

HEMOCARE POLICY

Aim of the Policy

The aim of this policy is to seek to ensure the provision of high quality services that meet the needs of customers who would like to continue living independently in the community.

Objectives of the Policy

1. To clearly define the service we provide
2. To explain how to access the service

Statement

Sentinel wishes to provide a comprehensive home care service in order to help older and disabled persons to be able to remain living independently in the community for as long as possible.

Anyone in the Basingstoke & Deane Borough Council and Hart District Council areas may apply for the Home Care service by contacting Sentinel.

Services provided include the following:

Personal Care

- Dressing/undressing
- Personal hygiene
- Medication prompts

Household Services

- Cooking
- Shopping
- Housework

Social Tasks

- Collecting pensions and prescriptions
- Companionship/carer respite service
- Co-ordinating with other professionals
- Encouraging and facilitating self-care and independence.

Policy Principles

We will:

- Endeavour to meet the strategic requirements of local authorities.
- Strive to improve our service on a continual basis and to achieve excellent value for money operating within a sound financial framework to ensure continuity of the service.
- Actively promote our service to stakeholders, local authority partners, healthcare professionals and the general public.
- Work closely with external agencies to provide an integrated and seamless service for customers.

- Consult with our customers and wider stakeholders; This will be undertaken on a regular basis through meetings and expert focus groups.
- Avoid discriminating against any service user on the grounds of their race, colour, ethnic or national origins, religion, sexual orientation, disability, gender or age. We will monitor the service we provide to ensure that no individual or group of individuals receives less favourable treatment in accordance with our Equality and Diversity Policy.
- Respect all service users right to freedom of choice, dignity, privacy and confidentiality.
- Deal with complaints in relation to the service in accordance with our organisations Complaints Policy.
- Obtain enhanced Criminal Records Bureau checks for all employed staff.
- Undertake a regular review of this policy.

Service Details

We will:

- Summon the appropriate emergency services where appropriate.
- Focus on the needs of the customer within an individually tailored care and/or support package.
- Regularly review the service with individual and corporate customers to check service standards and appropriateness of the service provided.
- Monitor service delivery annually through customer satisfaction surveys.
- Take into account any change in the circumstances of service users and if necessary amend care and/or support accordingly.
- Deal with any verbal or written correspondence in a polite, courteous and appropriate manner.
- Employ suitably experienced, high quality, well trained staff
- Ensure that all staff present a photo ID card when visiting the homes of service users and wear suitable clothing at all times.
- Promote the service continuously both within the organisation and with external agencies.
- Provide the customer with a written care plan and a contract written in plain English.
- Provide customers with the opportunity to contribute to the development of their care plan.
- Regularly review the service with the customer to check service standards and appropriateness of the service provided.
- Advise customers of any changes in personnel, visit times or care arrangements prior to the appointment.
- Ensure compliance with the requirements of the Commission for Social Care Inspection (CSCI).

Policy Review

The Business Director in conjunction with the Care & Support Manager will review the operation of the current policy, on a regular basis and report the outcomes of the review to the Policy Committee.