



COMMUNITY  
**careline**  
..... SERVICES

The Larches, Canal Hill  
Tiverton, EX16 4JD

tel: 01884 258701 fax: 01884 253270

email: [enquiries@ccstiverton.co.uk](mailto:enquiries@ccstiverton.co.uk)

Should you require any further details on any of the items mentioned in this brochure, please do not hesitate to contact our office.

**Community Careline Services (Tiverton)**

**Fig Tree Lodge**

**The Larches**

**Canal Hill**

**Tiverton**

**Devon**

**EX16 4JD**

**Tel: 01884 258701 (24 hour)**

**[enquiries@ccstiverton.co.uk](mailto:enquiries@ccstiverton.co.uk)**

**About Us**

Martin and Anne Gray, who have over 20 years experience in the care profession, established the business in 1993. In 2002, their son, Andrew, joined the company as Managing Director.

We supply our services throughout the Mid Devon area from our well-located office in Tiverton.

Community Careline Services (Tiverton) is a member of The National Care Homes Association and the Independent Care Providers Association.

All our work is covered by Public and Employers Liability Insurance (a copy of which can be inspected at our office).

*“Thank you all so very much for everything. We will always remember your support with much affection”*

### **AIMS AND OBJECTIVES**

Our aim is to provide a personalized care service which will enable you to maintain as much of your independence at home as possible.

These services will be provided in a professional manner, by trained staff, which will enable you to maintain your quality of life with dignity and respect.

### **OUR SERVICES**

We can provide a 24-hour service, which can include any of the following:

- \* Personal Care
- \* Domestic Care
- \* Shopping
- \* Day and Night Sitting
- \* 24 Hour Emergency Call Out System

A brief outline of these follows, but our management team will be happy to visit and discuss in detail any area of our services in relation to your personal requirements.

### **CLIENTS RECORDS**

Due to the nature of our work, it is necessary for us to keep various records on all clients, both on paper and on computer. You, the client, or your authorised representative have the right to inspect all of these records and every effort will be made to assist you in this.

### **CONFIDENTIALITY**

The company respects your rights to confidentiality of any information held

by us. This information will only be given to staff who have a direct need to know. These records can also be inspected as part of their ongoing regulation processes. If you feel that this confidentiality has been breached, please contact our office.

### **ADVOCACY**

If you require an independent party to represent you or act as a spokesperson on your behalf, please contact: -

**Age Concern**

**01884 254838**

Who will be happy to assist you.

### **COMPLIMENTS AND COMPLAINTS**

It is our main priority to supply you with a quality care service and would appreciate any letters of thanks and compliments to pass onto our staff team.

Unfortunately at time we appreciate that you may also experience some area of our service that you are not 100% happy with. If this happens we request that you contact a member of our management team who will investigate and deal with your complaint.

Please refer to our complaints policy, a copy of which is included in this booklet for your information.

### **POLICIES AND PROCEDURES**

Community Careline Services staff work to strict policies and procedures to ensure that our service is at all time professional, legal and follows national guidelines.

Our company policies are always being reviewed and updated and include Health and Safety, Training/Staff Development, Confidentiality,

*"I shall be eternally grateful to each and everyone of you for the love, care and attention that has been shown to my father. He has been a demanding and difficult patient but was shown by you all nothing but patience, tolerance and compassion"*

Maintenance of Accurate Records and Quality Assurance amongst others.

Copies of all of our policies can be inspected at our office during normal working hours, if you are unable to attend our office, please telephone to make alternative arrangements.

Our business is inspected regularly by the Commission for Social Care Inspection to ensure that we comply with the Care Standards Act 2000.

### **QUALITY ASSURANCE**

To improve our service to you we periodically produce a questionnaire on client satisfaction. Your help in completing this is vital as your views are of great importance to the development of our company. In addition there will be times when a manager will contact you to arrange a convenient time when they can meet you to discuss and monitor our staff working and our service to you.

### **COMPLAINTS PROCEDURE**

The management of the company will investigate all complaints.

If you have a complaint please inform us verbally or in writing, if written we will confirm receipt of this within two working days.

A manager will then discuss the nature of the complaint with you following which they will investigate the matter.

