



## **Service User Guide**

Telephone: **0151 474 1090**

Office Hours: **Monday to Friday 9:00am - 5:00pm, (excluding Bank Holidays)**

Emergency on Call: **Monday to Friday 7:00am - 9:00am and 5:00pm to 11:00pm Saturday, Sunday and Bank Holidays 7:00am - 11:00pm**

**PROPERTY OF:** \_\_\_\_\_

**Please DO NOT remove from Service User's home**

This guide is available in alternative formats, including Large Print, Easy Read (including pictures), audio version and on various coloured paper upon request.

**Reviewed:** November 2019

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### **Introduction**

#### **Welcome to Liver-Care Limited**

On behalf of Liver-Care Limited and all our staff, we welcome you, your family and others who are important to you. We hope that you will be happy with Liver-Care Limited. We want to support you to enjoy your day-to-day life in the same way that you do at present. There may be questions that you would like to ask, our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

#### **Useful Contact Information**

- The Registered Manager is Mr Raymond John Elder
- The Registered Manager can be contacted on 0151 474 1090
- The person responsible for complaints or comments and suggestions is The Registered Manager
- The Care Managers are Beth Elder and Emily Elder
- The Operational Manager is Lisa Bloom
- The Practice Lead is Claire Needham
- The person responsible for Data Protection is Lisa Bloom

# Part 1: About Liver-Care Limited

Liver-care Ltd. is a registered charity and on 22/05/2015 it was registered with the Care Quality Commission (CQC) for Personal Care. This began the establishment of Home Care Services that Liver-Care Ltd now deliver in Liverpool, across the L4, L5 and L9 postcodes.

## 1.1 Property Location

### **Liver-Care Ltd.**

68, Walton Vale,

Liverpool

L9 2BU

**Telephone: 0151 474 1090**

## 1.2 Liver-Care Limited Philosophy of Care

Liver-Care Ltd. aims to:

Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being.

- Treat all people supported by us and all people who work here with respect at all times.
- Uphold the human and citizenship rights of all who work and visit here and of all Service Users.
- Support individual choice and personal decision-making as the right of all Service Users.
- Respect and encourage the right of independence of all Service Users.
- Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times.
- Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the Registered Manager know.

### 1.3 Safe

Liver-Care Limited will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

- **Ensuring that our staff are well trained and skilled to provide the right Care**, can recognise signs of abuse and report them swiftly
- **Giving you the information, you need** to make informed choices and take informed risks. Staff at Liver-Care Limited understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others
- **Identifying any hazards in your home** and reducing the risk of infection
- **Supporting you with any medication needs** carefully to minimise the risk of errors or supporting you to continue to self- manage your medication safely

### 1.4 Freedom from Discrimination

Liver-Care Limited has a zero-tolerance approach to all forms of discrimination and will take action when it is found. Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

### 1.5 Effective

We believe in Care that meets your needs because you are involved fully in your Care and its arrangement. Each Service User is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected. The service we provide is effective because:

- **We employ the right staff** for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through Care
- **We will ask for your views and ideas** about how you wish for your care and support to be provided and enable you to contribute to any proposed changes
- **We will make information accessible**, in a way that you can understand, about your Care, medication and the services being offered and how you can tell us if there is something you do not like about our services

- **We will consult you** on your wishes, history and preferences in the assessment and put this in your Care Plan. We will check this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change
- **We will ask for your informed consent** to Care and any changes to it in all decisions about your Care
- **The principles of the Mental Capacity Act will be followed**, and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles
- You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions
- We will keep information about you confidential and will tell you how we use your personal information, store it and how long we keep it for. You can talk to our Data Protection Officer if you are concerned about your personal information

## 1.6 Caring

Liver-Care Limited promotes a person-centred approach because:

- **Staff will take an interest in what makes you, you;** the things you want to share from memories, the things you like and do not like, current interests, needs and new pursuits
- **Staff will treat you with dignity** in the way they speak with you and the way they behave
- **We will assist you in continuing to use your skills** and in pursuing your interests
- **We will uphold your right to privacy** in all aspects of your care, personal affairs and belongings
- **All information about Service Users is treated as confidential** and only shared with members of staff, other professionals or organisations for the provision of care with your consent or your representative
- **Only in the case of an emergency** or if you or anyone is at risk due to your actions we will share information with other health professionals
- **Information about you will** be protected and stored to meet legal requirements and only kept for as long as is necessary
- **We will make sure you understand information and what is said**, providing you with the support you need, and giving you the help that you require to make your voice heard

## 1.7 Responsive

Liver-Care Limited will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

- **Care staff will ensure that they are up to date with what is in your Care Plans** and make changes when they are needed
- **Liver-Care Limited welcomes complaints, compliments and issues raised** and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer

- Staff will work with other professionals to ensure that your Care is joined up

## **1.8 Well-Led**

Liver-Care Limited is a well-led organisation, knowing its responsibilities and carrying them out.

- The management staff of Liver-Care Limited are available and approachable for Service Users and staff alike
- Liver-Care Limited has the skills to monitor the service and make changes when they are needed
- When things go wrong, Liver-Care Limited and its management staff are honest with you and give solutions on how to put things right

## **1.9 Statement of Purpose**

We have a Statement of Purpose which you can ask to see. The Registered Manager will be able to help you with this.

## **1.10 Listening to the People Who Use Our Services**

We can also share with you surveys from other people who use our services. We do not include them in this guide as they become out of date quickly.

## **1.11 Our Staff**

Home Care Services are staffed in line with the council care plan and will provide 1 or 2 carers for each prescribed visit.

## **1.12 Our Services**

The services we offer are listed below. If there is a service you require that is not listed, please do not hesitate to speak to the manager to see if it can be arranged:

## **Personal Care**

### **1.13 Friends, Family and the Community**

We will support you in keeping links with the community, maintain your network of friends and family and will help you to visit shops and places of interest, where agreed, as part of your Care Plan.

### **1.14 Activities**

Liver-Care Limited actively promotes Service Users' normal social networks and social activities and the level of support required will be agreed as part of your Care Plan.

Each Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that the service can ensure that these are a part of everyday life.

### **1.15 Privacy**

We will respect Service Users' privacy at all times. We will do this by making sure that:

- Discussion of Service Users and their affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private
- Records will be designed, used and stored safely and confidentially, and the Data Protection Act 2018 principles for information sharing will be followed
- We will ask you to keep your Care Plan safely on the safe electronic storage system – PASSsystem

### **1.16 Service Users' Dignity**

Your dignity is a matter of the utmost importance to us, and all staff will have received training in this area.

- You will be asked what you would like to be called, and this name will be recorded on your Care Plan and used by all staff
- In the absence of information on what you want our staff to call you, staff will address you formally, using your title and surname
- Staff are trained to support you with dignity always and will ensure that support is given in a dignified way whether you are alone or in company
- Staff are trained to knock and wait for your invitation before entering your home

### **1.17 Complaints and Comments Procedure**

We always aim to provide a high standard of care in all our services. Our Service Users' views are important to us and help to ensure that our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know. If a complaint alerts us to possible abuse or neglect, we will tell the Liverpool City Council adult safeguarding team. The Liverpool City Council safeguarding team will decide how to investigate and monitor outcomes.

### **1.18 Making a suggestion**

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends or family, can tell us how we can improve. First, you should speak to the Registered Manager or the Operational Manager.

If the suggestion is something that Liver-Care Limited as a company, needs to consider, you can send it to: Registered Manager

#### **Liver-Care Ltd.**

68, Walton Vale,  
Liverpool  
L9 2BU

**Telephone: 0151 474 1090**

**Email: [hello@liver-care.org.uk](mailto:hello@liver-care.org.uk)**

### **1.19 Making a Complaint**

Liver-Care Limited aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints confidentially.

