



Flexicare
SOUTH
MIDLANDS 

We Care About Caring

Introduction

Welcome to Flexicare South Midlands. We are extremely proud of our organisation and the team we have assembled to meet your personal home care requirements.

Flexicare currently services Rugby, Daventry and Rural South Midlands.

Flexicare Mission Statement

Flexicare is committed to providing its clients with an individual and holistic package of care within their home environment.

This care will be delivered with:

Compassion
Consideration
Respect

About us

Our specialist and trained administration staff have over-all responsibility for seeing that your care package is correctly and safely managed. The monitoring of service delivery is ongoing with Personal Assistants in regular contact with Head Office.

How do you go about deciding what my care package will be?

Flexicare will always make sure that the services you receive meet the Department for Health Domiciliary Care National Minimum Standard.

Initially a member of the management team will visit your home and carry out a detailed assessment of your needs. Following this you will receive the offer of a customised and flexible package of care. If you have any questions please do not hesitate to contact us. We are more than willing to review your care plan with any of your relatives and friends should they wish to input into the process.

After the first six weeks we will ask if you are prepared to complete a simple Quality Assurance questionnaire. This helps us to identify our strengths and weaknesses and assists in planning staff training.

General Q&A's

The Care Package can cover:

- Personal Care
- Rehabilitation Care
- Dementia Care
- 24 Hour Live In Care
- Palliative Care Support
- Social Care
- Travel Companionship
- Domestic Care
- Companionship
- Shopping and Pension Collection

Flexicare is registered with the Care Quality Commission to provide services for:

- Older people
- Older people with dementia
- People with physical disabilities
- People with sensory loss
- Terminally ill people

What qualifications will the staff providing my community care/ service possess?

Flexicare Personal Assistants are trained in moving and handling, food hygiene, first aid, and health and safety having undertaken all necessary training for the Care Certificate and Foundation Standards Certificate. Many of our staff are also working towards obtaining a diploma in health and social care. As part of the ongoing training programme we often arrange for them to be shadowed as they carry out their duties to assess their competence. We will of course always request the client's approval to do so.

Although Flexicare does not provide nursing or medical care, some of our Personal Assistants have a nursing background which we feel is a great added benefit.

The Registered Manager works with the Personal Assistants, ensuring that they have the skills and knowledge to meet your individual care needs.

General Q&A's

Flexicare ethical practices

At the heart of the Flexicare service is a range of ethical practices and procedures that will give you reassurance that we always strive to give you the best service we can.

- Management will ensure that the Mission Statement is understood by all staff.
- Our staff respect each other's talents and abilities thus enhancing an open culture.
- Mutual respect lies at the heart of our services and is evident to those receiving personal care.
- At all times Flexicare employees will respect the dignity of the individual and their ethnicity, culture, faith, age, gender, sexual orientation and disability.
- Senior management constantly monitor service quality, enabling any adverse comments to be taken seriously and where necessary, entered into our formal complaints procedure.
- Full induction training and assessment of new staff takes place before they become Flexicare Personal Assistants.
- Flexicare places great importance on the continuing development of its staff, valuing their commitment and encouraging them to develop within their profession in order to enhance the service they provide.
- The Flexicare work ethos is based upon team work with employees supporting each other.

What are the procedures for safeguarding me and my Personal Assistant?

All Personal Assistants have contact with Head Office, where our trained administration staff are based.

Flexicare has an excellent Health & Safety record and we are determined to maintain this for the future.

We subscribe to Peninsula Business Services, a specialist company providing professional support and training in Health & Safety matters.

General Q&A's

The Company Health & Safety Handbook contains policies and procedures, which the staff have to understand and observe. This leads to a safe and healthy working environment to the benefit of Clients and staff. The Registered Manager monitors your care service, with risk assessments reviewed on an ongoing basis.

Staff are trained to respect your property and to see that you are properly secure within your own home before they leave the premises.

All staff are thoroughly checked during the recruitment procedure, including those checks legally required by the Disclosure and Barring Service.

Flexicare maintains a full Domiciliary Care Providers Insurance policy arranged by a recognised industry insurance provider.

Will my Personal Assistant be able to give me my medication?

The Personal Assistants will be able to help you take your medication. They will assist you to take it in any way they can. They can collect your prescription and medication from the GP surgery or the pharmacy and document this in your home record.

The giving and taking of medication requires a degree of flexibility in order for your home arrangements to succeed. As we are committed to working with you and other professionals with responsibilities for your well-being, this will ensure that the best system for the administration of medication is adhered to.

What about moving and handling?

Your service needs assessment covers all moving and handling requirements and this will also involve, as necessary, your health care professionals, as we need to be certain that your Personal Assistant is both trained and capable of meeting your needs in this area.

General Q&A's

What happens if my needs change?

Because we assess your needs at the outset, we can quickly adapt these to suit your changing requirements. As you would expect, we will involve you in any reassessment and planning. There is no charge for this, and the new care package will be agreed with you including any additional charges before it begins.

How do I validate the service I have received?

Your Personal Assistant is responsible for keeping a 'Monday to Sunday' timesheet. This is confidential, it has your name on it with a record of the dates and times the Personal Assistant has spent with you, as agreed.

You will check that the dates and times are correct before signing each day and then at the end of the week.

By arrangement Flexicare accepts signatures from advocates or relatives for those clients who are unable to do so themselves.