A reply will be received within 2 weeks, if it is not or you are not satisfied with the answer then please ask for your complaint to be referred to the Director of Care. A further investigation will be undertaken. Please allow 2 weeks for this.

**YOU SHOULD RECEIVE A FULL AND SATISFACTORY RESPONSE WITHIN 28 DAYS OF YOUR INITIAL COMPLAINT.**

If you are not satisfied with our companies' actions on your complaint, please contact either your Social Services Care Manager or The Commission for Social Care Inspection on 01392 474350 who will take action on your behalf.

### **PLANNING AND DELIVERY OF YOUR CARE NEEDS**

On contact with our company, a full assessment will be undertaken either by one of our senior staff or by your social services care manager. This is dependant on who is providing the funding of your care.

The assessment will determine exactly which care services you require and any details that we need to know about you and your care needs.

We will then work with you to prepare a detailed personal care plan, which will be reviewed on a regular basis to cater for any changes in your requirements.

### **OUR CONTRACT**

A Written contract with our terms and conditions will be issued and discussed with you prior to signing.

*"The family want to thank you most sincerely for all the support you provided. It enabled mum to stay at home for considerably longer than she would otherwise"*

## **STATEMENT OF PURPOSE**

The statement of purpose provides information to enable care purchasers with the statutory services community and the social services to assess the capabilities and resources of **Community Careline Services (Tiverton)** to provide a comprehensive quality private service to those requiring care in the community. A copy of this is enclosed.

### **Introduction**

**Community Careline Services (Tiverton)** was established in June 1993. The proprietors, Anne and Martin Gray, have been in the caring profession since 1984, firstly running a residential home in Torquay, then in 1988 opening The Larches Residential Care Home, Tiverton.

Mr Andrew Gray joined the company as Managing Director in September 2002, his qualifications are:

**BA (Hons) degree in Information Systems & Modern Languages.**

**Postgraduate Certificate in Management.**

**“O” Levels x 5**

**“A” Levels x 2**

**Certificate in Sales Office Management**

**Associate member of the Institute of Export.**

**Member of the Institute of Logistics & Transport.**

Experience:

Worked for 3 months manufacturing/service companies in roles of Manager of customer service and administration over a period of 12 years.

**Diana Brown, Director of Care,** Joined The Larches when it opened in 1988.

**Professional Developments: -**

706/1 City and Guilds Catering

City and Guilds Community Care Practice/Part 1.

City and Guilds Community Care Practice/Part 2.

Essential First Aid Certificate updated every 3 years.

NVQ Level 3 Sup Management.

NVQ 4 Management.

Safe moving and handling updated yearly.

D32/33.

Health and Safety at work.

**Sue Thobald, Operations Manager**

Joined Community Careline Services (Tiverton) in April 2005

Qualifications:

**NVQ Level 4**

**RMA**

**Protection of Vulnerable Adults**

**Trainers Course**

**Introduction to Counselling**

**Professional Developments Care**

**Level 3**

**First Aid Certificate (updated every 3 years)**

**Moving and Handling (updated yearly)**

**IBT Business Studies Level 2**

### **Objectives**

The aim of **Community Careline Services (Tiverton)** is to offer a professional personalised caring service for adults age 18 and over who require assistance to continue with their daily living whereby their quality of life is maintained and enriched enabling them to live with dignity, ease and enjoyment.

A service can be offered in a home with children as long as a parent is present at all times.

### **Our Service**

Caring is our business. **Community Careline Services (Tiverton)** provides a twenty-four hour service to cover most needs. Personal hygiene, “

cooking, domestic, shopping, gardening, night sitting/sleeping service, and where applicable take clients on outings. Our dedicated and experienced management and staff give a personalised service and work alongside statutory services, Social Services, Doctors, District Nurses, CPN’s, Physiotherapist.

### **The Main elements of the services provided by Community Careline Services (Tiverton)**

With the approval of the service user, and under the supervision of the Company’s Manager, the Personal Assistant attends to the domestic, personal care, rehabilitation and social needs of the service user, aiming to create an environment in which the service user can achieve and maintain maximum independence in their own homes.

The tasks will vary, depending on the needs of the individual service user.

