

# Mayfield Homecare Services Ltd

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Company Reg No: 3855019

**OUT OF HOURS MOBILE NO. 07884444335**

## Service User Guide

**JULY 2018**

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## Summary of the Statement of Purpose

Mayfield Homecare was founded in 1989 to provide Home Carers to both Social Services and private service users. We aim to provide a high quality service to service users of all ages in their own home respecting their independence, privacy and dignity to ensure they enjoy the best quality of life at home. In the past 28 years our Home Carers distinctive uniforms have become a familiar sight throughout the area.

Mayfield operates 365 days a year 24 hours a day.

We employ over 54 trained Home Carers. To ensure the health and care of our service users is in the very best hands, a great deal of trouble is taken choosing reliable, caring staff. We check the qualifications of all our carers rigorously and all references are thoroughly taken up to ensure that our service users have piece of mind.

Prospective employees are required to provide at interview:

- Proof of ID.
- 2 Passport photos.
- The names of two referees, one of which would be their most recent employer.
- Certificates attained in relation to care work.
- Enhanced Criminal Records Bureau check and POVA check

Once satisfactory references are received and Mayfield is satisfied that the applicant has the relevant experience and is suitable, they will undergo Induction Training before assignments are allocated to them.

## Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service.

The fees charged are dependent on the type of care package and needs of the individual Service User.

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from the Registered Provider/Registered Manager.

## The services we offer

You may require help for personal care tasks. Our sensitive Home Carers will allow you to maintain your independence in a dignified manner. Personal care services may include:

- Getting up, toileting, bathing, washing and dressing
- Assistance with putting to bed
- Cooking meals
- Assisting with medication
- General housekeeping duties
- Laundry duties
- Shopping duties
- Companionship and Social Activities Organisation

## Assessing Your Needs

One of our experienced assessors will visit you to discuss your exact requirements and advise you accordingly. The service is absolutely free and places the enquirer under no obligation. A care plan will be designed to meet your specific needs and a carer will then be assigned to carry out your specific requirements.

## Quality Assurance and Standards of Service

Mayfield is involved with continual improvement and development, this is what you can expect from us:

- Respect your dignity and independence
- Give you privacy
- Offer you choice
- Help you live as full a life as possible
- Respect your rights
- Ensure that you are not subject to discrimination in respect to age, gender, race or sexuality

We continually consult with our service users and carers through informal interviews and questionnaires. Additionally our Training Manager constantly monitors Home Carer staff performances to ensure they meet your requirements.

The Quality Standards of Service that you can expect from Mayfield are:

### **Continuity**

If we are unable to provide you with your usual Home Carer, we will let you know in advance and ensure you know the name of the replacement worker.

### **Safeguarding**

Mayfield follow Warrington Safeguarding Adult Procedures V7. All carers will undertake training at Induction stage and on a rolling programme of mandatory training

### **Dignity and Respect**

Home Carers employed by Mayfield will treat you with care, politeness and respect.

### **Punctuality**

We provide your service within the days and times specified on your care plan. If for whatever reason your Home Carer is unable to arrive at the agreed time you will be notified and alternative arrangements made.

### **Confidentiality**

Home Carers employed by Mayfield will not divulge details on your personal circumstances without your agreement, unless failure to do so would put you at risk. Employees found to be in breach of this code may be subject to Mayfield's Disciplinary Procedure.

### **Information and Involvement**

Mayfield will provide you with information about the care we are to provide and its costs. You will also be provided with information that will enable you to complain if you are not satisfied with any aspect of the care provided to you.

### **Flexibility**

We are committed to provide a responsive and flexible service wherever possible to meet your assessed needs. This may include visits on weekends, public holidays, early mornings and evenings and urgent situations, whenever possible.

### **Costs**

We will tell you about our charging policy. We will write in advance to you if there are any changes to your charges.

