



**A&C HOME CARE LTD**  
SUPPORTING PEOPLE TO  
LIVE INDEPENDENTLY

**SERVICE USER GUIDE**

**Telephone 01253 376336**  
**Email [info@ac-homecare.co.uk](mailto:info@ac-homecare.co.uk)**  
**Website [www.ac-homecare.co.uk](http://www.ac-homecare.co.uk)**

# Introduction

A&C Home Care Ltd formed in May 2019 and opened 1st July 2019. It is run by mother and daughter team Christine & Anne Lester.

A&C Home Care is a family run business supporting residents within Blackpool, Fylde and Wyre using a person-centred approach.

A&C Home Care are passionate about providing high quality, person centred care and support within the community. Promoting dignity, respect, choice, independence, meeting individual needs and safeguarding people from harm.

Our overall aim is to support people to maintain independence and to remain living at home.

We provide support to residents via direct payments and to private customers.

A&C Home Care are registered with CQC who regulate the care industry.

This document summarises basic information about A&C Home Care Ltd for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users.

You can contact us by phone 01253 376336  
or by email [info@ac-homecare.co.uk](mailto:info@ac-homecare.co.uk)  
Website [www.ac-homecare.co.uk](http://www.ac-homecare.co.uk)

We look forward to hearing from you and assisting you with your enquiries.

Anne Lester – Registered Manager

Christine Lester – Office Manager

# Our Aims and Objectives

- We aim to provide a professional, reliable and high-quality standard of care and support, enabling you to remain independent & safe whilst living at home.
- We promote an outcome focused, person-centred approach to meet individual needs and a flexible scheduling system. We believe in continuous quality improvement throughout the provision of services and recognise and value you / your representative's feedback and contributions.
- We promote your privacy, equality, dignity, respect and human rights by placing you at the centre of the care planning process and ensuring your needs, wishes, preferences and decisions are detailed in the assessment and whilst planning and delivering our service.
- We have a robust recruitment & selection process to ensure we employ the most suitable staff who are well-trained, who respect your right to take informed risks, whilst considering your needs, wishes, preferences, choice, safety and effectiveness. We ensure that you / your representative are involved in all aspects of care planning, decision making, the ongoing review process.
- We aim to provide a service that meets yours needs, wishes, aspirations and goals.
- We aim to provide a detailed package of care, working in partnership with multi agency professionals, to meet your health and social care needs and preferences.
- The service we provide is based on a comprehensive initial assessment of needs and risk with ongoing planning and review of your care, made in conjunction with multi agency professionals.
- We are passionate about achieving our aims and objectives through continuous quality improvement and by reviewing our service. We welcome the feedback and suggestions from you and/or your representative.

# Service Provision

We are registered with Care Quality Commission to provide a service to the following:

Younger adults between the age of 18-65

Older adults age 65+

Mental health

Dementia

Physical disability

Sensory impairment

People with an eating disorder

End of life care

We provide visits durations of:-

30 minutes

45 minutes

60 minutes

The hours of business are 7am-11pm, 7 days a week including bank holidays.

The office is open from 8am – 4pm Monday to Friday.

An on-call facility is in place outside of these hours by phoning our office number 01253 376366.

# Services We Provide Include:

A&C Home Care provide a range of services: -

- Personal care - washing, bathing, showering, dressing & undressing
- Continence care
- Medication support – prompting, administering, ordering & collecting
- Moving & handling support with aids
- Meal preparation
- Light domestic duties within the home
- Shopping & support with errands
- Escorting and transporting to & from appointments
- Participating in hobbies, interests and social events
- Respite care
- Companionship & social interaction
- Welfare & security checks
- Referrals to multi agency professionals

