



# *Camli Care*

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Registered Manager:

Lisa Cameron



Camli Care

**2020/21 WINNER**

Home Care Specialists  
of the Year | Lincolnshire

NOTE: If this document is needed in any other format please contact: 07387710872

## CAMLI CARE'S BACKGROUND

Camli Care LTD is a domiciliary care agency registered with the CQC to provide home care services and support to a variety of people, allowing them to remain in the comfort and security of their own home encouraging them to live independently. Camli Care is committed to employing a highly skilled workforce as this gives us the confidence and ability to meet the needs of our service users and enable us to provide them with high quality care.

## OUR PHILOSOPHY OF CARE

The provision of high quality of care is at the heart of our philosophy of care. Camli Care places the rights and the wellbeing of the service users at the forefront of its philosophy. We believe that compassion and care for the service users should form the basis of our practice.

It is part of our philosophy to provide each service user with a quality service which is tailored to their individual needs and to encourage emotional and social wellbeing. We believe it is of vital importance that service users gain and maintain as much independence in their lives as possible and to feel in control of their own lives. We believe we can achieve this by developing positive relationships with our service users and by respecting their individuality and diversity.

## OUR MISSION STATEMENT AND AIMS AND OBJECTIVES

Camli Care is committed to providing an outstanding quality of care for our service users. We aim to enable them to continue to live independently in their own homes. By being a strong, independent and viable organisation, we hope to become a leading provider of care and support while helping in the development of a caring society by promoting independent living in the community.

### Aims and Objectives:

To provide a high quality safe service to people in the comfort and security of their own home.

To meet our service users needs, wishes, preferences in a timely manner, ensuring they are safeguarded at all times.

To promote the independence and wellbeing of our service users while respecting their privacy dignity and human rights.

To be reliable and dependable and always putting our service users at the centre of their care, we will have care plan in place for all service users and these will be updated when the needs of the service user change, if no changes happen these will be reviewed on a regular basis to ensure we are meeting our aims and objectives.

We are committed to promote equality at all times recognising that everyone is a unique individual.

We will collaborate with other agencies, family and health care professionals to ensure we provide the highest quality care possible, reducing any barriers to ensure the service users are holistically cared for.

Camli Care will ensure robust policies and procedures are developed in line with legislation and provide staff with a robust induction and training and support to complete their job role to the highest standard to keep in line with policies and procedures and following up to date legislation.

We will ensure we are fit for our purpose by having a caring and well trained team of staff.

We will ensure our staff follow and adhere to all health and safety policies and procedures at all times.

We will ensure we have a quality assurance system in place to evaluate monitor our service and always looking to develop and improve practice.

## THE NATURE AND RANGE OF SERVICES WE PROVIDE

We provide care and support services to the following

- Adults aged 18 and over;
- People with dementia;
- Adults with physical disabilities;
- Adults with sensory impairments;

According to each service users' needs, we are able to provide a tailored package of care which can include some or all of the following:

### PERSONAL CARE

#### Including:

- o Care relating to personal hygiene, toileting and oral hygiene.
- o Dressing and undressing.
- o Assistance with feeding, eating and drinking.
- o Management of urinary and bowel functions.
- o Promotion of continence and management of incontinence.
- o Assistance with mobility and transfers, including help with getting up and going to bed.
- o Promotion of independence and social functioning.
- o Social care needs assessment and ensuring personal safety.
- o Supervision and monitoring of medication.

### SOCIAL CARE:

Listening and talking to people is regarded as an important part of delivering care. We can assist clients in the following ways:

- o Assistance in keeping in touch with their friends and relatives also, attending clubs and socialising in the community;
- o Assistance with letter writing;
- o Assistance with shopping;
- o Assistance with paying bills and pension collection;
- o Assisting with laundry;
- o Assisting with bed making;
- o Assistance with household cleaning.

#### PROVISION OF MEALS AND DIETARY CARE:

##### This includes:

- o Food preparation at the client's home;
- o Assistance with feeding;
- o Taking the client for a meal in a restaurant of their choice.

