



RANGEFORD CARE

GUIDE TO OUR SERVICES

Welcome

Welcome to Rangeford Care - Wadswick Green

Rangeford Care's "Guide To Our Services" provides information about us and the services we provide for people using or considering using our services, and their friends, carers, relatives or representatives. It also includes material required by our regulator, the Care Quality Commission, under the Health and Social Care Act and the Domiciliary Care Regulations. It gives a summary of the main policies and practices relating to our business and the expectations we place upon our care staff.

Rangeford Care is a private limited company registered in England. It was established in 2014 to offer professional personal care services to residents living in their own home at a Rangeford Village.

Value Statement

Our Mission is to provide a bespoke, high quality, discreet and professional service which is caring, responsive, well-led, effective and safe.

In running our business and delivering our services we will at all times adhere to our values:

- To be *respectful* and *honest* in all we do
- To be *dependable* and *reliable*
- To offer our services in a way which is *compassionate* and *nurturing*
- To always *seek to improve*
- To be recognised for *excellence*

Overall rating 2017	Inadequate	Requires improvement	Good	Outstanding
Are services:				
Safe?			Good	
Effective?			Good	
Caring?			Good	
Responsive?			Good	
Well led?			Good	



Registered with the Care Quality Commission
Provider ID: 1-1874586747
Location ID: 1-12488498815
www.cqc.org.uk
03000 616161



Introduction

At Rangeford Villages we think there's no place quite like home - that's why we're right behind those people who wish to remain at home and independent for as long as it's possible to do so.

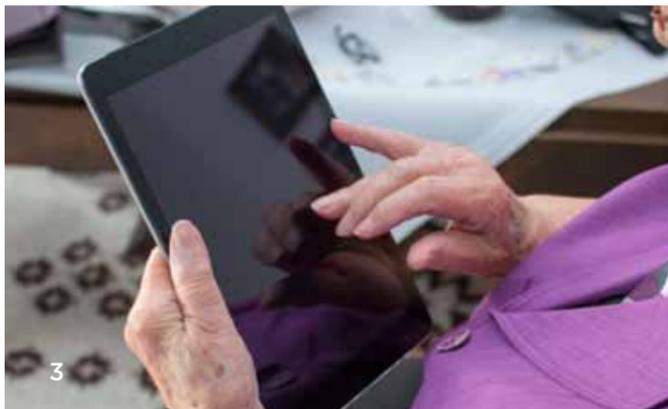
Our Care team specialises in providing dependable, high quality personal care and other services for individuals in their own homes. We select only those staff with the special skills and personal qualities needed to provide the first-class level of care that our clients expect.

Our flexible packages are carefully tailored to meet the specific needs of each client. Whatever the frequency and level of a Care Assistant's involvement, the Rangeford Villages name is a guarantee that it will always be a consistent, professional and rewarding experience for the client.

Range of services

We provide a range of care and support services for residents at Wadswick Green.

Our Care Assistants are able to provide a variety of services to assist residents who need or want some help at home. We offer specific reablement packages for example after a fall or a stay in hospital; assistance to remain independent in your own home; and compassionate end of life care.



Services we provide

Personal Care - We can provide assistance with personal care tasks such as:

- Washing
- Shaving
- Oral care
- Dressing
- Bathing, hair and skin care
- Continence care
- Medication management
- Getting up and going to bed
- Making and changing beds
- Meal preparation and advising on healthy eating
- Eating and drinking
- Therapeutic activities, e.g. swimming, gym etc
- Companionship visits
- Pursuing personal interests, hobbies and leisure activities

Other services are available from the Concierge and Housekeeping departments:

- Shopping
- Paying service / utility bills
- Household management
- Laundry and ironing
- Cleaning and vacuuming



Care needs assessment

Before you decide whether or not to take up our services your personal requirements will be discussed with you.

A personal care assessment will be undertaken by the Care Manager or Care Team Leader with the involvement of the client and / or those close to them. The areas discussed will include:

- Personal care and physical well being
- Family involvement and other personal social contacts
- Sight, hearing and communication
- Contenance
- Mobility, dexterity and the need for any aids / equipment
- Medication
- Personal safety and risk
- Condition-related needs and specialist input
- Dietary requirements and preferences
- Social interests
- Religious and cultural needs
- Practical household services
- Our contact and fees

Information from the assessment will be used to create a Personal Care Plan so that the Care Assistants are aware of your needs, understand the services they are required to provide, the way in which these are to be undertaken and the outcomes you want to achieve. Your requirements will be reassessed 6 monthly or whenever there is a change with your circumstances.

Personal Care Plan

Care needs, preferences and personal goals will be recorded in your Personal Care Plan (PCP).

