Aid

**END OF POLICY**



### **Policy 17: Fire Safety**

People sometimes think that a fire can start only if matches are lit, a domestic fire is alight or someone is smoking. Remember that heat energy, fuel and oxygen are all that are needed to start a fire. There are plenty of sources of heat energy in the average home e.g. radiators, electrical appliances, chemical reactions (when two substances mix intentionally or unintentionally), sunlight (especially focused through glass), friction (created when two materials or objects rub against each other).

The average home contains a lot of fuel - paper, fabrics, furniture, cushions, bedclothes and oxygen is freely available. It is important to prevent any likelihood of fire.

- Clothes should not be put to dry on fire guards.
- Tea towels should not be hung over the cooker to dry.
- Clothes should not be hung where they trail over radiators.
- Some homes have smoke alarms, although they can be set off when danger is slight (e.g. the toast burns) and your Service User may need to be warned of this.
- The batteries of smoke alarms also need to be checked regularly and replaced when necessary.
- Domestic fire extinguishers also need servicing annually (fire blankets do not need servicing).

### **END OF POLICY**

### **Policy 18: Health & Welfare of People Using the Service**

Nurses Friend Care Manchester will maintain the health and welfare of the people using its service by:

- Making sure that service users experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.

Nurses Friend Care Manchester will reduce the risk of people receiving unsafe or inappropriate care treatment and support by:

- assessing the needs of people who use services
- planning and delivering care, treatment and support so that people are safe, their welfare is protected and their needs are met
- take into account recent published research and guidance
- make reasonable adjustments to reflect people's needs, values and diversity
- have arrangements for dealing with foreseeable emergencies.

### **END OF POLICY**



### **Policy 19: The Matching of Skills & Expertise of Nurses to the Requirements of Placements**

The agency will establish the needs and requirements of each request for an agency nurse placement. In order to do this we may request that a client completes a minimum information form which details the skills, training and experience required.

Each agency nurse is interviewed by a registered nurse who identifies their skills and expertise and matches these to recent work experience and length of experience in each field of expertise is recorded, ensuring correct placement.

The agency reviews the appropriate skills and expertise of each agency nurse via annual referencing, feedback and by appraisal. These reviews take into account any comments or feedback that has been received.

#### **END OF POLICY**

### **Policy 20: Disclosure of Patient Information**

Nurses Friend Care Manchester has confidentiality policies that protect the confidential information of service users. All information obtained is managed appropriately and will not be disclosed without permission, except when required by legislation or the need to protect the wellbeing of others.

#### **END OF POLICY**

### **Policy 21: Completion of Case Records**

It is essential that there are accurate and up to date case records for private patients who receive care in their own homes by agency nurses.

All case records are reviewed as agreed with the client or if care needs change. A detailed record of the care plan and documentation will be in the private patient's home. All care and treatment provided must be documented in the case notes and a clear record should be available for inspection at any time.

All entries in case records are contemporaneous, dated, timed and signed, with the signature accompanied by the name and designation of the signatory.

Any alterations or additions must be dated, timed and signed and made in such a way that the original entry can still be read.

Agency nurses must record all care given and recommendations in the private patients case records.

In the case of private patients who decline to have records kept in their own homes, this must be documented, dated, signed and retained by the nursing agency.



Case records should remain in the home for no longer than one month or until the service is concluded, this prevents old documentation gathering in the patients home, Case records should then be removed from the private patients home and transferred, with the patients permission to the nursing agency.

## **END OF POLICY**

### **Policy 22: Clinical Nursing Procedures**

The agency nurse is required to implement a person centered nursing care plan that is based on an initial assessment of the patient's care needs and is agreed with the patient.

The provision of nursing care and reassessment of the patients ongoing care needs, are agreed with the patient, monitored and recorded on a day to day basis.

The results and outcomes of any treatment and care are clearly explained to patients and any options available to them are discussed.

The nursing care plan and ongoing care needs are reviewed and agreed with patients and their carers/representatives at time intervals as recorded.

Arrangements are in place to ensure that private patients in their own homes are kept fully informed of issues relating to the care provided by our agency nurses and that they are able to make comments about the quality of care provided.

The agency nurse will take part in clinical supervision sessions on a regular basis.

## **END OF POLICY**

### **Policy 23: Gifts, Client Wills & Bequests Policy**

Nurses Friend Care Manchester provides Nursing and care services to Service Users for a set fee. The Agency Workers are paid for completing work and should not seek any other money, gifts, favours, or rewards for services rendered.

On occasion, a Client, their friend or relative may offer a voluntary gift as a mark of appreciation for care they have received. The Company believes that giving and receiving such gifts is not generally appropriate to the provision of professional care. Wherever possible, any offer of a gift should be politely refused; with an explanation that acceptance would be against Company policy.