## Arrival at an Assignment

The Home Carer will introduce him or herself and should be recognisable by their identification badge and uniform. Once assigned their duties the carer will carry out the tasks in accordance with the wishes of the Service User. Those may include the following:

### Personal Hygiene

- Help with dressing/undressing
- Help with shaving
- Help with mouth care
- Help with washing/bathing

### Toileting

- Help to and from Toilet/commode
- Maintaining a high standard of cleanliness with equipment used.

### Contenance

- Help with incontinence pads i.e. changing and disposing of
- Emptying and changing of catheter bags
- Assistance as required to and from toilet

### Feeding

- Help with food preparation
- Feeding Service Users as necessary with meals and fluids

### Domestic

- Washing and ironing
- Maintaining the Service Users own standards of cleanliness

### Report Writing

For Home Carer Service Users, Home Carers will record on care plans Mayfield provides, all tasks they have carried out, and should also include relevant information relating to the day to day condition of the Service User. The record of care should be signed and dated on leaving.

The above is a general guide to what you should expect from your Home Carer, however, a flexible approach to all care tasks is encouraged.

## What we cannot do for you

### Asking the Home Carer to spend more time with you than on your care plan.

All home carers visit a number of people each day who will be expecting them at a certain time. If they are delayed, this will mean that someone else is kept waiting. If you need more time, please speak to the Registered Manager.

### Medication

If you find it difficult or are unable to take your own medication, you should ask for help from the District Nurse attached to the surgery of your GP. If you have difficulties opening bottles or "dossett boxes" we may be able to assist.

### Changing curtains/light bulbs or cleaning windows

Because of risk of falls, workers cannot carry out any tasks that would involve them standing on anything where there may be a risk of industrial injury through accidents.

### Lifting moving heavy furniture or other items

Again, because of the risk of accidents, our workers are not permitted to move or lift heavy items, like furniture, for any reason.

### Provision of continence aids or specialist equipment

Mayfield does not provide continence aids or wheelchairs, bath aids, and other Occupational Therapy/Physiotherapy aids.

These things will be fully discussed with you when your needs assessment takes place. If there is a need for equipment or continence aids identified, referrals will be made to the appropriate agency or service.

## Who to contact if you have an enquiry, concern or complaint

Queries about care may be raised with the care worker or the Registered Manager at any time, and it is hoped that these will be resolved without delay.

If any person wishes to complain, the complaint should be directed to the Senior Carer or Registered Manager. All reported complaints either verbal or written will be acknowledged within seven working days. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 28 working days.

If after this investigation, the complainant is still not satisfied, or if they feel that the complaint is of a serious nature and wish to speak to a registration officer first, then you should contact the CQC, see below of this document for the address and telephone number.

The Names of the Registered Managers are:.....BARBARA HARGREAVES  
DIANE BRINDLE

Address:

84 Sankey St  
Warrington  
Cheshire  
WA1 1SG

Telephone Number: 01925 245090.....  
Email: [info@mayfieldhomecare.co.uk](mailto:info@mayfieldhomecare.co.uk)  
[www.mayfieldhomecare.com](http://www.mayfieldhomecare.com)

**If you wish to have an advocate to act on your behalf, contact:**

Address:

The Advocacy Manager  
Age Concern Cheshire  
314 Chester Road  
Hartford  
Northwich CW8 2AB

Telephone Number: ...01606 306004.....  
Email: [advocacy@ageconcerncheshire.org.uk](mailto:advocacy@ageconcerncheshire.org.uk)

### CARE QUALITY COMMISSION

Mayfield is registered with the CQC who are responsible for inspecting our services to ensure that they meet with government standards. The Regional Office of CQC is based at:

#### CARE QUALITY COMMISSION

Address: North West Region  
City Gate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone Number: ...03000 616161.....  
Fax Number : .....03000 616172  
Social Care email: .....enquiries.northwest@cqc.org.uk

**WARRINGTON BOROUGH COUNCIL - Families and Wellbeing**

**New Town House  
Buttermarket St  
Warrington  
Cheshire  
WA1 1NH**

**Telephone No .....01925 443322**

**REPORTING SAFEGUARDING CONCERNS**

**Access Social Care Team 01925 444239**

**Out of Hours Team 01925 444400**