A PCP will be developed and agreed with you, taking into account the care needs assessment and other factors such as mobility, risk and health and safety.

The plan will take account of your wishes and preferences in relation to the way in which care is provided and your chosen lifestyle, including any specialist and communication needs.



What you can expect from us

Our Care Assistants have the skills, experience and knowledge required to provide personal care. Care Assistants individually and collectively, have the skills and experience to deliver the services and care which we will work with you to build a professional and rewarding relationship.

Our Care Assistants are reliable and dependable and are able to respond to your needs and preferences as they arise on a day-to-day basis. We will provide services in a way which meets the outcomes we have agreed with you in your Personal Care Plan.

- The Care Assistant will arrive at your home at the time agreed and will stay for the full amount of time agreed. We will never rush or hurry you. Your care package will be based on the tasks you want help with as agreed within your care package.
- We will aim to use the same Care Assistants to visit you wherever possible.
- Upon arrival, the Care Assistant will ask whether you have any particular or additional personal care needs or requirements on that visit.
- We will provide a flexible, consistent and reliable service.
- Care and support will be provided in the least intrusive way possible.
- No decisions will be made about you without you or your power of attorney's agreement
- You, and those close to you, will be treated with courtesy and respect.
- You will be addressed by your preferred name.
- Care Assistants will be sensitive and respectful to your race, culture, religion, age, disability, gender and sexuality and of those close to you.

Autonomy and independence

We will respect your decisions in relation to your own life and we will provide information, assistance and support where needed to maintain your independence.

Care Assistants will carry out tasks in a way which maximises your independence. You will be supported to take risks, as set out in your Personal Care Plan, having due regard to Health and Safety.

You will be kept fully informed about the service you receive and will be provided with information in an appropriate format. We will not put any limitations on your lifestyle or human rights unless it is to prevent self-harm, self-neglect, abuse or harm to others and in line with our legal responsibilities.

Medication and health related activities

Our policies and procedures on medication and health related activities aim to protect you and ensure staff are competent in their duties.

Assisting with medication

- Care Assistants may only provide assistance with taking medication in accordance with your Personal Care Plan and in accordance with the medication policy which is available on request.
- Care Assistants are trained how to prevent infection and cross infection, which includes good hand washing techniques and the use of personal protective equipment to protect you and themselves.

Records

Whenever a Care Assistant assists you with medication in your home, they will make an entry in the Medication Administration Record immediately after the medication is administered; the record will include dosage given, date and time of medication and method of administration. The Care Assistant will also record any advice given e.g. to see or call a General Practitioner (GP), or other health care professional.



Personal welfare

Our Care Assistants undertake Health and Safety training as part of their induction and they attend refresher training on an annual basis. Among the topics covered are:

- Moving and handling
- Basic first aid
- Food hygiene
- Infection control
- Fire safety
- Control of substances hazardous to health

Our Care Assistants are also instructed on dealing with accidents and emergencies and know how to respond in such circumstances. They are provided with personal protective equipment (gloves, aprons, hand sanitiser).

Risk assessment

We aim to minimise the risk of accidents and harm happening to you or our staff in the provision of personal care.

A risk assessment will be undertaken by a trained and qualified member of staff prior to the commencement of our service to you. This will identify any potential risks associated with the provision of care, medication and other health related activities. The risk assessment will be updated annually, or more frequently if necessary.

The risk assessment will include an assessment of risks for you in maintaining independence and living in your own home. Your views and those of your family/representatives will always be taken into account.

A separate moving and handling risk assessment will be undertaken if Care Assistants are required to help with any manual handling task, such as assisting you in the shower or helping you to get out of bed.

Any equipment you require should be in a safe condition to use and inspections by the manufacturer should be up to date. We can provide you with advice and help to do this if needed.





Confidentiality

Personal information will be handled appropriately and personal confidences will be respected.

All office staff and Care Assistants employed by Rangeford Villages have a duty to keep your information strictly confidential and to use it only for the proper purposes in accordance with the General Data Protection Regulation. We will only disclose information with your consent, unless we are required to do so by law.

Personal data held on computer or paper records may be reviewed as part of the inspection and regulation process, including inspectors working on behalf of the Care Quality Commission (CQC) and authorised employees of statutory authorities.

All Rangeford Villages employees are given training in confidentiality and are aware of when it is appropriate to share information.

Storage and disposal of data

- We are registered with the Information Commissioner's Office (Reg ZA110134).
- Client personal files are kept in a locked cabinet.
- Information we hold about clients on computer is protected by a password.
- We dispose of records containing client personal information in a secure way.
- Clients have the right to see personal data which we hold about them on computers or paper records

Personal Protection

Protection from abuse, neglect and harm

We aim to safeguard you from any form of abuse or exploitation, inhuman or degrading treatment through deliberate intent, negligence or ignorance, in accordance with our written policies and procedures.

