



SERVICE USERS GUIDE

Welcome to MSS Care. This document describes the services MSS Care provide and details the terms and conditions. It might sound formal at times and we recommend that you ask for independent advice before committing to any care plan. A list of helpful contacts is available at the end of this document.

To ensure that you have the latest version of this Service User Guide you may call our office on 01872 225271 to check against the number in the bottom left of this page eg 000-11-004 Rev 15.

We are here to support you to live the life you choose. If you would like us to explain anything contained in this document, we will be happy to help.

We are regulated by Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2014. We are registered with, and therefore licensed by the Care Quality Commission (CQC) and are members of The Care Association.

**This document is available in large print or Braille please
ask for a copy if you require one.**

AIMS AND OBJECTIVES

MSS Care aims to provide the highest quality professional services for care in the home.

Our objectives are:

To provide clients with consistent high-quality care, based on their own needs, preferences and wishes, within their own home environment.

To provide our staff with the training, support, skills and equipment to carry out their duties in a friendly, competent and efficient manner.

To achieve our aims and objectives we will:

- Encourage clients to be involved in the decisions affecting their care and have their choices respected
- Strive to assist our clients to live as independently as possible
- Strive to assist our clients with involvement in their local community where possible
- Strive to meet client requirements and to enhance customer satisfaction
- Ensure that our clients are treated with respect, maintaining their dignity, and always observing their right to privacy.
- Work with each person, their family and/or advocates to agree to an individual person centred care plan
- Strive to ensure that we maintain a high level of continuity between our staff and our clients
- Ensure that the staff to client ratio is appropriate
- Evaluate our performance and recognize participation in our QHSE system
- Respect our co-workers, colleagues, clients, and the public
- Comply with statutory laws and regulations
- Encourage safe working practices through support and education
- Accept safety, quality and care for the environment as being every individual's responsibility
- Ensure that this policy is communicated and understood throughout the organization
- Comply with REACH standards
- Commit to continuous improvement of our Quality, Health, Safety, and Environment (QHSE) system

NATURE OF SERVICES

MSS Care provides domiciliary care services for the following service users:

- The elderly or infirm
- Adults with physical disabilities
- Adults with learning disabilities
- Adults with mental health issues
- Adults during convalescence or respite
- Adults requiring care while on holiday in Cornwall
- Temporary cover for family or other carers

At present we do not provide care for children or those under the age of 18.

Care services available are:

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|---|--|
| ➤ Personal Care | ➤ Shopping |
| ➤ Welfare checks | ➤ Housework |
| ➤ Assisted bath or shower | ➤ Meal Preparation |
| ➤ Bed bathing | ➤ Assistance with feeding |
| ➤ Assistance with getting up and going to bed | ➤ Pet sitting |
| ➤ Assistance with dressing and undressing | ➤ House Sitting |
| ➤ Befriender and Companionship | ➤ Assistance with medication* |
| ➤ Assistance with shopping - accompanied | ➤ Assistance with planning and organisation |
| | ➤ Assistance with household management and maintenance |

* Our staff may only assist with medication if appropriate to do so in terms of training, legal responsibility and the form of medication required.

REGISTERED PROVIDER

The registered provider is Martin Support Services Ltd. Martin Support Services Ltd provide a range of support services to a variety of client groups. MSS Care is a business unit wholly owned by Martin Support Services Ltd. Martin Support Services Ltd provide managerial and administrative support to MSS Care.

Martin Support Services Ltd Nominated Individual is: Laura Palmer of The Anchorage, Porthallow, St Keverne, Helston Cornwall TR12 6PP. Laura is a director of the company and is responsible for supervising the management of MSS Care.

Martin Support Services Ltd registered office is: The Anchorage, Porthallow, St keverne, Helston, Cornwall, TR12 6PP

MSS Care registered premises are at:

MSS Care
Unit 5B
Falmouth Business Park
Bickland Water Road
Falmouth
TR11 4SZ

REGISTERED MANAGER

The Registered Manager is Laura Palmer of The Anchorage, Porthallow, St Keverne, Helston, TR12 6PP

Laura has been involved in domiciliary care since 2008. She currently has an Access to Nursing Qualification and has obtained her NVQ 4 level in Health and Social Care Management.