#### OUR SERVICE STANDARDS

Service users can expect the following:

- Their carers to have the competence, knowledge and skills to carry out their tasks;
- Their carer to arrive as near as possible to the time stated in the care plan;
- Their carer to wear a Camli Care uniform and carry photographic identification;
- Their carer to complete all the tasks detailed in the care plan;
- To have their rights and dignity respected and have their independence promoted at all times;
- To have their home, belongings and personal standards respected;
- To have any changes in their needs reported and recorded;
- To maintain and uphold their confidentiality.

#### STAFFING ARRANGEMENTS

Camli Care is committed to ensuring that all of our employees uphold the principles of honesty, integrity and are both competent and responsible. They will have undergone various types of training to ensure that they can carry out the activities for which they are employed. We can confirm the suitability of each candidate through our recruitment and selection policy.

Prior to employment, we:

- Confirm the identity of the applicant;

Request and verify two written references;

Confirm entitlement to work;

Undertake a DBS check;

Undertake a health declaration

If successful, each staff member will complete an induction course, along with The Care Certificate during which their knowledge and skills are assessed and verified. Camli Care encourages staff to complete, within the first two years of employment, a Diploma in Health and Social Care Level 2.

## INSURANCE

Camli Care has Public and Employers insurance. All relevant certificates can be inspected at our head office, information of our current insurance will be documented in the service user contract, this is renewed annually.

## THE REFERRAL PROCESS

Most service users will self-refer and we will deliver to them under a private contract. Once we receive your referral, we will contact you to arrange an initial visit. During this initial visit, we will ask you or your representative to provide us with relevant information about your needs, contact details of your next of kin, family or friend which can be used in emergency situations.

You will be talked through the service we will provide and we will explain our service user written agreement to you. We will also draw up a Service User Care Plan and Risk Assessment. The Care Plan and Risk Assessment is a description of the help or services that you need from us and how you need them to be delivered. It also identifies any risks to you or our staff and how best to manage them. You or your representative will be consulted about its contents and will be asked to sign to confirm your agreement. All the information we collect will be used to deliver a high quality service remember, our care workers can only undertake tasks that are detailed in your Service User Care Plan. Any changes to the care you require must be agreed in advance with your care manager.

## ADVOCACY

If you need someone to represent or advocate for you for any reason, Camli Care will try to help by either finding you a service provided by the Local Authority or a service provided by volunteers.

One of the reasons that you may need an advocate are that you do not have a member of your family or a friend who can act on your behalf.

The type of situation where this might be needed is dealing with officials or people who provide your utilities, carry out repairs or offer a service of some type.

## EQUAL OPPORTUNITIES

Camli Care operates an equal opportunities policy in its recruitment procedures to ensure that all care workers are selected on the basis of their ability to fulfil the requirements of the job. Service users and care workers alike should be treated equally and fairly regardless of Age, Disability, Gender reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, Sexual Orientation.

### PRIVACY AND DIGNITY

Camli Care recognises that most interactions between care workers and service users means some form of dependence upon the care worker, therefore, an obligation exist to ensure that care workers adhere to a code of conduct which is there to ensure that all actions undertaken:

- Are with the expressed wish of the service user;

- Are conducted in such a way that the service user does not feel undervalued or inadequate;

- Protect privacy and dignity;

- Promote respect between the care worker and the service user.

In each case:

- The care worker must be made aware of the nature of the care needed;

- The views of the service user on support and assistance will take precedence unless otherwise explicitly stated in the care plan or where concerns arise in relation to health and safety;

When accompanying a service user to the toilet, assisting with bathing, dressing or other intimate tasks, care workers must endeavour to maintain the service user's dignity and privacy, only undertaking those tasks that the service user is clearly unable to do.

Whenever possible the service users wishes will be respected concerning the sex of the care worker assigned, in particular where a genuine occupational requirement is evident and when intimate care is to be provided. However, Camli Care recognises that there is no automatic reason why a service user should raise concerns about a care worker of the opposite gender.