# Assessment Process

- On initial enquiry we will discuss your support needs and preferred days/times, duration and frequency of service. We will take some personal details and arrange for our Manager or supervisor to visit you at home to carry out the initial assessment. You can invite a friend or relative to attend the appointment also.
- During the initial home visit, we will ask a series of assessment questions that will help us to get to know you, your needs, wishes and preferences and identify any associated risks. This will enable us to a person centred and outcome focused care plan that will tell the carers how you wish to be supported in your home and/or the community.
- Our terms & conditions will be discussed with you during the assessment. The assessor will carry out a full risk assessment of the home environment, person/mobility, community activities and any equipment/materials to be used so that we can reduce the risk of injury to both you and staff.
- You/ your representative will be asked to agree and sign the support plan and terms & conditions to enable services to commence. You will be given a copy of both documents for your records. You will have a 14-day cooling off period before services commence in which to change your mind and terminate the contract. In the event you would like services to commence during the cooling off period then additional consent is required.
- You will receive a courtesy call 24 hours after your first visit to check if you were happy with the initial visit, to establish if the carer was on time and whether they delivered all support identified in the support plan. The service will be reviewed after 4 weeks and at least 12 monthly thereafter. A review may be requested at any time if needs change. Our staff are trained to report any significant changes so that we can always provide a service that meets your social care needs.
- You can contact us at any time to offer feedback and discuss any concerns or changes to your support needs or support plan. We look forward to hearing from you and will do our best to assist with your enquiries. A member of our office team will contact you throughout the year to ask for feedback on staff performance to assist with personal development.

# Staffing

## Management and Administration Team

### **Anne Lester - Director and Registered Manager**

Anne is legally responsible and accountable for the day to day running of the business. Which includes complying with legislation, regulations and submitting statutory notifications to CQC and managing our wonderful team of carers. With over 16 years' experience working within health & social care, in a range of services and supporting people with complex needs.

Anne is very passionate about ensuring that A&C Home Care go above and beyond to meet the needs of individuals, delivering high quality, outcome focused and person-centred care with a flexible scheduling system. Ensuring that service users are central to the care planning and on-going review process. Working in partnership with multi agency professionals. Anne is responsible for recruitment, training, visiting service users to respond to initial enquiries and to complete all needs and risk assessments before services commence. Anne is responsible for ongoing quality assurance, auditing and business development. Anne is also the point of contact for any safeguarding concerns or comments, compliments and complaints. Anne takes part in the out of hours on call support.

Email [anne.lester@ac-homecare.co.uk](mailto:anne.lester@ac-homecare.co.uk)

Telephone 01253 376336

### **Christine Lester - Director and Office Manager**

Christine is responsible for running the office, administration duties and all aspects of customer services. Christine is the first point of contact during office hours and is available to answer all enquiries. Christine has 30 years' experience working in customer service and after sales positions including supervisory and management roles. Passionate about delivering high standards of customer services and finding a solution to any concerns you may have. Christine enjoys building professional relationships and serving the general public and looks forward to hearing from you!

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Telephone 01253 376336

Website [www.ac-homecare.co.uk](http://www.ac-homecare.co.uk)

At A&C Home Care Ltd, we know that leadership and management of the company is vital to all its operations. To provide quality leadership we do the following:

- Always engage a person who is qualified, competent and experienced for the task as Registered Manager.
- We have a supervisor who is closely involved in the training, support and monitoring of our carers and services.
- Aim for a management approach to create an open, transparent, positive and inclusive atmosphere.
- Operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures which safeguard your interests.
- Supervise and appraise staff regularly with the addition of team meetings.
- Keep up-to-date, factual and accurate records on all aspects of the company and its service users.
- Ensure that health, safety and welfare of service users and staff are promoted and protected.
- We have a very transparent approach and will be open and honest with service users and family members if we have made a mistake. We will notify you of what has happened, how it has been investigated and the action taken.

## **Carers**

We recognise that for you the most important people in our organisation are the Carers who will play a very important role in your welfare. To maximise this:

- We will provide an appropriate number of staff with qualifications in health and social care to ensure that contracts can be met.
- We take great care in recruiting, training and supervising our staff. Our staff have a wide range of qualifications and are inducted incorporating the Care Certificate and our own in-house program.