She has the following qualifications and training in

NVQ 4 level in Health and Social Care Management.

Access to Nursing 2003

PCC – Personal Centred Care

Princes Trust Team Leaders Award

Manual Handling

Food Hygiene

Health and Safety

Risk assessment

Basic First Aid

Medication

Safe Guarding Adults

Mental Capacity act

Laura is committed to the concept that trained, well informed, properly paid care workers who have the support of their company will result in a low turnover of care workers, thus providing the best service for our clients. She believes that short term financial benefit should never be put before client and staff welfare.

QUALIFICATIONS OF MSS DOMICILIARY CARE WORKERS

MSS care staff are required to be trained to at least NVQ Level 2. They are also required to hold current certificates in

- Basic Health and Safety.
- Basic Food and Hygiene.
- Manual Handling.
- Basic First Aid.
- The Care Certificate

New staff without these qualifications are required to complete the above certificates within 3 months of recruitment as part of the MSS induction process. Unqualified staff are required to begin within 6 months and obtain within 3 years NVQ Level 2 in Health and Social care.

Staff are encouraged to continue training in all aspects of health and social care and to raise their level of qualification to NVQ level 3 including qualifications in

- | | |
|------------------------------|----------------------------|
| ➤ Care of the Dying | ➤ Palliative Care |
| ➤ Medication Administration | ➤ Mental health awareness. |
| ➤ Safeguarding Adults | ➤ Dementia Awareness |
| ➤ Catheter / Continence Care | ➤ Challenging Behaviour |
| ➤ Stoma Care | ➤ Abuse |
| ➤ Foot Care | ➤ Basic Sign Language |
| ➤ Infection Control | |

TERMS AND CONDITIONS

This document describes our terms and conditions. Together with an accepted and signed care plan and agreed fees provides the contract between MSS Care and the client.

Invoices will be sent out monthly and are payable within 15 days. MSS Care reserve the right to charge interest at a rate of 3% over base rate on outstanding accounts including those subject to probate.

MSS Care will give 30 days' written notice of any changes to our terms or conditions including any changes to our fees or cancellation of services. In instances of abuse of staff MSS Care reserve the right to withdraw services immediately.

If a client wishes to cancel our services either temporarily or permanently MSS Care require 24 hours' notice. If notice is not given then MSS Care will charge the full rate for the allocated time.

If you would like to cancel a visit, please call the MSS Care office team on 01872 225271. Alternatively you can write a letter or send an email to admin@martinssltd.com

If clients require a temporary suspension of services of longer than 3 days and wish to retain the time slot allocated, MSS Care will charge a retainer of 50% of the rates for the allocated times. Please contact the MSS Care office to discuss requirements.

MSS Care will take individual circumstances into account and encourage clients to contact our management if they have any special requirements or circumstances we should consider.

A full schedule of our current fees is available on request. Our fee structure is based on the following:

Monday to Friday 07:00am to 10:00pm Standard hourly, ½hourly and ¼hourly rates.

On weekends and out of the above hours a reasonable premium is charged.

Bank holidays are charged at double the weekday rate

Emergency call outs are charged for a minimum of one hour at double the weekday rate

If you are more than 15mins journey from our normal catchment area we may charge mileage at our standard rate for an agreed distance. This will be discussed during the care assessment.

Visits away from your home will include a charge at our standard rate for the distance from your home to the location being visited.

You may be eligible for local authority social care funding support. The contact details are to be found at the end of this guide.

COMPLAINTS PROCEDURE

At MSS Care we encourage our staff to report any incidents or problems our Clients are having with the service we provide. In this way issues may be solved before they become a problem. We empower and support our staff to provide the care agreed in the care plan and bring any deficiencies in the care plan to the attention of the Community Manager.

Where a complaint cannot be resolved informally by the care worker, or Community Manager, then more formal action may be taken by reporting the complaint to the MSS Care Office Manager by one of the following methods.

