

2018

*Highland Croft
Home Care Service*

***HIGHLAND CROFT CARE AT HOME
SERVICE***



SERVICE BROCHURE

Please look inside for details of Highland Croft Care at Home Care Service and how we can support you to live at home

Highland Croft Care at Home Service on 01862811222 or 07771591391



Highland Croft Care at Home Service

Our Philosophy of Care

We strive at all times to deliver individualised person-centred care at home. We recognise every person has the human right to have as much control over their own lives as possible. We will respect you and treat you with dignity ensuring your privacy and confidentiality is promoted at all times. We will promote your Independence offering encouragement and support at all times.

Our Mission Statement

To provide home healthcare clients with an unsurpassed level of personalised care by being dedicated to employee education and client satisfaction.

Vision Statement

With our dedicated and passionate team of professionals, Highland Croft Home Care Service will be an influential and forward-thinking home care company. We will provide a full range of in-home healthcare services, specialising in highly complex cares. Highland Croft Home Care Service will produce high quality outcomes, focus on employee excellence through ongoing and thorough education, and attain exceptional customer satisfaction by carefully matching caregiver expertise to patient need, all while maintaining a culture of compassion.

The Aims of the Company

The service aims to support service users to achieve their own personal aspirations and:



It is the aim to provide home care to all service users to a standard of excellence which embraces fundamental principles of good care practice, and that this may be witnessed and evaluated through practice, conduct and control of quality care in the home. It is a fundamental ethos that those service users who live in the home should be able to do so in accordance with the homes Statement of Values.

To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life.

To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices.

To ensure that service user's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.

To promote independence through goal-setting and re-enablement approaches.

To support people to explore and develop new personal life experiences and maintain existing interests.

To encourage social networking or leisure pursuits, maximising the wider use of the community.

To actively involve people in shaping their service, how it will be delivered and reviewed.

To develop active partnerships with families and other agencies

Objectives:

Meeting the National Care Standards Principles and Standards



We are committed to meeting and promoting the NCS Principles of: Dignity and Respect, Compassion, Be Included, Responsive Care and Support, and Wellbeing. If we do not meet these, service users and/or their families can raise their concerns with us, use our complaints procedure or complain to the Care Inspectorate.

Standard 1: I experience high quality care and support that is right for me

Service users are accepted and valued whatever their needs, ability, gender, age, faith, mental health status, race, background or sexual orientation. Service users' human rights are protected and promoted and service users experience no discrimination. If service users require intimate personal care, this is carried out in a dignified way, with their privacy and personal preferences respected. If service users are supported and cared for in the community, this is done discreetly and with respect.

This service provides high quality, person-centred care and support to service users. With people using the service, we assess and review their needs, wishes and aspirations and record these in their personal plan and we will provide support staff in order that people can realise these.

We support people to take control over the support they need and how and when this is delivered.

Service users specify when they want the support they need (as agreed in their personal plan) and where possible choose the member of staff who they would like to provide the support. Service users' personal plans are reviewed at least every 6 months. Where there are significant people in the service users' life, they will also be invited to attend, this may include relatives or social work or health staff.

Where changes in needs are identified, appropriate contact and/or referrals will be made to ensure the working of the multi-disciplinary team.

Standard 2: I am fully involved in all decisions about my care and support



We will help service users get the most out of life because Highland Croft Care Service's support and care is delivered with an enabling attitude and a belief in everyone's potential. We will support service users to discuss significant changes in their lives, including death or dying, and this is handled sensitively.

Service users are recognised as an expert in their own experiences, needs and wishes. Service users are supported to participate fully as a citizen in their local community in the way that they wish. Service users can be with their peers, unless this is unsafe and will be fully involved in reaching this decision.

Service users are fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when needs change. Highland Croft Care Service assures service users that their needs will be assessed by a qualified person, who involves other people and professionals as required. Future care and support needs are anticipated as part of that assessment. A service user's personal plan (sometimes referred to as a care plan) is right for each individual because it sets out how their unique needs will be met, as well as their wishes and choices.

Service users can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities, both indoors and outdoors (where appropriate). Service users are supported to make informed lifestyle choices affecting their health and wellbeing, and are helped to use relevant screening and healthcare services. We aim to support service users to be emotionally resilient, have a strong sense of their own identity and wellbeing, and address any experiences of trauma or neglect.