If there is an emergency situation with me, my family or within my home could the staff cope?

Flexicare staff are trained at induction to adhere to the Company Emergency Procedure in the event of any medical/ domestic or personal emergency. The staff have direct access to senior management and/or emergency medical advice.

Are there any circumstances in which Flexicare may be unable to deliver my service?

Sometimes a hazard will be identified which exposes yourself or the Personal Assistant to an unacceptable level of risk.

Most of these are covered by the Flexicare Health and Safety Handbook and the Employee Handbook. They cover violence towards a member of staff, physical, verbal or mental abuse, harassment, intimidation and bullying. If you wish we can let you have a copy of these documents.

Exposure to an unsafe environment or toxic substances hazardous to health within the client's home or vicinity may result in an assessment of how best to or whether we can continue with your care.

No list can be exhaustive but the final decision will be at the discretion of the Registered Manager, who will write to you detailing the reasons why the service cannot be delivered.

General Q&A's

What happens if my Personal Assistant is sick/absent?

Because there will always be unavoidable absences, through sickness for example, Flexicare has an alternative cover system to keep our services in place. We will keep you informed of the arrangements being made and tell you when normal service is going to be resumed. We do all we can to keep any interruption in your care package to a minimum.

If I have concerns about my care or the service how do I raise these?

We maintain a culture of openness which means that we are able to clear up most matters or issues very quickly. However if a client wishes to make a complaint our formal complaints procedure is in place to enable them to take this up with the Registered Manager, anonymously if they wish.

The Care Quality Commission Inspection requires that we maintain an approved system for monitoring our Clients' satisfaction and we take this very seriously. We encourage our Clients to voice their concerns in any way they wish.

A copy of our complaints procedure is on page 10. All complaints will be acknowledged in writing immediately and investigated. We look to resolve complaints within 28 days.

Of course if you are happy with your care service we would be delighted to hear from you either verbally or in writing.

You will have opportunities to do this as the Manager telephones you regularly to check in and ascertain if you have any problems with our service.

Flexicare is proactive in ensuring its Clients are satisfied. The Registered Manager may visit you, with your permission, to check that your service is being delivered as planned.

General Q&A's

What if I need to cancel my Flexicare service?

Should you wish to cancel our services on a temporary basis Flexicare requires notice by telephoning the Office on 01788 570999. This enables us to redeploy your Personal Assistant.

To cancel our service on a permanent basis, we require a minimum two weeks' notice. However in the event of a real emergency then our service may need to be cancelled with immediate effect. This can be done by telephoning the Office. Out of hours your calls will be redirected to the Manager on call.

How often are invoices raised and how do I pay?

Care Authority: Invoices are raised weekly and are payable within fourteen days from the date of the invoice.

Private: Your Invoices are raised weekly and a suitable payment method will be agreed prior to commencement of care.

Should you require services that are not within your care package, these will be invoiced separately.

We aim to be flexible on payment methods to suit our customer's needs.

Flexicare Operation

All services offered are detailed in the statement of purpose and service users' guide.

Your services will be arranged following assessment by a member of the management team.

Flexicare Personal Assistants cannot carry keys. We will discuss secure methods of entry and exit to your property at assessment. Services will be flexible and responsive to your needs as far as possible.

24 hour care may be provided either as a routine service or as a result of an emergency situation.

The Company will withdraw its services if the Health and Safety of the Personal Assistants is in any way compromised.

All Personal Assistants carry identification badges with them at all times for your peace of mind and security.

In the event of any emergency, Flexicare can be contacted out of hours and every effort will be made to provide a solution to the problem.

Flexicare Complaints Procedure

The outcome of the Company Complaints Procedure will be that the person making the complaint is satisfied that his/her complaint has been:

- Listened to
- Addressed in a professional and satisfactory way
- Has reached a satisfactory conclusion

You or Your Relative/Advocate can complain by:

- Telephone: 01788 570999
- Email: info@flexicaresouthmidlands.co.uk
- In writing to:
Flexicare South Midlands
The Byre
Wharf Farm
Kilsby Lane
Hillmorton
Rugby
CV21 4PN

We will address your complaint in the following way:

- We will acknowledge and respond to all complaints within hours
- We will resolve complex complaints within 28 working days
- We will document all your complaints and if you require written replies to complaints, we will ensure these are sent within the above time

The following Chain of Command will be used for all Complaints:

- In the First Instance please address your complaint to:
The General Manager:
Jason Litwinko
Flexicare South Midlands
The Byre
Wharf Farm
Kilsby Lane
Hillmorton
Rugby
CV21 4PN

If you are not satisfied that your complaint has been addressed to your expectations please address your complaint to:

The Responsible Individual of the Organisation
Mr Mark Evans
Flexicare South Midlands
The Byre
Wharf Farm
Kilsby Lane
Hillmorton
Rugby
CV21 4PN

You may at any time complain to the:

CQC
'Citygate'
Gallowgates
Newcastle-Upon-Tyne
NE1 4PA
Telephone: 03000 616161

Other channels for your complaint may be via:

- Your Primary Care Trust
- Your GP
- Age UK
- Your Key Worker/Social Worker
- District Nursing Team



Flexicare South Midlands

Wharf Farm, Kilsby Lane, Rugby CV21 4PN

Tel: 01788 570999

info@flexicaresouthmidlands.co.uk

www.flexicaresouthmidlands.co.uk