Complaints may be made to either by phone 01872 225271, e-mail charlottek@martinssltd.com or letter to.

Attn Charlotte Kevern
MSS Care
Unit 5B
Falmouth Business Park
Bickland Water Road
Falmouth
TR11 4SZ

MSS Care maintains a complaints register. On receipt of a complaint the following details are recorded in the complaints register

- Date, time and method of receipt.
- Date and time of occurrence.
- Nature of and details of the complaint
- Initial action taken.

MSS Care are committed to resolving any complaints promptly. To ensure that this occurs we aim to acknowledge any complaint within 24 hours of receipt, respond within 4 days and have the complaint resolved within two weeks.

We aim to acknowledge any disclosures of abuse within 24 hours.

The time, date and any action taken in response to a complaint is recorded in the complaints register.

If a complaint is not resolved it may be brought up with the Care Quality Commission.

The Care Quality Commission can be contacted via their website

<http://www.cqc.org.uk/contactus.cfm>

Call: 03000 616161

Email: enquiries@cqc.org.uk

QUALITY ASSURANCE

Quality Assurance within MSS Care is divided into three sections. Client Care, Staff requirements and regulatory requirements. In reality these are interlinked, however this division helps us ensure that our service is of the highest quality.

The registered manager is responsible for ensuring that the Quality Assurance systems are in place, up to date and being used effectively. The Quality Assurance systems must be reviewed by the registered manager on an annual basis.

Client care

On initial contact, one of our managers will visit the client to make an assessment of their care needs. This will be carried out using the MSS Care assessment form as a guide. Particular attention will be paid to the clients wishes and needs.

The assessment will include a risk assessment from both the client and care workers point of view. As part of the risk assessment, recommendations will be made to reduce the likelihood, or mitigate the consequences, of any hazards.

Using the care and risks assessments as a guide, a care plan will be prepared for the client, this will include details of the fees and when they are payable. The care plan and this service users guide are the contract between MSS Care and the client. All care plans and assessments are reviewed and approved by the registered manager prior to presentation to the client.

On-going quality assurance is achieved by maintaining a quality control plan for each client. Items on the quality control plan include.

- Annual review of the client's care plan
- Regular checking of the carer's report book which is kept at every client's home
- Spot checks by management on time keeping, adherence to the care plan and company policies.
- Regular contact from management concerning the service being received.

Each client's quality control plan is reviewed annually by the Registered Manager.

Staff Requirements

All MSS Care staff are required to be involved with the MSS Care Quality Assurance system. This includes

- Completing the carer's report book on every visit
- Reviewing the care plan on a regular basis and bringing any issues to the attention of the carer's line manager
- Participating in staff meetings

The review of the carer's participation is on-going and formally included within annual assessments and regular supervisions.

A criminal records check is carried out on all prospective MSS care staff.

On starting employment with MSS Care, staff are provided with a plan of employee objectives. This plan is put together in discussion with the employee. The plan of employee objectives includes

- Induction
- Compulsory training
- Additional training
- Goals and Objectives
- Frequency of review

The employees plan of objectives is reviewed with the employee. The frequency of the review is included in the plan and is at least conducted annually.

Regulatory Requirements

To ensure that we comply with statutory laws and regulations, the current laws and regulations affecting domiciliary care are reviewed annually.

MSS Care is registered with the Care Quality Commission (CQC) and are members of The Homecare Association

We receive newsletters and updates from both these organizations.

MSS Care provide advice and monitor MSS Care activities to ensure that we comply with employment, environmental and other laws applicable to our business.

GIFTS AND TIPS

MSS Care understand that when a good relationship builds up between Carer and Client, the client would like to show their appreciation to the carer. However MSS Care have a strict no gifts or tips policy and any employee found to have accepted a gift or a tip without prior consent of MSS Care will be subject to disciplinary action.

Please don't put your carer in an embarrassing or difficult situation by offering a tip or gift. On a special occasion or where particular thanks are warranted then a simple card is acceptable.

If you feel that a staff members good performance should be recognized please feel free to contact MSS care and we will ensure the praise is passed on via our Safety Observation System.