Service users are encouraged to control their own care and support to the extent that they wish. Service users are empowered and enabled to be as independent and as in control of their life as they want and can be. Service users are supported to understand and uphold their rights, and supported to use independent advocacy if they want or need this. If service users need help managing money and personal affairs, they are able to have as much control as possible and their interests are safeguarded. Service users are as involved as they can be in agreeing and reviewing any restrictions to their independence, control and choice.

Service users are supported to manage their relationships with family, friends or partner in a way that suits their own wellbeing. Service users are encouraged and supported to make and keep friendships, including with people their own age. If a service user needs or wants to move on and start using another service, they will be fully involved in this decision and properly supported throughout this change.

Service users are encouraged to attend community groups and activities, particularly where they have established links or previous interests. Staff will provide support to enable people to attend, where this is set out in the personal plan, but will also work to support independent attendance or to create networks with members of the local community.

Standard 3: I am confident in the people who support and care for me

All support staff and their managers are members of the PVG scheme and all staff are recruited safely as detailed in our safer recruitment policy. Staff are trained to a minimum of SVQ level 3 and we deliver in-house training and development to ensure staff are working to the organisations values and ethos. In addition to staff induction, in-house training and qualifications, staff receive specific input on issues relating to service users' needs, such as communication, ageing, dementia awareness.

Staff receive regular supervision and attend staff meetings where continual professional development is reviewed and an annual training and development plan is produced. Staff are expected to keep up to date with good practice and meet the codes of conduct required of them.



Service users will experience people speaking and listening to them in a way which is courteous and respectful, with their care and support being the main focus of people's attention. Service users will have agreed clear expectations with people about how they behave towards each other, and these are respected. Service users can be confident that the right people are fully informed about their past, including their health and care experience, and any impact this has on them.

Service users can build a trusting relationship with the person supporting and caring for them in a way that both feel comfortable with. Service users will experience warmth, kindness and compassion in how they are supported and cared for, including physical comfort when appropriate.

Service users are treated as individuals by staff who respect their needs, choices and wishes, and anyone making a decision about their future care and support knows them.

Service users can have confidence in the staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. Service users' needs are met by the right number of people, who have time to support and care for them and to speak with them. Service users are supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty. Care and support is consistent and stable because people work together well.

Service users are protected from harm, neglect, abuse, bullying and exploitation by staff who have a clear understanding of their responsibilities. Service users are protected from harm because people are alert and respond to signs of significant deterioration in their health and wellbeing, that may indicate service users may be unhappy or may be at risk of harm. Service users are listened to and taken seriously if they have a concern about the protection and safety of themselves or others, with appropriate assessments and referrals made.

Standard 4: I am confident in the organisation providing my care and support



Service users will experience high quality care and support based on relevant evidence, guidance and best practice. They will receive proper notice and be involved in finding an alternative if the service they use can no longer meet my needs and wishes. Care and support is provided in a planned and safe way, including if there is an emergency or unexpected event. Service users will experience stability in their care and support from people who know their needs, choices and wishes, even if there are changes in the service or organisation. Service users are supported and cared for by people they know so that they experience consistency and continuity. If a service user is supported and cared for by a team or more than one organisation, this is well coordinated so that they experience consistency and continuity. Service users will benefit from different organisations working together and sharing information promptly where appropriate, and will understand how their privacy and confidentiality are respected.

Service users will benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. Service users know how, and can be helped, to make a complaint or raise a concern about my care and support. If service users have a concern or complaint, this will be discussed with me and acted on without negative consequences for them. If the care and support that a service user needs is not available or is delayed, people explain the reasons for this and help to find a suitable alternative.

Service users will be using a service and organisation that are well led and managed. Service users can be confident that people who support and care for them have been appropriately and safely recruited, and are encouraged to be innovative in the way they support and care for them. Service users will experience high quality care and support because people have the necessary information and resources.



Service users can visit services and meet the people who would provide their care and support before deciding if it is right for them. Service users can be meaningfully involved in how the organisations that support and care for them work and develop, and are actively encouraged to be involved in improving the service they use, in a spirit of genuine partnership. Service users are supported to give regular feedback on how they experience their care and support and the organisation uses learning from this to improve. Service users can take part in recruiting and training people if possible.

Service users are encouraged to actively participate in decisions about how the service operates; this includes staff recruitment, staff training and service users are encouraged to take part in our internal quality and improvement reviews and the Care Inspectorates inspection activities.