In line with the GDPR, we at Camli Care will operate policies and procedures to ensure confidentiality of information which the company holds about the service users. Under the terms of the act, service users are entitled to access personal information relating to them. Should a service user wish to receive a copy of the personal data we hold; he or she should contact the manager.

### RECORDS

Every service users home file will contain records on:

The time, date of every visit, with a description of the services provided;  
Assistance with medication and other requests for assistance with medication and the action taken;

Details of any changes in their circumstances, health, physical condition and care needs;

Any accident, however minor, to the service user or to the care worker;

Any other untoward incidents;

Any other information which would assist the next health or social care worker to ensure consistency in the provision of care;

The service user and their representatives will have access to these records at all times.

### SAFE WORKING PRACTICES

Camli Care has an overriding responsibility to safeguard the health, safety and well being of all its employees. In the field of domiciliary care and support, the service user's home is the care worker "workplace" for much of the time. While the worker is in a service users home, Camli Care shares responsibility of its employees health and safety with the service user or their representative.

Camli Care operates a no smoking policy, no care staff are permitted to smoke in or around your home. While we respect we are working in your own home which you are entitled to smoke in, but we would appreciate it if you would refrain from smoking while Camli Care staff are at work in your home.

Camli Care will adhere to the government legislation in relation to moving and handling, all staff will have training on moving and handling and deemed competent before moving and handling will be undertaken.

Camli Care will always endeavour to balance the needs of everyone involved in the care process (particularly the needs of the service user on the one hand and the needs of the care worker on the other) in order to ensure that:

Care workers do not perform tasks that put them and the service user at unreasonable risks;

Care workers avoid moving and handling activities where it is not reasonably practicable;

Risks are assessed and appropriate steps are taken to reduce them as far as possible;

Service users' personal wishes on the type of assistance given to them by care workers are listened to and respected wherever possible;

Service users' independence and autonomy is supported as fully as possible.

## EQUIPMENT

Camli Care provides appropriate protective equipment to its care workers including gloves and aprons. It is the responsibility of the service user and/or the commissioning trust/ health service executive to provide all other equipment in good working order e.g. hoists, commode, bath seat, etc. It is also the responsibility of the aforementioned to maintain such equipment in good working order.

## PROTECTION FROM ABUSE

Abuse is defined as follows: "A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress".

Camli Care is fully committed to preventing abuse of any kind. We will strive to achieve this by:

Promoting a strong and identifiable culture of respect and valuing people;

Ensuring systematic recruitment practices are followed which ensure that references are taken up for all care workers, and use is made of all checking procedures, particularly the disclosure process;

Encouraging the role of the advocate for service users. Service users who have no relatives or friends to act as advocates should be encouraged to have an independent advocate who will act as a spokesperson for the service user and participate in care reviews as necessary.

## INFECTION CONTROL

All of our staff are expected to wash their hands upon arrival, between tasks and on leaving also, wear gloves and aprons and follow infection control procedures when providing personal care in order to reduce the risk of cross infection and protect our service users.

## MEDICATION

During the initial assessment, any medication which you require the assistance of a care worker to take will be recorded within the Care Plan, and a check will be made to ensure that it is properly authorised. Our staff will not be allowed to give any assistance with medication which has not been dispensed, by a pharmacist.

In the case of ointments or eye drops or antibiotics, where dispensing is not possible, staff will only be allowed to administer with the agreement of the service users GP and in accordance with a signed protocol, after specific training has been given.

## SECURITY

We would like to assure you that we have several policies in place to ensure that your security is protected at all times. At recruitment all of our staff must provide 2 written work references, with one being their most recent employer. They are also requested to obtain a check through the Disclosure and Barring Service. This discloses any convictions they may have and checks the lists of people banned from working with children or vulnerable adults.

Our staff are issued with ID Badges and are required to wear them whilst on duty. We recommend that you always check a caller's ID before allowing them access to your home. Camli Care LTD is Registered and inspected by the Care Quality Commission.

