



Service User Guide





Thank you for choosing Liver-care Ltd, (*heron, referred to as Liver-care*) to deliver you care and support.

Livercare is a charitable, not for profit organisation motivated by a genuine desire to promote independence, improving functioning, social inclusion and engagement for all our service users.

Established over 10 years ago, as small family run business, Liver-care has evolved greatly over the last decade to deliver a wide range of domiciliary care services.

Our goal is to promote maximum independence, dignity and engagement in the wider community and to function at an optimum level for all our service users.

We provide services in both the Liverpool and Sefton areas and we are listed as an approved provider by Liverpool Local Council (LCC).

For our domiciliary care services, we are registered, regulated and inspected by the Care Quality Commission (CQC) Also, we are visited by LCC who complete their own quality compliance visits.

Working with you, a quality bespoke service will be designed meet your individual needs, in the ways you like, whilst promoting and supporting your rights, choices, independence and quality of life.

Kindest Regards,

Ray Elder,
Registered/Service Manager



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1. Statement of Purpose

This Service User Guide is intended to provide you with summary of services we offer and how it is delivered to our service users. It has been written for service users, their family, friends, carers, advocates/representatives and those considering using our service.

If you wish to discuss any aspect of our service in more detail, please contact a member of our team who would be only too happy to help, (*contact details are on the back page of this booklet*).

We are wholeheartedly committed to providing top quality services and to continuous improvement in the level of care and support we offer effective measurement, review and subsequent implementation.

2. About us

Liver-care is a limited company and registered charity.

The person/organisation registered with the Care Quality Commission (CQC) as the registered provider for Liver-care is:

Mr. Ray Elder
Liver-care Ltd.
370a Marsh Lane
Bootle
L20 9BX

Telephone: 0151 474 1090

Email: ray@liver-care.org.uk

Liver-care was originally established over a decade ago as a family, charitable business, to provide support services mainly people in the community with mental illness. Within that time, they have developed into a quality provider of services. More recently, we have diversified our services to deliver a wider range of services from domestic support and meal preparation to 24-hour care and support for people with complex need.

As one of the smaller (but ever growing) care providers in the local area, we believe our personal touch and total dedication to providing service users with the highest possible quality of care and a person focused approach, sets Liver-care apart from other organisations.



3. Services

Liver-care offers a wide range of services for people (aged 18 – 65, 65 and over) and with physical, mental health and learning disability and/or sensory impairment, or those suffering from general difficulties encountered in old age. We can offer advice and guidance to help to design an individual plan of care/support to meet physical, social, psychological or spiritual needs.

- Physical disabilities
- Sensory loss, including those with dual sensory impairment
- Mental health problems
- Learning disabilities

3.1 Service range

The range of services we offer includes:

- Advice, advocacy and liaison regarding benefits
- Assistance in establishing social contacts and activities
- Assistance in maintaining nutritional status
- Bathing, showering/washing
- Companionship
- Dementia care
- Developing life/domestic skills
- Developing social skills/ behaviour management
- Domestic services - light household duties
- Establishing and maintaining personal safety and security
- Help in maintaining home or tenancy
- Help in managing finances
- Meal preparation
- Mental health support
- Oral hygiene
- Overnight services including sleep in and awake staff
- Personal care dressing/undressing
- Respite support
- Risk assessment and recommendation of aids/adaptations
- Shaving



- Shopping
- Signposting to culturally specific advice
- Prompting with medication (non-invasive routes only)
- Supervision and monitoring of health/well-being
- Therapeutic activities
- Toilet and continence requirements

3.2 How we deliver services

We endeavour to provide your service at the times that are convenient to you. We can offer services from as little as 2 hours per week to 24 hours per day. We know how important continuity is and will identify care/support workers who we think have the skills and knowledge to meet your needs. Whilst it is not always possible to guarantee 100% continuity due to holidays and other staff absence we will always strive to deliver a service that you can rely on with care/support workers you are familiar with.

Your service will be coordinated by a dedicated team of care managers who are contactable during office hours and out of hours via emergency on-call.

We have robust policies and procedures to ensure that all our service users receive the best possible service from staff who understands what is expected of them. Policies are reviewed regularly and meet requirements of health & social care act 2008 (regulated activities) regulations 2010 and the essential standards of quality/safety produced by the care quality commission.

Liver-care care/support workers are reliable, friendly, skilled and above all passionate about delivering quality care and support.

3.3 Assessment and review of services

To arrange an assessment please contact us.

We will make an appointment to visit you at home or in the hospital before your services commence to assess your needs and work with you to develop your care and support plan. We encourage you to invite family members, carers or other people who are important to you this meeting.