If refusal is likely to cause serious offence to the Client, the gift may be accepted under the following rules:

- All offers of gifts should be disclosed to the Registered Manager who will discuss the matter with your Client, or their advocate as appropriate, to explain Company policy.



- A gift of money may only be accepted with the stated intention that it will be passed in full to a charitable Organisation nominated by the Company.
- Gifts of consumables (e.g. flowers, chocolates) if unlikely to cause offence, should be left in the client's possession, to be shared and enjoyed by all members of the nursing and care team.
- Other gifts should be refused with the suggestion of an equivalent donation to charity. The Registered Manager will acknowledge all gifts in writing.

Registered Nurses should also refer to the NMC guidelines on gifts. Failure to comply with this policy may result in removal from the Company Register.

Our Agency Workers have a personal duty to ensure that neither themselves, nor the Company, may legitimately face charges or allegations of malpractice or corruption in their conduct at work. As such, a Code of Conduct has been developed by the Company which follows good practice and National standards.

Any agency worker who seeks gifts or favours from Service Users in return for the services rendered will be subject to formal action which will, almost certainly, lead to removal from the Company register.

National Minimum Standards preclude staff involvement in assisting in the making of, or benefiting from Service User's wills. As such Agency Workers of the Company are instructed to not to offer any advice whatsoever, either to the Service User, or anyone connected with the Service User, on the making of Wills, or their contents. All Agency Workers are required to act openly, honestly, responsibly and without criminal intent in respect of a client's will or estate.

Agency Workers are only allowed to assist the client where the client has no family, advocate or friends that can assist the client and where the assistance that the staff member is giving is to merely contact an advocate, solicitor or Citizens Bureau on the client's behalf.

All agency workers must report any knowledge of the client appointing them as an executor of the client's estate immediately by making a record in the client's file and advising the Registered Manager. There will however be situations where the Agency Worker has had no prior knowledge. If this should occur, then the Agency Worker should advise the Registered Manager immediately.

**END OF POLICY**



## **Policy No 25: Assessing, Planning, Implementing & Evaluating Nursing Care for Private Patients in their Home**

This document outlines the procedures that we will follow at each stage of an enquiry from a private patient who requires nursing care in their own home.

The Care Manager will discuss the initial requirements with the patient their representative or advocate and will arrange for an assessment of the nursing needs to be carried out.

### **The Assessment**

The assessment is required to be carried out prior to the supply of nursing staff to a private patient. The agency charges for the assessment and a quotation for the assessment will be provided prior to the assessment taking place.

A registered nurse will undertake the assessment of the private patient and will discuss with the patient and his/her nominated representatives the type of nursing care that is required, the time periods that it is to cover, the training and specialist needs that the nurses providing the care will require and the duration that the service is likely to be.

The assessor will also carry out a risk assessment of the patient's home and provide accurate and detailed information that the nurses providing the care will need to follow. There is no obligation to purchase any care from us following an assessment.

### **Minimum Information Form**

The agency will ask the patient or the patients representatives to complete a detailed form providing information on the patient this information is required for our records and is cross referenced with the care assessment to ensure that the patient is fully aware of the type of service to be offered and any limitations that the agency may have in delivering this type of service.

### **Nursing Staff provision**

The Care Manager will match suitable nursing staff using the minimum information form and the assessment. They will ensure that the nursing staff to be provided have the relevant skills and experience to deliver the service. You will have the opportunity if you wish to meet with the proposed nurses in advance of any supply. Prior to supply of any nurse the agency will send you a form for completion which outlines the qualifications of the nurse to be provided, details of their training, professional qualifications and background checks, we will ask you to sign this document and return it to us.

### **Feedback and ongoing communication**

We will take ongoing feedback from the patient and their representatives as outlined in the minimum information form. This information will help us to feedback to our agency nurse and to adapt and change the service where necessary. The care coordinator will remain in constant contact with the patient and will be their first point of ongoing contact with the agency. The agency will work with the private patient to ensure that the service fully meets their needs and they are happy with all aspects of its delivery.

**Supervision**

Agency nurses work in a unsupervised environment for much of their time, the agency will therefore ensure that on a 3 monthly basis that we carry out supervision visits and checks on the agency workers to ensure that the services is being delivered correctly and to provide any necessary support or guidance to the agency nurse.

**Review**

The agency will meet with the private patient on a three monthly basis or as agreed with the patient.

This meeting will ensure that the private patient has the opportunity to change any aspect of their care that they feel could be improved and to ensure that the service is running in accordance with their wishes and that the service is still appropriate for the needs of the private patient.

**END OF POLICY**