



**Dedicated to the provision of Quality Care and Support**

Unit 1B, Harling Road, Snetterton, Nr16 2JU - Tel 01953667950

# **MENTAL HEALTH SUPPORT Information Guide**

Company registration number 8130025 (England & Wales)

Registered office: 1<sup>st</sup> Floor, 2 Church Street, Harleston, Norfolk, IP20 9BB

Email [enquiries@firstchoicehomecare.co.uk](mailto:enquiries@firstchoicehomecare.co.uk) Website [www.firstchoicehomecare.co.uk](http://www.firstchoicehomecare.co.uk)

## Our objectives

In supporting our aims, we commit ourselves to the following objectives:

- To listen to what you want; to respect your choices in a way that gives you as much control as possible when arranging care and support services.
- To understand your diverse needs, to be sensitive to your needs, wishes and beliefs in providing care and support from trained Care and Support Worker, enabling individuals to maintain their dignity at all times.
- To work with individuals, families, advocates and other health care professionals if applicable, enabling communication and progress through the correct channels.
- To encourage you to exercise your rights to personal choice and individual expression including religious and cultural beliefs.
- To provide continuity of care and support which is tailored to individual needs and valued by those who use our services.
- To assist you to maintain and enjoy the benefits of the community and specialist services that may be available to them.

## Services we provide

Support within the home	The Company's Care and Support Workers can assist with everyday tasks such as housework, laundry, ironing and bed changing. We know how important maintaining a clean environment is in promoting personal health.
Shopping	A Care and Support Worker can accompany you to the local shops or into town, assisting with carrying the shopping and putting it away on return. Alternatively, a Care and Support Worker may assist by writing a list, going to the shops, collecting the required shopping and putting it away upon return. The Company ensures that any financial transactions are recorded and are transparent through receipts and signed documents.
Personal Care	The Company provides personal care assistance as requested by you, and as stated in the care plan. These tasks are provided with dignity and privacy at all times. We know how important personal

	hygiene is in promoting personal health and wellbeing.
Medication	The Company's Care and Support Workers are able to assist with medications. They will be able to remove from packaging and give to you any medication to be taken with a glass of water. Our Care and Support Workers may only assist with medication that is dispensed from a pharmacy or in the original prescribed medication packets.
Companionship	The Company's Care and Support Workers can accompany you on outings or excursions. A visit may be arranged to just sit and talk or to motivate and include activities within your home.
Meals	The Company's Care and Support Workers can prepare, cook and serve meals and beverages chosen by you as part of your care plan. They may encourage eating and assist if necessary as an agreed part of your Care Plan. They will wash, wipe up, put away dishes and empty bins.
Respite and holiday cover for existing care givers	The Company can provide Care and Support Workers to assist with anything up to 24 hour care to cover much needed respite or holiday for existing primary carers. This ensures peace of mind and maintains established routines.
Appointments	The Company's Care and Support Workers may accompany you to the hospital, dentist, doctors, hairdressers or any other appointment.
Social activities / events	The Company's Care and Support Workers may accompany you swimming, walking or any other enjoyed outdoor activity of your choice. They can accompany you to the theatre, cinema and other social events. We know it is important for you to continue with your social activities, hobbies or interests to maintain a feeling of self-worth and active mind.
Dementia effecting young people	The Company has Care and Support Workers who have received additional training in assisting Service Users with dementia. We understand the importance of familiarity of routine and continuity of

	<p>care. We focus on what people can do as opposed to what is no longer possible. We maintain excellent contact with existing support and other involved healthcare professionals.</p>
<p><b>Mental Health</b></p> <p>Some of the more commonly known mental health problems are:</p> <p>Depression, Anxiety, Obsessive Compulsive Disorder (OCD), Eating Disorders, Phobias, Bi-Polar Disorder, Schizophrenia, Multiple Personality Disorder (MPD), Post Traumatic Stress Disorder (PTSD)</p>	<p>We can support our service users in the following way;</p> <p>Managing your mental health, supporting you to understand your legal and general responsibilities, establishing and helping with your social networks, being part of a community, assisting you with identifying skills and qualifications, becoming self-reliant, building and maintaining relationships, assisting with self care, identifying addictive behaviours and making you aware of risk factors and direct you to the medical professional who can give you the support you need.</p>
<p>Pre-Discharge support.</p>	<p>Either you are in hospital or in Private care sector we can engage with you prior to your discharge to your agreed community settings. This service will help you to get to know the First Choice Care team and also agree the level of support you may need while settling to live an independent life.</p>