We carry out an annual service review as part of our own internal quality assurance processes and people using the service, and where they wish their family/representatives are fully included in this process. We welcome comments, feedback and/or complaints in order to improve service users' experience of using our service.

We ensure that all service users are aware of the procedures of making compliments, comments and complaints.

We will manage the Care Service efficiently and effectively to make best use of resources and to maximise value for money for the Purchaser / Service User.

We involve service users and carers in the provisions, management and development of services, which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our service users.

We will:

Encourage your independence

Treat you as an individual



Offer choice in all things whenever practical and possible

Always treat you with dignity and respect

Endeavour to fully understand our your needs

Ensure privacy and confidentiality is maintained at all times

Ensure that security is never breached

Statement of Good Practice

The philosophy of the Company is to reflect and promote values that focus upon the individual service user or Service User as being at the centre of Care Service planning and Service delivery. To help achieve this, the Company has drawn upon the fundamental Core Values of the National Care Standards, to develop the following Service Values which will form the basis for considering the provision of an individual Care Service:

Autonomy and independence of personal decision-making, including the assumption of risks as well as responsibilities associated with citizenship.

Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options.

Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.

Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.

Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life.

Fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.



Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.

Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.

The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an individual. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances and in accordance with the Company's Equal Opportunities Policy.

Highland Croft Care Service has a full Statement of Practice Policy which should be read in conjunction with this document.

Nature of the Services Provided

At Highland Croft Care Service we have trained staff who meet service users, prior to commencing service, to agree the care needs requirements of service users and assess each individual before service is offered including aspects such as when the service will begin and the times, frequency and duration of care to be provided.

Highland Croft Care Service Manager is trained in accordance with Skills for Care Common induction as well as bespoke training tailored to meet the meet the specific needs of their service user group. Furthermore, they are supervised and supported to provide a quality service to a wide range of people who need care and support whilst living in their own homes, ensuring:

Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld

Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.



All service users are treated equally and are protected against any form of discrimination.

A Personalised Service user care plan is produced through consultation with each care user, their families and authorized persons and will include information about the service users care needs, wishes, preferences and personal goals. It is our aim that anyone who requires our support, shall be offered a fully person centred service with the service user at the heart of all that we do.

Key personal and care support is provided with:

Dressing and undressing

Bathing, washing, shaving and oral hygiene

Toilet and continence requirements

Medication requirements and other health related activities

Manual handling

Eating and meals

Handling personal possessions and documents

Other personalised services may be available – please discuss your needs with the manager

Upholding Rights of Service Users

Highland Croft Care Service provides all Service Users with a statement outlining our key principles of care that our service promises to deliver and against which our success can be measured.

About our service, Service Users have the right to expect:

Highland Croft Care at Home Service on 01862811222 or 07771591391



To be encouraged to be as independent as possible, to be allowed to take risks and to live a lifestyle which is, as far as possible, geared to their personal choice and preference.

To be treated as an individual, to make their own decisions on matters which affect them, and to participate as fully as possible in drawing up a Care plan (with the assistance of friends, family or representatives as required), reviewing it and agreeing any modifications.

To have their values, beliefs and chosen lifestyle respected at all times and for their thoughts, opinions and attitudes to be respected, considered and to be listened to.

To have the right to say will and who will not enter their home within the boundaries of the Company's Equal Opportunities Policy. To be empowered in the decision about the gender of the Care Worker. Highland Croft Care Service will not insist on Service Users having a Care Worker with whom they are not satisfied.

Not to be discriminated against for any reason, e.g. age, race, sex, colour, religion, disability, political opinion, sexual orientation, gender reassignment status, physical and financial circumstances.

To have privacy in relation to their personal affairs and belongings, and confidentiality in respect of the care that they require, their personal circumstances, financial, domestic or family matters etc.



To receive details of Highland Croft Care Service Home Care services before the start of the service.

To receive written confirmation of a Service Plan identifying appropriate levels of care, agreed with them and by the NHS.

To have details of the care given each day and the outcomes observed, recorded to the Company's requirements.

That the Company will regularly review the service according to assessed care needs and within a timescale agreed with the Service User.

That Care Plans or records will be left in their home, until completion of the assignment (when records will be returned to the Company).

To have access to friends, relatives, religious leaders etc. and to be assisted, where necessary, in making such arrangements.

That their telephone calls to Highland Croft Care Service will be answered 24 hours a day.