The purpose of our initial assessment is to ensure that we fully understand what outcomes you would like to achieve and how we can support you to achieve them. We will focus on the things that are important to you and gather information about your routines and how you would like to be supported with different tasks.

Your care and support will be developed using this information to ensure that our care/support workers know how best to meet your needs, this may be about simple information such as complex details about how you would like to be supported to maintain your personal hygiene or how you like meals to be prepared.

Once we have established how you would like to be supported we will conduct risk assessments to ensure our services are delivered in ways that safeguard your health and safety and that of the care/support workers.

4. Employing a quality workforce

We strive to provide a quality service to all our service users and to be recognised by Service Users contracting agencies and by inspecting bodies as being as provider of excellence. We believe that we can only do this if we provide employees with the necessary knowledge, skills and motivation to deliver our services effectively.

4.1 Recruitment of staff

Liver-care robust recruitment & selection policy means that you can be confident that your service will be delivered by staff who have been subjected to rigorous pre-employment checks including:

- All applicants must complete an application form which includes a full employment history, we explore any gaps in employment
- Standard interviews to assess the applicant's competence and suitability for the role
- Reference checking, we request a reference from every previous employer and require at least satisfactory references before employment can commence
- Enhance check from the disclosure barring service commonly known as a 'police check'



4.2 Training and development

Liver-care invests considerable time and resources into training and development of our staff. We have recently reviewed and launched a new and improved approach to training:

Phase 1: Online and in-house induction training

Phase 2: Outgoing 12-week induction to the role, including:

- Completion of the Care Certificate*
The **Care Certificate is a set of standards that social care and health workers stick to in their daily working life.*
- Completion of all mandatory training
- Shadowing one of our experienced care workers before working alone in the community
- Regular contact with their line manager
- A 12-week supervisor with the registered manager

Phase 3: Outgoing training and development, including:

- Regular refreshers of all mandatory training
- Specialist training – there is always a wide variety of additional training courses available to staff, we can work with you to identify what additional training may be appropriate for you care workers to meet your needs. We always encourage our staff to complete health and social care diploma levels 2-5 (after completion of the Care Certificate) and additional training courses to help support them within their role and with their ongoing development.

4.3 Supervision

All Liver-care staff have regular supervision, including:

- 1:1 meeting with their line manager
- Direct observation – a senior member of staff will visit unannounced to observe the care/support worker delivering support
- Annual appraisal

We welcome your feedback and about your care/support workers.



4.4 Equality & Diversity

We are committed to achieving a working environment which provides equality of opportunity and respect for diversity.

5. Confidentially

The nature of our services means that much of the information provided to use is highly personal and sensitive. We recognise that our service users have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little as possible intrusion on those rights.

All information held by Liver-care you will be handled, shared and stored in line with the data protection act.

6. Safeguarding

We take our responsibility to safeguard your safety and wellbeing very seriously. Liver-care safeguarding policy is based on 'no secrets' a government publication that provides guidance to local agencies and Liverpool city Council safeguarding adults board multi-agency safeguarding policy.

Safeguarding training is mandatory for all staff within the organisation and must be refreshed at least 3 yearly.

If you or another person is being abused or you suspect abuse you should contact Liver-care's registered manager, Ray Elder or your local social services department, (all contact details can be found at the back of this guide).

If you would like a copy of Liver-care safeguarding policy, please ask a member of our team.

7. Quality Assurance

Liver-care is committed to openness, honesty, and a work ethic of customer satisfaction and care quality:

Our quality assurance programme includes:

- Regular review of all services
- Annual surveys of service user satisfaction, and where appropriate their relatives or representatives, to obtain views and opinions
- Compliment, Compliant, Suggestions policy which encourages feedback about our services



- Thorough checks on all staff during the recruitment and selection process
- Close supervision meetings of staff and services via direct observations by experienced members of staff
- Regular supervision meetings between each care/support worker and their line manager
- Procedures for managing poor performance or conduct staff
- Regular staff meetings including team meetings to share best practice
- Regular review of all policies and procedures
- Monthly management reporting to measure company performance against key performance indicators (KPIs)

Liver-care has recently established a quality governance framework through which the organisation is accountable for continuously improving the quality of services and safeguarding high standards of care and support by creating an environment in which excellence in care can flourish.

8. Help us get better! - Concerns/Complaints, Suggestions and Compliments

We believe that if a service user wishes to make a complaint or register a concern they find it easy to do so. We welcome compliments and consider them an opportunity to learn, adapt and improve to deliver a better service.

8.1 Concerns

If you have any concerns or comments about your service that you would like to discuss informally you can contact a member of the team (contact details can be found at the back of this booklet). You can discuss your concerns over the telephone or if you would prefer a home visit can be arranged.