Finance Policy

Unless agreed as part of the care plan and we are legally able to do so, carers are not allowed to carry out any financial arrangements on behalf of any client or take any responsibility for any of the client's property. This includes buying or selling items on the clients behalf or being involved in their will.

This policy is also made reference to in document 001-17-034 MSS Care Guidance on Client Finance policy

If staff have any doubts at any time they should refer to the Care Manager.

HOURS OF OPERATION

MSS Care office is currently open between the hours of 09.00 to 17.00 Monday to Friday for administrative purposes.

However, the Duty Manager can be contacted by calling 01872 225271 between 06:00 and 22.00.

INSURANCE COVER

MSS Care are insured with Zurich Insurance. The cover is summarized as follows: Employers Liability £10 000 000, Public Liability £10 000 000

A copy of the certificate of insurance is on display at our office.

SAFETY POLICY

The safety of our staff and clients is our highest priority. MSS Care have a complete safeguarding policy a copy of which is available on request. Extracts of that policy are included in this Service User Guide.

MSS Care staff undergo training to ensure their own, client and public safety.

As part of client care assessments a risk assessment is carried out. This is to identify any potential hazards to staff and clients during the provision of care.

Staff are encouraged to be safety aware and report any safety concerns by use of the MSS Care Safety Observation System (SOS). This allows for both negative and positive safety related items to be brought to the attention of MSS care management. Because we believe that everything we do affects the safety of our staff and clients the SOS system may be used to bring any concerns to the attention of MSS Care. The staff bonus system is used to encourage staff to and take responsibility for their observations by including their name. However observations may be submitted anonymously or in confidence. All staff are expected to participate in this system.

All minor incidents and near misses no matter how minor are to be reported to the office within 24 hours of occurrence. Any incidents of threats and/or physical abuse needs to be reported to the MOC and the police immediately. Any incidents which involve any injury or damage to property must be reported to the office as soon as it is safe to do so. Staff are expected to use their common sense when deciding to call the emergency services.

MSS Care staff may not dispense medicines. Assistance may be given in the taking of medicines provided they are in pre dose 'posit' boxes and the appropriate instructions are in the clients

care plan. Any medicines taken by the client in the presence of MSS staff must be recorded in the client report book. Please refer to the MSS Care Medication Policy for full details of how staff may assist with medication.

MSS Care provide a reminder service for patients who self-administer medicine. Such reminders and subsequent client action must be recorded in the client's report book. If a client is unable to or refuses to take a medicine, the carer is to record this in the report book and inform MSS Care who will refer the matter to the clients doctor.

SERVICE USERS FINANCES AND PROPERTY

Unless it is agreed as part of the care plan and we are legally able to do so, carer's are not allowed to carry out any financial arrangements on behalf of the client or take any responsibility for any of the clients property. This includes buying or selling items on the clients behalf.

MSS care do not normally hold keys to client's property, however we are able to assist with the installation of key safes to enable access to your property by our staff. The codes for key safes are kept secure and are covered by our confidentiality policy.

MSS Care should be contacted if any assistance is needed with any of the items covered by this policy. We are here to help, but must ensure that there are no mis-understandings and that both our clients and staff are protected.

ENVIRONMENTAL POLICY

MSS Care are committed to protecting the environment and minimizing our impact on the environment while providing our services. We therefore encourage the following:

- Use of fuel efficient and low emission vehicles
- Purchasing and shopping local products
- Using recycling systems in our Office
- Aiding our clients to recycle and use the recycling systems available to them
- Planning our journeys to minimize the miles travelled

SAFEGUARDING POLICY

MSS Care take any abuse of anyone including, clients or staff very seriously. Common forms of abuse are verbal abuse, physical, psychological abuse, or financial abuse. Abuse can also take the form of discrimination because of disability, religion, race, cultural differences, gender, gender

identity or expression of gender identity. Neglect or acts of omission when caring for someone are also forms of abuse.

All our staff receive guidance and training on avoiding and handling abuse. This training includes reference to the Cornwall Council documents Alerters Guide, 'Say No to abuse', the Cornwall and Isles of Scilly Multi-Agency Safeguarding Adults Policy.