- **Induction training over a 12-week period also includes: -**

- Understanding the role of a support worker
- Personal Development
- Duty of care
- Equality & diversity
- Working in a person-centred way
- Communication
- Privacy and dignity
- Fluids & nutrition
- Mental health awareness
- Dementia & cognitive impairment
- Learning disability awareness
- Safeguarding adults
- Safeguarding children
- Basic life support theory
- Handling information
- Infection, prevention, control
- Moving and Handling & back awareness
- Safe Administration of Medication
- Basic life support practical
- Food Safety Level 2 in catering
- Dementia practical level 3
- Catheterisation
- Palliative and end of life care

We will source additional training courses to meet the needs of individuals with specialist equipment and/or conditions.

- All staff will then commence a recognised NVQ / diploma qualification in health & social care if not already achieved once they have successfully completed their probation.
- We follow recruitment policies and practices, which both respect equal opportunities and protect the service users' safety and welfare.
- All staff take part in monthly supervisions during probation period and bi-monthly supervisions thereafter. All staff will take part in bi-monthly team meetings and annual appraisals.

# Your Rights

We place your rights at the forefront of everything we do. Individuals are encouraged to express and exercise their rights. You are central to the care planning process and are welcome to include family friends and/or other professionals if you require input or support. You have the right to choose your care provider and how you want to be supported. You can cancel anytime within the 14-day cooling off period or by giving adequate notice thereafter as outlined in the service agreement.

# Dignity

We are committed to training all staff to provide our service in a way that respects peoples' dignity following the 10 principles set out in the Department of Health's Dignity Challenge.

- Have a zero tolerance of all forms of abuse
- Treat and support people with the same level of respect that you would want for yourself or a member of your family.
- Treat each person as an individual by offering a person-centred service.
- Enable people to maintain their independence, choice and control.
- Listen and support people to express their needs, wishes and goals.
- Respect people's privacy.
- Ensure people feel able to complain without fear of retribution.
- Engage with family members and carers and multi-agency professionals.
- Assist people to maintain confidence and promote a positive self-esteem.
- Reduce people's loneliness and social isolation.

# Privacy

We aim to retain as much privacy as possible for you in ways which include:

- Assisting with personal situations with dignity, respect and discretion.
- Guaranteeing your privacy when you are, for example, using the telephone for private conversations, opening and reading post and communicating with friends, relatives or advisors.
- The agency holds all your information confidentially. We are registered with the Information Commissioner's Office in line with General Data Protection Regulation (GDPR).
- All staff have a clear understanding of their responsibilities under confidentiality and data protection and will not pass on any of your personal data to anyone not involved in your package of care.

Please note that the company reserves the right to share information to other professional bodies such as Social Services, Doctors, Nurses, Safeguarding team, Ambulance, Police etc. We will only share information if the sharing of such information would benefit your health, safety and well-being.

# Independence

You are encouraged to maintain as much independence and individuality as possible in ways which include:

- Offering the least restrictive practice to ensure you are given the opportunity to carry out tasks independently, making your own choice and decisions and asking enabling you to ask for support when required.
- Providing support that is tactful.
- Maximising your ability to self-care and for carrying out the tasks of daily living to their best potential.
- Respecting your rights to take informed choices, risks, whilst considering your health and safety.
- Ensuring you are central to the care planning and review process, so that your views, needs and wishes would form the basis of your care plan and that you participate in the planning and review process.

## Choice

We aim to assist you to exercise choice in all aspects of your life in ways which include:

- Encouraging you to choose your preferred care provider and contributing to the decision-making process around how you would like to be supported and by whom.
- Managing and planning our service (where possible), to take into consideration your preferences in relation to days, times, durations and frequency of service.

## Fulfilment

We aim to assist you to achieve fulfilment in all aspects of your life in ways which include:

- Gathering information where appropriate about your history, characteristics, hobbies and interests.
- Responding appropriately to your personal, intellectual, artistic and spiritual values/practices.
- Respecting your religious and spiritual beliefs, your ethnicity and cultural diversity.
- Ensuring we listen and respond promptly to communication.