Our Care Assistants receive training on the protection of vulnerable adults and the prevention of abuse. We will always treat any allegations of abuse very seriously.

Money and gifts

On occasion, you may wish to express thanks to your Care Assistant by making a gift. The recipient of any gifts is to advise their line manager for recording in the gifts received log.

Care Assistants are not allowed to accept bequests in wills; nor are they allowed to act as witnesses to wills or other legal documents.

Our Care Assistants are not allowed to lend money or property to clients, nor are they allowed to borrow money or buy property from them, or look after goods belonging to them.

Home security

Care Assistants will ensure the safety and security of clients and their home at all times when providing personal care.

Access to your home

Care Assistants must not take unauthorised people or pets into your home, or admit anyone without checking their identity and receiving permission.

All Care Assistants are issued with identity badges, bearing their photograph and an expiry date. They are required to be carried/worn at all times and shown when entering a home, or whenever asked for identification. Do not be afraid to ask to see the badge.

Safe keeping of keys

If you are unable to let your Care Assistant into your home, a consent to enter form can be arranged so the Care Assistants may let themselves in.

No response

If the Care Assistant arrives at the allotted time and is unable to get access to your home, they will telephone your next of kin or let themselves into the property (if this arrangement has been formally agreed in writing with you).

Damages and breakages

Care Assistants will always, whilst providing care or other services, treat property and possessions with respect. However, on occasions, accidental damage and breakages can occur. Rangeford Care accepts no liability or responsibility for this type of damage. You are advised to hold household insurance.

Records kept in your home

Your health, rights and best interests will be safeguarded by maintaining a record of key events and activities undertaken in your home in relation to the provision of personal care.

Records will be kept in your home and updated on each visit, in relation to:

- **Care provided**
- **Assistance with medication, including time and dosage and other requests for assistance with medication**
- **Detail of any changes in your health, physical condition and care needs**
- **Any other incidents or information which may assist other health or care workers**

You will be informed about what is written and you and your family/representatives will have access to the records. Records will be factual and will be signed and dated. The records will be removed on a monthly basis and transferred to your personal file and held securely in Rangeford Care's office.



Our staff team

Recruitment and selection

At Rangeford Care we have a rigorous recruitment and selection procedure, which meets the requirements of legislation, equal opportunities and anti-discriminatory practice. In particular we look for staff with the right skills and attitude and always check qualifications, take up written references and undertake police checks.

Requirements of the job

All Managers, Care Assistants and other staff are provided with written job descriptions identifying their responsibilities and accountabilities and are issued with a copy of Rangeford Care's Employee Handbook. All our staff will be smartly presented, wear a Rangeford Care uniform and a name badge.

Care Assistants are aware of any activities which they should not undertake and know what is required of them in their role.

Training and development

We have a structured induction process and training programme which is designed to develop a highly skilled team. Our induction process includes shadowing an experienced Care Assistant prior to taking responsibility themselves for the provision of personal care services and working alone in your home.

Our Care Assistants receive training on all Health and Safety requirements including manual handling. Training and development requirements are reviewed annually at each Care Assistant's appraisal.

Qualifications

All our Care Assistants are competent to undertake the activities for which they are employed and responsible. Newly appointed Care Assistants who do not hold a relevant care qualification are required to demonstrate their competence and register for a relevant qualification in health and social care within the first six months of employment.

Supervision

All Care Assistants receive regular supervision and have their standard of practice appraised annually.

Care Assistants meet formally with their Manager to discuss their work on a regular basis. We undertake direct observation of them delivering care, at the home of clients they regularly work with. We will ask your permission beforehand if we plan to undertake an observation at your home. In addition, staff undergo a formal appraisal each year to review their performance and their on-going training and development needs.

Organisation of our business

Complaints, compliments and comments – how to give us feedback

Rangeford Care has a policy for receiving feedback and comments and for managing and investigating complaints made by clients, carers or others. A copy is provided in your move in Welcome Pack.

It provides information on the right to refer a complaint to our regulator, the Care Quality Commission or the Local Government Ombudsman.

Summary of complaints policy

Rangeford Care welcomes all forms of feedback including:

Compliments – positive feedback on our services and staff

Comments – still positive, but providing scope for improvement or change

Complaints – concerns requiring formal action

If you have a reason to complain, you should:

Step 1

Please discuss your concerns informally with the relevant member of staff or supervisor at the earliest possible opportunity.

Step 2

If you remain dissatisfied with our informal response, please write to the Rangeford Care Manager at The Pavilion, Wadswick Green, Corsham SN13 9FN or feedback.care@RangefordCare.co.uk.