### WITHDRAWAL OF SERVICES

Where circumstances arise beyond our control, it may become necessary for us to withdraw our services. For example :

- If a member of our staff suffers abuse or harassment by the service user or other members of their family.
- Should we be unable to supply the necessary personnel with the special skills required to meet your needs.
- If the service user refuses to allow access to the carers.
- If the working environment is unsafe or unsuitable for our staff to carry out their duties.

Should this occasion arise all relevant parties shall be notified, and appropriate action taken.

### QUALITY IMPROVEMENT

At Camli Care the quality of care we provide is of the utmost importance. One of the ways we ensure quality is by complying with regulatory and legislative standards. We work hard to ensure that these standards are upheld in all aspects of our policies and procedures, and our practice.

We monitor our services regularly to ensure that we have performed our tasks diligently and that our clients are satisfied with the services we provide. This will be done through regular service reviews and annual satisfaction surveys alongside the spot checks carried regularly on our care workers.

### FINANCIAL BENEFITS

Our staff are NOT ALLOWED to benefit financially or inappropriately gain from any person using our service. This includes being involved in writing or witnessing wills and bequests, being able to use property of our service users for personal use, being able to borrow

money from our service users or being able to sell or dispose of goods belonging to our service users.

### GIFTS OR GRATUITIES

Many service users become very fond of the care worker who has been assigned to them over a long period of time and the staff are often offered gifts or gratuities. Our staff are NOT ALLOWED to accept gifts, loans or gratuities from our service users so please do not feel offended if such kindnesses are refused.

### COMPLIMENTS AND COMPLAINTS

At Camli Care your views matter to us!

It is our policy that all comments, suggestions and complaints are dealt with quickly and effectively. All complaints are treated sensitively, taking into account the individual circumstances.

We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service and therefore we recognise the right of all Service Users, relatives, representatives and members of staff to inform us of any problems or complaints (however small) which will be listened to and acted upon.

We will ensure that Service Users or those acting on their behalf who make a complaint are treated in a manner that respects their human rights and diversity in a fair and equal manner. The Service User will be supported to make a complaint using their preferred communication method.

Where Service Users lack confidence or capacity to make a complaint, they are supported by staff in a sensitive manner to follow the complaints procedure. Complaints from people acting on the Service User's behalf will be treated with the same respect as if they had come from the Service User.

We will make every effort to resolve complaints to the complainant's satisfaction unless the complaint cannot be upheld or is outside our remit or our responsibility.

We are always looking to improve our services and promote a no blame culture. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

To complain please follow the procedure below.

Complaints should be made as soon as possible and within 12 months of the incident happening or of the person becoming aware of the incident and should be addressed to the provider of the service.

The member of staff who has been designated to manage complaints in Camli Care LTD is: Lisa Cameron – Registered Manager

All complaints will be acknowledged within 3 days of receipt by our complaints manager, who will offer to discuss the complaint within that time and keep them informed of the progress of any investigation.

Every effort will be made by the complaints manager to assist the complainant with the complaints procedure and by our service to rectify and learn from the complaint.

On completion of the investigation, the complaints manager will make arrangements to discuss with the complainant the outcome of the investigation: how it has been resolved, what actions were taken or are to be taken and will remind you of your right to take the complaint to the Local Authority Social Services on 01522 782155 (Lincoln) or 0300 500 8080 (Newark) or Local Government Ombudsman 0300 061 0614.

Where the complaint involves the Mental Health Act and the complainant chooses to seek the help of the commissioner or the Care Quality Commission, the service will make every effort to work in conjunction with these agencies to arrive at a satisfactory resolution.

Since April 2009 the Care Quality Commission cannot investigate individual complaints unless they involve Service Users who have mental incapacity under the Mental Health Act, however they still welcome feedback about the service you have received.

The Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 16 and states that people wishing to complain should in the first instance contact their care provider.

CQC NATIONAL CUSTOMER SERVICE CENTRE, CITYGATE, GALLOWGATE,  
NEWCASTLE UPON TYNE, NE1 4PA

TELEPHONE: 03000 616161

If you are unhappy with the outcome of a complaint and wish to refer your complaint to the Local Government Ombudsman you can contact their Advice Team on:

0300 061 0614