## Equal Opportunities Policy

A&C Home Care is an equal opportunities company and does not discriminate against any service user or prospective service user regarding race, colour, religion, sex, national origin, disability, marital status, or sex change status, age or any other factor protected by law. We encourage you to raise specific needs or to express concerns relating to equality, diversity and human rights.

# Our Quality Assurance Process

We are committed to providing high standards of care and customer service to ensure you receive a seamless service.

We carry out regular shadow shifts, spot checks and monthly audits to ensure we are carrying out our duties correctly whilst meeting your needs.

We will arrange for new staff to shadow experienced staff so that they get to know you and your routine. This is for the purpose of training and personal development and is at no extra cost to you. We will contact you in advance to let you know and to ask for your permission.

We will carry out spot checks at random when staff are not expecting us to ensure they are carrying out all duties safely and following your care plan. We will contact you in advance to let you know and to ask for your permission.

We will audit the carers handwritten records at the end of each month to ensure that carers are completing factual records with appropriate terminology and content and will act where improvement is required.

On occasion we may phone you to ask for customer feedback and we will send out an annual customer satisfaction questionnaire. We consider this as a business development opportunity, will review all replies and act where any areas of improvement are identified. Your participation and feedback are optional but is welcome and greatly received.

# Safeguarding Vulnerable Adults

Safeguarding service users from harm or abuse is very important to us.

We achieve this by:

- Obtaining two references prior to staff commencing employment
- Reviewing and confirming 10 years of employment history and accounting for any gaps
- Reviewing and confirming education and qualifications
- Reviewing photo and address ID
- Obtaining an enhanced DBS disclosure from the Disclosure and Barring Service list.
- Working in partnership with Blackpool and Lancashire's Safeguarding teams.
- We also have robust policies and procedures, these include:
  1. Safeguarding adult's policy.
  2. Financial protection.

For further details please see the leaflet "are you or is somebody you know being mistreated or abused" In addition to explaining more about abuse, it offers guidance and support on who you can tell and what happens once a concern has been raised.

If you believe an adult is at risk of neglect or abuse, please contact:

Blackpool Adult Social Care Team: 01253 477592 or  
Emergency out of hours Team: 01253 477600.

Lancashire adult social care team 03001236721

If they are in immediate danger, please contact the Police: 999.

You can also speak to health or social care staff, for example, carer, social worker, nurse, doctor, occupational therapist.

Or you can tell someone you trust and ask them to report the matter.

You can consider registering with the Herbert protocol. Both will be included in the service user's folder that is left in your home.

# Complaints, Comments and Compliments

We operate a feedback procedure by which you or someone acting on your behalf can make a complaint, comment or compliment in relation to the service. We welcome any views that may help us to continue to improve the service we provide.

Feedback can be given personally, or an advocate can be appointed.

- Feedback can be given via your carer, letter, e-mail or telephone call to the office.
- Making a complaint will not cause any discrimination or have a negative effect on service provision.
- Should you have reasonable cause to complain regarding the Service, please inform us as soon as possible in one of the following ways:
  - a) If appropriate, by approaching the carer directly.
  - b) If it is not appropriate to approach the carer directly, by contacting the supervisor/manager on duty.
- If you are dissatisfied with the outcome of your complaint you may ask for the complaint to be looked at by a more senior person in the company.
- All complaints will be investigated by us and a reply will be given within 28 days of the complaint being received.
- You may refer your complaint to the Statutory Regulator if you are not happy with how your complaint was handled.