8.2 Complaints

If you wish to make a formal complaint about your service or to escalate to a senior manager, please contact the local manager of your service or the registered manager. Complaints can be made by telephone or in writing or we would be happy to visit you at home if this is preferred.

Within 48 hours of your complaint being received you will receive a letter confirming what action will be taken and the timescale in which you can expect a full response to your complaint.

Complaints are usually fully investigated and response to within 28 days.



If you wish to make a complaint externally to the organisation you can contact your local authority, the Care Quality Commission and the local government ombudsman, (*contact details are given in Section 10. of this guide*).

8.3 Suggestions

Your ideas and suggestions - *your thoughts* - are always welcome. Perhaps you have seen something we can improve? Have you thought of a solution to a problem? If so, please use the Compliments, Suggestions and Complaints form to submit this straight to us for consideration. All submissions will be considered, and we will come back to you when this has been considered. We look forward to hearing from you!

8.4 Compliments

Of course, we also welcome positive feedback about your service. Please contact your co-ordination team or the manager of your service. All compliments are recorded and passes on to the staff members involved in delivering your service.

9. Advocacy Services

As listed in earlier in this booklet, care and support can mean lots of things, depending on your situation, needs or what you want. It could be getting help with things like washing and dressing or visiting friends and family.

You should be fully involved in all stages of getting any care and support you need. By this we mean you:

- understand what is happening or information given to you
- remember information that is given to you
- understand choices
- make decisions about what you want to happen
- communicate what you want

If you think that you will find any of these things very hard, you might need an advocate.

An advocate will support you to be involved as much as possible in decisions about your care and support. He/she would support you to be involved as much as possible in decisions about your care. The role of an advocate depends on your situation and the support you want.



If you think you would benefit from advocacy services, please contact your local social services department. Or, if you have a Care Coordinators/Social Worker from your local social services, healthcare or homecare team, they will be able to help you seek independent advocacy.

10. Useful contacts

Liver-care useful contacts:	
Registered Manager: Ray Elder Email: ray@liver-care.org.uk Telephone: 0151 474 1090	Operations Manager: Lisa Bloom Email: lisa@liver-care.org.uk Telephone: 0151 474 1090
Care/Support Manager: Emily Elder Email: emily@liver-care.org.uk Telephone: 0151 474 1090	Care/Support Manager: Emily Elder Email: beth@liver-care.org.uk Telephone: 0151 474 1090
Practice Lead: Claire Needham Email: claire@liver-care.org.uk Telephone: 0151 474 1090	General enquiries: Email: hello@liver-care.org.uk Telephone: 0151 474 1090
Out-of-hours on call: 07834 164505 Available 7am – 9am and 5pm – 11pm, 7 days a week.	



Other useful contacts:

The Care Quality Commission

City Gate
Gallow gate
Newcastle upon Tyne NE1 4PA
Tel: [0300 061 6161](tel:03000616161) or email
enquiries@cac.org.uk

Careline

Liverpool City Council
Sir Thomas
House 5 Sir Thomas St,
Liverpool L1 6BW
Tel: 0151 233 3800

**Sefton Council Social Care
Customer Access Team**

Bootle Town Hall, Oriel Road, Bootle,
Merseyside, L20 7AE
Tel: 0345 140 0845 or email:
adult.socialcare@sefton.gcsx.gov.uk
Web: www.sefton.gov.uk

**The Local Government and Social Care
Ombudsman**

Tel: 0300 061 0614
Web: www.lgo.org.uk/

Alternative formats of this publication can be made available on request. These include other languages, large print, Braille, Easy Read, CD, pen drive or email.

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Appendix 1.

Compliment, Compliant, Suggestions Form

Liver-care aims to provide a high-quality service for all service users, their families, friends, advocates/representative and other stakeholders. We welcome feedback to help us to improve what we do Please complete this form including as much information as possible. If you would like the Liver-care Compliment, Complaints and Suggestion policy, please ask a member of our team.

Your contact details	
Name	
Address	
Postcode	
Email	
Telephone	

Advocate or Representative contact details (if applicable)

Name	
Address	
Postcode	
Email	
Telephone	

Which is the best way to contact you?



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If this is a complaint, please answer the following:

Have you tried to resolve the issue informally?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Have you raised this concern before?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

If yes, please can you give us brief details how and when?

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What do you think should be done to put things right?

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Date	Yes
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We value your feedback and are happy to respond to you. However, if you not wish to receive a response, please tick here:

Please note that all Liver-care staff are under an obligation to allow a complaint by a service user, or their family, friends, advocates/representatives to have any bearing on the way they are treated and the service they receive.

Please return this form to:

Registered Manager
Liver-care Ltd.
370a Marsh Lane
Bootle
Liverpool
L20 9BX

Or email it to hello@liver-care.org.uk