

SENTINEL HOME CARE

Background

Sentinel Home Care is one of a range of care and support services provided by Sentinel Housing Association Ltd; it is not a company in its own right. Other care and support services provided by Sentinel include supported housing, community alarms, mobile visiting and response services.

Sentinel is a Registered Social Landlord (RSL) with charitable status and is in the business of providing homes and services for those in need, employing over 200 staff with a turnover in excess of £32m. The Homes and Communities Agency regulates Sentinel's activities.

Sentinel sets out its ambition in its mission statement "Striving to be the best housing association group in the region, working with communities as part of the local economy to provide good affordable homes that people want"

Sentinel Home Care Standards of Service

In ensuring the delivery of high quality domiciliary care services Sentinel Home Care will:

- Provide care that is focused on the needs of each individual and vary the service according to changing circumstances and/or needs
 - Advise customers of any changes in personnel or visit times or arrangements at the earliest possible opportunity
 - Operate within a sound financial structure providing security for staff and value for money for customers
 - Clearly define the services provided for customers and be responsive to their comments and requirements, encouraging them to become involved in decisions made in relation to their care
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- Supply all new customers with a Service Users Guide detailing:
 - Information for New Customers
 - Useful Addresses
 - Standards of Service
 - Service Users Rights
 - Customer Complaints Leaflet
 - Confidentiality Policy
 - Home Care – Meet the Team Leaflet
 - Provide the written statement of purpose for Sentinel Home Care if requested. This can be obtained from the Home Care Manager.
 - Employ suitably experienced and trained staff who will be issued with a photo ID Card and will wear Sentinel Home Care uniforms
 - Strive to improve services on an ongoing basis, including monitoring performance annually by conducting a Customer Satisfaction Survey
 - Provide 24-hour advice and support for staff and customers through CommuniCare
 - Adhere to equality and diversity policies, recognising and responding to the diverse needs of our customers, this is available on request to the manager.
 - Monitor & supervise the staff through training, supervision and direct observation
 - Provide clear policies and procedures for entering customers homes
 - Sentinel Home Care will at all times have due regard for and endeavour to adhere to customer's rights in relation to:

- Freedom of choice
- Dignity
- Privacy

What services do we provide?

Practical support

We provide help, assistance, reassurance and encouragement with challenges of everyday life, and assist with activities such as:

- Housework
- Food preparation and cooking
- Shopping, pension collection and bill paying
- Escort to appointments
- If that seems too much, we are more than happy being on hand supporting and
- befriending those who just need company now and then. Sentinel can also be there at times of extra need and support such as hospital discharge or ill health.

Personal care

Sentinel can also provide personal care and support to those of all ages who require it. A helping hand with the daily demands of a personal routine may be all it takes to greatly improve the quality of life. Our staff can assist those who need it, with more personal things like:

- Getting in and out of bed
- Washing
- Bathing or showering
- Hair washing,
- Helping to dress
- Assistance with medication
- and other daily tasks.

Regulation of Care Services

Sentinel is regulated and inspected by the Quality Care Commission (CQC). They can be contacted at:

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

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Our staff

Sentinel can only deliver our quality services due to our dedicated staff of Home Care Staff.

Registered Provider and Manager

The service is the overall responsibility of Care & Support Manager (Tim Part, 01256 338850 or email tim.part@sentinelha.org.uk) and the day-to-day responsibility of the Home Care Manager (Julie Fleming, 01256 338896 or email Julie.fleming@sentinelha.org.uk). Both are

based at Sentinel's Basingstoke office, 56 Kingsclere Road, Basingstoke, Hampshire, RG21 6XG.

Julie is a registered nurse with over 15 years experience in community care. She is a qualified NVQ Assessor, Elderly Abuse Trainer and People Handling & Risk Assessment Trainer.

Julie is supported by 3 Senior Home Carers and a team of Home Carers and Domestic helpers. Most of the Home Carers have, or are working towards, NVQs in care, level 2 and/or 3. Sentinel Housing Association Ltd is an accredited Investor in People.

Role of Registered Home Care Manager

- Manage the service on a daily basis
- Liaise with other agencies
- Market the service
- Training facilitator

Role of Senior Carers

- Deputize for the manager
- Produce the staff roster
- Carry out customer assessments prior to commencement of the service
- Review the service with the customer
- Supervise the staff

Home carers

- Carry out personal care tasks
- Help the customers with practical support

Domestic Helpers

- Provide the more practical help only as listed in the services we provide

As an employer we ensure all staff:-

- Have a Criminal Records Bureau check prior to commencement of the service
- A work history is obtained and any 'gaps' investigated
- Undergo a full induction and orientation programme
- Have their training needs and the opportunity for further development to NVQ level 3 through regular supervision and annual appraisals.
- All home carers must attend an annual update on moving and handling training
- The Home Care Manager and Senior Carers receive the required training in management
- Access to 24 hour support
- Are provided with a uniform and ID badge

Want to work for us?

If you are interested in a role as a home care or domestic helper please contact Julie Fleming 01256 338896 or Communicare 24 hours 01256 338833 or e-mail Julie.fleming@sentinelha.org.uk