The Statutory Regulator is

**The Local Government Ombudsman**  
PO Box 4771  
Coventry CV4 0EH

- Telephone 0300 061 0614
- Email [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

## Other Contacts

- Your local Social Services Dept can help you in many ways such as assisting you to deal with a complaint on your behalf or putting you in touch with Local Advocacy Services who could assist you with decision making. Blackpool Social Services can be contacted on 01253 477593 & Lancashire County Council Social Services Department can be contacted on 0845 053 0009.
- Your local Age UK branch is on St Georges Road, St Anne's, Tel 783938. They signpost North Lancashire Advocacy Service Tel 362410 [www.ncompass1.org](http://www.ncompass1.org)
- Care Quality Commission National Correspondence can be contacted on 03000 616161. their address is City Gate, Gallowgate, Newcastle upon Tyne, NE1 4PE or they can be e-mailed on [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

# Frequently Asked Questions

## **How much will the service cost?**

You should receive a price list via email or post and our charges depend on how you pay for your support (private and direct payments). You will be invoiced on a monthly basis and the methods of payment we accept are BACs transfer, standing order or cheque. At present there are no bank charges for these methods of payment. If you are funded through direct payments, there may be a shortfall in the hourly rates that we charge. You are responsible for meeting the shortfall.

## **When will the service start?**

We usually ask for 7 days' notice to ensure we have time to visit you at home, complete a needs and risk assessment, to write the care plan we will arrange for one of our senior staff to visit you to carry out an assessment before services commence. If you are intending on giving notice to your current provider before introducing our company, then we recommend that you consult your contract before starting our service. There may be a notice and charging period with your current provider to consider before making the transfer.

## **How will I identify the carer?**

All carers wear turquoise uniforms with A&C Home Care on the breast pocket. They also wear identity badges that contain their names and photo. Should anyone arrive without their uniform or ID badge then we advise that you refuse them entry and contact the office immediately. If you prefer that the carer does not wear a uniform for the purpose of social support, then we will document this in your care plan and will instruct the carer to remove them.

## **How will they gain access to my property?**

To ensure the safety and security of your property, the carer will gain entry as agreed with you and this will be documented in your care plan. For security reasons we ask that you do not leave spare keys outside, under flowerpots or in porch ways and that you do not keep your door open. If you have a key safe fitted, then the manager will ask you for the number during the initial assessment and we will keep a record of the number to give to the named

carers. On leaving your home, the carer (where appropriate) will lock doors and return keys to the key safe. We will not give your key safe number to

anyone outside of our company unless prior consent has been given by you or your representative.

### **How will my service be monitored?**

On arriving and leaving your home, the carer will be asked to phone a free phone number from your landline, this sends an electronic footprint to our office computer to let us know the start/finish time and duration of visit. If you prefer the carer does not use your house phone, then the care will be asked to complete a time sheet to detail their start and finish time. They will ask you to sign the time sheet if to agree that they attended and the duration of the visits. The carers have 10minutes within a 60minute visit for travel. In the event you are unable to sign the sheet the carer will notify the office of the durations and record "unable to sign". If you carer has not arrived within 15mins of the allocated time and we have not contacted you to let you know of a delay, we encourage you to phone the office to let us know so we can follow it up. If a carer arrives later to your home, they are still expected to complete the full visit. The manager will audit the carers times sheet weekly. We will phone you from time to time to check that the carers are punctual and are staying for the correct duration.

### **Who regulates you?**

We are registered with the Care Quality Commission who regulate the care industry. We are required to register with CQC so that we can support people with regulated activities e.g. personal care.

Inspections are carried out annually. As part of the process, you or your family may be contacted. An inspector may request your consent to visit you, in order to gain your views on the services provided. The information is then used for future planning and improvement of the service.

### **How can I find out feedback regarding your services?**

You can read about our organisation including annual inspection reports and rating on their website [www.cqc.org.uk](http://www.cqc.org.uk)

**What if my needs change?**

You will receive a courtesy phone call after 24 hours. To check if you were happy with the initial support and if you want to make any changes. Your care plan will be formally reviewed after 4 weeks and at least annually thereafter.

If your needs or wishes change, you can contact the office at any time to request a review.

**What if my partner needs a service?**

They would require an individual assessment and an individual care package would be arranged.

**Are staff insured?**

Yes. A&C Home Care have Public Liability Insurance with Aviva to an indemnity limit of £10,000,000.

**Upon request this information can be provided in large print, audio format, or in the language of your choice.**