### **Domestic Care**

Domestic care tasks are those that are broadly concerned with cleaning and assistance with daily living tasks, but excluding physical care for the individual service user.

- Plan and undertake domestic tasks to assist the service user to maintain the cleanliness of their home.
- Vacuuming, cleaning, washing floors.
- Cleaning baths, sinks, toilets and windows.
- Cooking meals in the absence of a meal service, or where special dietary or other needs may be necessary.
- Shopping for food and other household essentials accompanied by the service user.
- Shopping for food and other household essentials independently.
- Washing, drying and ironing of service users clothes, bedding and towels and other soiled items of a similar nature, including laundry of a service user who is incontinent.
- Cleaning grates, laying and lighting fires.
- Bed making and changing.
- Paying household bills, budgeting and banking (with the authorisation of the Manager).
- Collecting prescriptions or pensions in compliance with CCS Policies and Procedures.

### **Personal Care**

Personal Care involves the performing of tasks that the service user is unable to perform themselves without assistance, the lack of which would result in significant risk of substantial harm or deterioration in quality of life. Personal care is limited to what might be provided by a competent caring relative able to respond to emotional as

well as physical needs, where no clinical intervention or invasive procedures or attention are required, and as part of an overall careplan.

Examples of Person Care include:

- Helping service users in and out bed.
- Helping service users wash, dress and undress.
- Help with feeding service users.
- Attending to the personal cleanliness of the service user, including help with toileting and emptying commodes.
- Routine hair care.
- Arranging and undertaking travel.
- Incontinence laundry/appropriate mending.

The aforementioned examples of tasks are not intended to be comprehensive. All tasks will be agreed with the Manager on the individual service users careplan and will also be defined and agreed as either domestic care or personal care.

#### **Personal Care Does Not Include:**

- Administration of drugs by injection.
- Application of dressings.
- Supervision of specialist medical treatment.
- Nail trimming.

#### **Social Activities**

- To encourage and enable the service user to access social facilities, e.g. sports, leisure, clubs, etc.
- To encourage and enable the service user to access

educational and employment opportunities.

- To encourage the service user to maintain social and/or family contacts/relationships.
- To encourage the service user to maintain attendance at outpatient clinic/day services etc.
- To encourage the service user to maintain contact with specified agencies.

#### **Rehabilitation**

- Motivating service users to maintain the careplan agreed by the service user, manager and other professional services.
- Help with the development of household management skills including cooking and budgeting. This would normally be required for service users being discharged from institutional care or hospital care.

#### **Carer Support**

- CCS aims to provide a service to complement formal and informal care being provided for the service user.
- This may include any or all of the above tasks as well as night sitting or respite care.

#### **Lifelines and Computerised Monitoring Centre**

At the heart of CCS philosophy is our 24-hour home care-monitoring centre. It provides our service users with 24-hour instant access to the full range of services, at the touch of a button.

As part of a careplan agreed with the purchaser, service users could be encouraged to take advantage of the safety, security and convenience of the emergency call out system. This provides a two-way “Hands Free” communication via a loudspeaker and microphone on the control unit, whose operation is triggered by a small transmitter worn by the service user as a pendant or watch. Also a fall device.

Whenever the service user wishes to contact our company, simply pressing the button on the transmitter automatically starts the telephone dialling our monitoring centre, who will then contact a family member, friend or neighbour as required – or the local CCS Manager, who will respond accordingly.

The monitoring centre is always available to answer the telephone, 24 hours a day 365 days a year. Combining the dispersed lifeline system with our Company’s “On-Call” services has enabled many disabled or elderly people to continue to enjoy an independent lifestyle in their own homes.

The emergency call out system can dramatically reduce the cost of domiciliary care services by enabling greater independence: if a service user can manage without assistance, they are encouraged to do so. However, should they require emotional support they are able to talk with our experienced operators. Should practical help be required, it is available 24 hours a day from our local care team. The system therefore

provides round-the-clock protection without care staff being in attendance throughout the 24 hours.

If the local authority already provides monitoring from a dispersed system, this can be used to provide the same level of security, with CCS as responders providing the support service.

If there is any service you require that is not stated above do not hesitate to contact our office, our staff will be more than happy to assist you.