About the Care Workers, Service Users have the right to expect:



To have care provided in accordance with the agreed Care Plan by Care Workers whose education, experience, training and attitudes make them suitable for such a role and who will provide care in a friendly, appropriate and respectful manner.

To receive care from Care Workers who have been personally interviewed by appropriately trained staff, and who have fulfilled the Highland Croft Care Service recruitment and selection criteria.

To receive care from Care Workers that matches their requirements in terms of skills, experience, personality, cultural and religious needs.

That Care Workers will treat their property, possessions, their home, the security of their home with due consideration as outlined in the Company's policies.

That Care Workers will arrive at the assignment at the agreed time. If, due to exceptional circumstances, the Care Worker is late or unable to make the assignment, that the Company will make every effort to inform them and provide a suitable replacement Care Worker as required.

That Care Workers will be dressed appropriately for the work they are to perform and in accordance with the Company's dress code.

That every Care Worker will wear a photographic identification badge unless this is contrary to the Service user's wishes.



That Care Workers will be covered by appropriate insurance.

That Care Workers will understand the need to promote the Service User's privacy, dignity, independence, choice and culture at all times.

Registered Manager Details: Eileen Mackay

How to arrange a meeting to discuss service needs:

Highland Croft Care Service wishes to support people within the Sutherland area. If you, or a relative or friend, may require support to assist them to continue living at home and participating in the local community; Highland Croft Care Service could help.

Please contact Highland Croft Care Service to discuss your (or your relative's) needs. Eileen will come to meet you; this can be formal or informal in the first instance.

Once you have found out more, and should you wish to employ the services of Highland Croft Care Service, Eileen will then take you through the next steps.

A person centred care planning session can then be arranged to introduce Highland Croft Care Service and to help identify the support that would assist independent living.

Contact details are as follows:

Eileen Mackay Manager Highland Croft Care at Home Service

Telephone 01862811222 or 07771591391



Should you require any further information or have any questions please do call.

Prices are available on request. Highland Croft Care at Home Service is part of the NHS local Care at Home partnership and as such can carry out work on behalf of the NHS. You can also use Self Directed Support (SDS) to contribute towards the cost of a care service. Please ask for information or call your local social work team to discuss further.

Complaints

At Highland Croft Care at Home Service quality person centred care is our mission, and we take this very seriously. We aim to meet the highest standards in our delivery of care. We aim to involve and listen to service users, carers and families in order to continually improve our service and we welcome feedback at all times.

About Highland Croft Care Service – From the Manager

I live with my family; on a small croft in Dornoch. We are part of a crofting community in Sutherland. I have a husband named David and three children. My hobbies include horse riding, walking, Judo and I along with my husband work for Police Scotland as Special Constables.

I have worked in a caring environment for 22 years. I am passionate about caring for people, especially older people, I strive to ensure that each individual is treated with dignity and respect, developing person-centred plans for each individual which enables them to maintain independence and achieve realistic goals giving them the best possible quality of life.



As previous manager of a care home for 15 years I have a vast amount of business experience, knowledge and skills to develop a care at home service. With my care experience and continuous work relationships with other professionals, I was aware that there was a deficit within the care sector for a care at home service, people were having long spells of respite in care homes, delayed hospital discharges, due to a shortage of resources people were unable to remain in their own homes.

Highland Croft Care Service will offer a wealth of personal and functional care and associated domestic services to meet the needs of Service Users; these may include older people, those with a disability and people who need assistance due to illness to continue living in their own homes and community. This will be achieved by promoting a standard of excellence which embraces fundamental principles of good care practice that is witnessed and evaluated through the practice, conduct and control of quality care in the domestic environment.

Care is provided in partnership with service users, their carers and relatives, respecting their diverse needs, preferences and choices. It is standard practice for a member of our management team to visit each service user before commencing the service to be able to understand the individual situation and then provide the most suitable package accordingly.

Quality Assurance

Highland Croft Care Service is committed to ensuring that services continue to meet the user's needs. Our Quality Assurance starts with the recruitment of the best carers possible and continues with systematic and ongoing monitoring of their performance. Delivering a consistent high quality service is our priority.



The aim of Highland Croft Care service is to provide Person Centred Care to local people within their own homes, in the Sutherland area. Initially the service will focus on Dornoch/Embo/Birchen areas.

The longer term aim is that anyone in the Sutherland area can access a person-centred care service. The business will be built with long term, quality service provision developed organically as meets the needs of the local community.