Your Care and Support Plan will be tailored to meet your individual needs and chosen lifestyle. A plan of care and support will be created following your requirements and needs. Our Care and Support Workers will follow this Care Plan to assist with everyday tasks and activities that are beneficial for you to remain within your own home.

We will treat any information we have about you confidentially. Our Care and Support Workers will respect your right to confidentiality and will not discuss or share anything they have heard or seen about you during their time with you. There may be times when a Care and Support Worker may need to discuss your care with their Manager, especially if they have concerns about your wellbeing or safety. The Manager would contact you for your permission to speak to a third party if they felt it was necessary, unless in an emergency situation or where we have a legal obligation to do so.

You are entitled to see, at any time, any information regarding you that we hold within secure files at our office (apart from any information we may have received from a third party in confidence). As part of our regulatory requirements to be a Health and Social Care Provider, we have to allow a Care Quality Commission Inspector, or local authority inspector to access your file as part of their process of inspecting our services. The purpose of such inspections is to safeguard our Service Users from bad practice and poor service.

A full Statement of Purpose, our Data Protection and Confidentiality Policy are available upon request. Our office details are available at the front of this section.

## **Out of Hours**

First Choice Home Care can provide an out of hours for selected service users when agreed prior to commencement of the package.

## **Insurance**

First Choice Home Care has full Employer's Liability Insurance including Public and Products Liability. A copy of our full insurance cover is available on request by contacting the office.

You will need to have adequate household insurance for house contents. First Choice Home Care will not accept liability in the event of accidental damage to your property by an employee.

## **Complaints Procedure**

A complaint may be raised in writing or in person; it is important that your complaint is raised as soon as possible after the event giving as much of the following details as possible so that our Manager can investigate the circumstances fully:

- What or who is the complaint about?

- What happened?
- Where and when did it take place?
- Who was involved?
- What is your desired outcome?

### **Stage 1**

Any complaint received will have a written acknowledgement returned by the Manager within 7 working days. This acknowledgement will contain information about our investigation procedures and information of when you will receive further responses. If it is a lengthy procedure with several investigations you will be updated throughout the process until a full written outcome is received.

### **Stage 2**

If you are not happy with this outcome, or if your complaint is about the Manager, we would ask that this is reported to one or both of the Company Directors.

### **Stage 3**

If you still feel that your complaint has not been addressed, please report to the Care Quality Commission or Local Authority.

### **Stage 4**

Contact the Local Government Ombudsman.

**\* Contact details for all of the above are on the Contact Page at the back of this Guide\***

This would be the desired route for dealing with any complaints that you raise, enabling our Company the chance to resolve any issues in the first instance. However, you do have the right to address your complaint directly to the Care Quality Commission or local authority at any time.

## **Our Care and Support Workers**

- We have a robust recruitment selection procedure; this includes three written references, police checks (DBS) and personal identification.
- Each member will undertake a full 5-day in-house Company Induction which includes practical activities and written assessments.
- Mandatory training which includes the “Care Certificate” and Manual Handling and Medication training for all carers.
- Shadowing visits with Senior Care and Support Workers will be completed.



- Care and Support Workers will **not** be scheduled work until all stages of the above process is completed.

## **Medication**

Any support received with medication will be clearly recorded on the Medication Administration Chart (MAR) as part of your Care Plan, when identified and requested as part of your care from a pharmacy, GP or nurse practitioner.

Our Care and Support Workers are not permitted to buy or assist with any “over the counter” medication including vitamin supplements and are not permitted to carry out any task that would normally be undertaken by a trained nurse or other healthcare practitioner.