You can also fill in and submit a Complaint Form, which is available at reception or can be downloaded from www.wadswickgreen.co.uk by selecting feedback at the foot of the webpage.

The Care Manager will acknowledge your complaint within 24 hours and investigate the matter. If appropriate, and if you agree, the Care Manager may arrange a meeting for you with relevant staff to discuss the matter before responding to you. In any case the Care Manager will respond to you within 10 working days.

Step 3

If you remain dissatisfied with the Rangeford Care Manager's response, please write to the General Manager at The Pavilion, Wadswick Green, Corsham SN13 9FN or feedback.wg@WadswickGreen.co.uk.

You can also fill in and submit a Complaint Form, which is available at reception or can be downloaded from www.wadswickgreen.co.uk by selecting feedback at the foot of the webpage.

The General Manager will acknowledge your complaint within 24 hours and investigate the matter. If appropriate, and if you agree, the General Manager may arrange a meeting for you with relevant staff to discuss the matter before responding to you. In any case the General Manager will respond to you within 10 working days.

Step 4

If you remain dissatisfied with the General Manager's response, please inform us and we will escalate your complaint to the Chief Executive of Rangeford Holdings Ltd. The Chief Executive will provide our final decision within a further 10 working days.

If at any step we require more time to investigate the matter or respond, we will agree a new response deadline with you. We will always provide a final decision in writing within 56 calendar days of receiving a complaint, not including any time that you may take in deciding whether to seek escalation, unless we have previously agreed a later deadline with you.

If at any step you tell us that you are not satisfied with our response, we will not require you to write in again in order to pursue the complaint through the escalation procedure.

Step 5

If you remain dissatisfied with our final decision or we fail to provide that decision by the relevant deadline, you may refer your complaint to:

The Local Government Ombudsman 0300 061 0614 www.lgo.org.uk
Care Quality Commission 0300 061 6161 www.cqc.org.uk

We will co-operate fully with the Ombudsman Service during any investigation and comply fully with the resulting final decision, which will be binding on us.

Our assurance to you

- We will learn from each and every complaint, to help current and future clients.
- All comments and complaints will be taken seriously, investigated thoroughly and confidentially, and resolved as quickly as possible.
- We will be open and honest.
- Apologies will be given when appropriate.

Quality assurance and customer feedback

Rangeford Care has in place a policy of continuous quality improvement with the aim of maintaining and improving service standards.

We ask for feedback from all our clients to establish whether or not they are happy with the services that they are receiving. We request feedback in a number of ways (verbal, written, surveys and audits) and welcome unsolicited feedback at any time. We will use this data along with that from our regulator to strive for continuous improvement.

Our insurance

We have the following insurance policies:

Employer's Liability £10 million

Public Liability £10 million

Professional Indemnity £10 Million

Contract terms and conditions

We will provide you with a written contract in advance of the commencement of our service.

The written contract will be signed by you (or a named representative on your behalf) and the Care Manager. You will retain a copy and we will keep a further copy on your personal file. The contract, together with this "Guide to our services", will comprise the terms and conditions on which our service is provided.

Charges and method of payment

Your charges will be agreed with you prior to us commencing the service. You will be invoiced on a monthly basis. These will be based on your agreed total weekly care package requirements as described earlier in this brochure. Our payment terms are 14 days and payment can be made via BACS, standing order or cheque.

Any queries relating to invoices and charges can be raised with the Care Manager.

Requests for additional support or services

Any requests for additional support or services should be made to the Care Manager, who will arrange for these to be delivered and update your agreement accordingly.

Professional memberships

CQC: We are registered with the Care Quality Commission to provide domiciliary Care Services to those aged 18+. Our provider id is 1-1874586747.

www.cqc.org.uk

03000 616161

UKHCA: We are members of the United Kingdom Home Care Association, which is a recognised trade body for providers of care in the home. We comply with their Code of Conduct. If you feel unable to use any of the above ways of raising a complaint or concern you can contact them for advice:

Second floor, Group House 52, Sutton Court Road, Surrey, SM1 4SL

www.UKHCA.org.uk

0208 2885291

ARCO: Our parent company, Rangeford Holdings Ltd, is a member of the Associated Retirement Community Operators and we jointly seek to meet the requirements of their consumer code.

www.arcouk.org



01225 585 050

Rangeford Care, The Pavilion, Wadswick Green, Corsham, Wiltshire SN13 9FN

info@rangefordcare.co.uk

www.rangefordcare.co.uk

Rangeford Care Ltd. Registered in England & Wales No. 09346630.
Registered office: 6th Floor 33 Holborn, London EC1N 2HT.



November 2018