Any staff found abusing anyone, including clients, fellow staff members or members of the public will be subject to disciplinary action up to and including dismissal.

If a member of staff suspects abuse of a client by anyone, they are to report it to MSS Care. If someone is in immediate danger then they are to report it to the authorities. See the contact lists at the end of this document.

MSS Care reserve the right to immediately withdraw care to any client who abuses our staff, their spouse, partner or others.

Any accusation of abuse must be acted upon and an incident investigation carried out as per MSS Care Incident Investigation procedure. This will include the reporting of the allegation of abuse to other agencies including the police. Any concerns with regard to safe guarding must be reported to the Department of Adult Care and Support, prior to any internal MSS Care investigation taking place.

CONFIDENTIALITY AND PRIVACY POLICY

MSS Care is General Data Protection Regulation (GDPR) compliant.

As part of their conditions of employment MSS Care staff agree to uphold the following confidentiality and privacy policies.

Unless required by law, as part of accepted practice when dealing with other health care professionals, as part of a client emergency or with written agreement from the client, all information acquired during the course of our duties pertaining to clients is confidential and will be treated as such. All client records will be kept securely at our premises.

Without the permission of the client and the MSS Care Manager, carers may not take any visitors (including children) or pets into a client's home.

Unless it has already been made public by MSS Care or authority has been given to do so, all information pertaining to our business is confidential and not to be discussed with outside parties.

Clients have a right to know what information we have about them on file. Such access will be granted in no more than two weeks of request. There is an administration charge of £10 for such access. A fee may be charged for any copies required.

DISCRIMINATION POLICY

MSS Care believe in equal opportunities for all. We do not discriminate against our staff or clients in terms of sex, race, religion, disability, cultural diversity, age, sexual orientation, gender identity or expression of gender identity.

All our staff receive guidance and training on discrimination and how to encourage clients to live the life they choose.

Any staff found discriminating against anyone, including clients, fellow staff members or members of the public will be subject to disciplinary action up to and including dismissal.

MSS Care reserve the right to withdraw care to any client who repeatedly discriminates on the above basis.

Any accusation of discrimination will be investigated according to the MSS Care complaints procedure.

USEFUL CONTACTS

Adult Care and Support
Cornwall Council
Tel: 0300 1234 131
Out of Hours: 01208 251300
e-mail: adultcare@cornwall.gov.uk

Direct Payments Service
01872 324 357
Ssd.directpayments@cornwall.gov.uk

Cornwall Council Complaints Manager 01872 323164 for Complaints or Compliments
Or cfa.feedback@cornwall.gov.uk

FREEPOST
RRZJ-EUSJ-EGKL
Children, Families and Adults Complaints
Cornwall Council
County Hall

Truro TR1 3AY

The Care Quality Commission can be contacted via their website
<http://www.cqc.org.uk/contactus.cfm>

or 03000 616161

Or complaints may be sent to

Finsbury Tower
103 - 105 Bunhill Row
London
EC1Y 8TG

Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Email: enquiries@ccq.org.uk

Other Contacts which you may find useful

Age Concern Cornwall Advice and Information for older people and their carers
01872 266383
www.ageconcerncornwall.org.uk

Disability Cornwall
01736 759500

Cornwall Advocacy – Help people with learning disability to speak up and say what they think
Woodbine Farm Business Centre
Truro Business Park
Truro
Cornwall TR3 6BW

01872 242478
enquires@cornwalladvocacy.org.uk

Cornwall People First
Help people with learning disability to learn more about their rights and speak up
The Lescudjack Centre
Penmere Close
Penzance
Cornwall TR18 3PE

01736 334857

cornwallpeoplefirst@hotmail.com

Local Government Ombudsman

PO Box 4471
Coventry CV4 0EH

0845 6021983

Enquiries.advice@lgo.org.uk

MENCAP give advice and support to people with a learning disability

St Austell (East Cornwall) 01726 73462
Falmouth (West Cornwall) 01326 317580