## **Infection Control**

As a provider of care and support First Choice Home Care has a responsibility to you, our staff and other healthcare professionals in ensuring the service that we provide reflects a high standard in infection control. Prevention of infection and cross infection forms part of our mandatory training and updates, including good hand washing techniques and the use of gloves and aprons to protect you and our Care and Support Workers.

## **Security and Emergency Access**

Please do not leave doors unlocked to allow your Care and Support Worker access. If possible, you should let your Care and Support Worker in yourself, if this is not possible special arrangements should be made such as a key safe – these will be discussed at your first assessment visit before service begins. If your Care and Support Worker is unable to gain access at the time of a scheduled visit, initially we will contact the person named as your emergency contact. If we are unable to speak to your emergency contact, we may have to contact your Care Manager (if applicable) or the police to gain entry to ensure that no harm has come to you.

\*No member of staff is allowed to keep a door key unless it has been agreed by management and documented within the office, this follows Company Procedure.

## **Record Keeping**

The Company provides blue Care plan Support Plan folders to keep your records in. These will be kept in an agreed location within your home visible to your Care and Support Worker. These folders remain the property of our Company and staff will use

them at every visit. Care and Support Workers will complete records of all activities that they have undertaken with you and other health professionals may need to access them. The folders contain important information to assist our team of Care and Support Workers to provide the correct care and support to your preference, in the way that you need, expect and have chosen. These are legal documents.

If and when your service ends with the Company, a member of our team will make an appointment/arrangement to collect all completed records from your home.

## **Gifts**

On occasion you may wish to express your thanks to a member of our team by giving a gift. It is extremely important to the Company to maintain a professional and transparent service. No member of our staff will be allowed to accept any gifts, including money or gift vouchers. However, we do understand that it may become important to you to be able to show your appreciation and in any such instance would ask that you contact the Manager who will agree a small token gift, such as chocolates or flowers may be given. This will be clearly recorded within the office. Any Care and Support Worker would face disciplinary action against them if they do not follow this Policy.



## **SECTION 2 – Pre-Care Needs Assessment**

First Choice Home Care will complete a pre-care needs assessment with you, your families or other requested advocates, when you have agreed and consented to receive care or support.

The pre-care needs assessment includes and requires the following information:

- About you – personal details
- Equal opportunities
- Emergency contact/key holder
- Additional people involved in your care and support
- Information of who you share your home with
- Activities or hobbies and communication
- Dietary requirements
- Specific health, cultural or religious needs in relation to diet
- Information you are happy to share, likes or dislikes, employment history
- How you feel about receiving care and support
- Health assessment
- Mobility assessment including a safer handling plan
- Health and safety risk assessment including external and internal environment, food handling and hygiene (if applicable) – signed and dated by the assessor
- Action plan to reduce risk if any identified – signed and dated by the assessor, you or your representative
- Medication risk assessment, routine and signed consent
- COSHH risk assessment
- Infection control assessment
- Support care plan – to identify the days of the week and times required
- Everyday tasks with desired outcome and detailed instructions

## CONTACTS

**First Choice Home Care Ltd – Snetterton Branch**

Unit 1B, Harling Road, Snetterton, Norwich, Norfolk NR16 2JU

Telephone Number: 01953 667950

Email: [snetterton@firstchoicehomecare.co.uk](mailto:snetterton@firstchoicehomecare.co.uk)

Branch Manager: Alexandra Michael

Director: Marcus Green & Philip Turvey

**Care Quality Commission (CQC)**

Tel: 03000 616161      Fax: 03000 616171

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Write to: CQC National Customer Services, Citygate, Gallowgate, Newcastle-upon-Tyne  
NE1 4PA

**Norfolk Social Services – Adult Referral**

Tel: 0344 800 8020      Fax: 01603 762445

Web address: [www.norfolk.gov.uk/adult-social-services](http://www.norfolk.gov.uk/adult-social-services)

**Local Government Ombudsmen**

Tel: 0300 061 0614      Fax: 024 7682 0001

Write to: The Local Government Ombudsmen, Po Box 4771, Coventry CV4 0EH