Liver-Care Limited assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

### **1.20 Who Can Complain?**

Anyone affected by the way Liver-Care Limited provides services can make a complaint. A representative may complain about the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

### **1.21 How You Can Make A Complaint**

You can complain:

- In person
- By telephone
- Using the form at the end of this guide
- By letter
- By email
- Through a member of our staff
- Through an advocate or representative

*We will acknowledge all complaints whether verbally or in writing within 3 working days.*

### **1.22 Anonymous Complaints**

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details, so we can tell you the outcome of our investigation.

### **1.23 Responsibility**

The Registered Manager has overall responsibility for dealing with all complaints made about their service. We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help

### **1.24 How We Handle Complaints**

The Registered Manager may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within **3 working days** and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. **We aim to have all complaints finished within 28 working days** unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

### **1.25 Time Limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### **1.26 Further Steps**

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Registered Manager.

#### **Liver-Care Ltd.**

68, Walton Vale  
Liverpool  
L9 2BU

**Telephone: 0151 474 1090**

**Email: [hello@liver-care.org.uk](mailto:hello@liver-care.org.uk)**

You can also raise your complaint or concern with:

#### **Director of Social Services:**

**Careline (Adult Services)**  
**Liverpool Venture Place,**  
**Sir Thomas St,**  
**Liverpool L1 6BW Hours**  
**Open 24 hours**  
**Telephone: 0151 233 3800**

Or if your care is funded by the health you can contact:

**Clinical Commissioning Group:**

**NHS Liverpool CCG**

2 Renshaw Street

Liverpool L1 2SA

Telephone: **0151 296 7000**

Once your complaint has been fully dealt with by Liver-Care Limited, if you are not satisfied with the outcome you can refer your complaint to the **Local Government and Social Care Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

**The LGO can be contacted for information and advice, or to register your complaint:**

T: 0300 061 0614

W: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

**Our service is registered with and regulated by the Care Quality Commission (CQC).**

The CQC cannot get involved in individual complaints about providers but is happy to receive information about our services at any time. You can contact the CQC at:

#### **CQC National Customer Service Centre**

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

**Telephone:** 03000 616161

**Fax:** 03000 616171

#### **1.27 Advocates**

All Service Users have the right to access an advocate who will act in their interests to help them solve problems, discuss concerns, and understand information. The Register Manager will be happy to provide information on local advocacy groups and other support networks.

#### **1.28 Insurance**

Liver-Care Limited carries Public Liability Insurance and Employers Liability Insurance up to £10,000,000 for any one claim. The insurance covers all aspects of its undertakings.

However, the insurance does not take the place of normal household insurance cover for accidental breakage or damage to household items. Please do not make private arrangements with our staff because this will not be covered under our insurance policy.

## **Part 2: About Your Care and Support**

### **2.1 Care, Treatment and Support That Meets Your Needs**

- Your personal needs will be assessed to make sure you get safe and appropriate Care that maintains your rights
- You will get the Care that you and your social care professional agree will make a difference to your health and wellbeing
- Your Care needs are coordinated if you move from one provider to another
- Staff respect your cultural, gender, age, sexual orientation, religion or belief and your disability if you have one

### **2.2 To Be Safe When Using A Service**

- You will be protected from abuse or the risk of abuse, and staff will respect your human rights
- If you need support with your medication, we will make sure that you get the right support to make sure your medication is managed safely

### **2.3 To Be Cared for By Staff with the Right Skills to Do Their Jobs Properly**

- You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs
- You will be looked after by staff who are well managed and have the chance to develop and improve their skills

### **2.4 Liver-Care Limited Routinely Checks the Quality of Our Services**

- We continuously monitor the quality of our services to make sure you receive the support you need
- Your personal records will be accurate and kept safe and confidential
- We will make sure that we have the right numbers of staff so that your Care Worker has supervision and support

### **2.5 Before Your Service Starts**

- The first step is to arrange to visit you in your own home. Liver-Care Limited will discuss with you, your individual requirements and the range of Services we are able to provide for you
- The Care Manager(s) or one of our team will visit you in your home, or in hospital if necessary, and will write an assessment with you. This information will form part of your Care Plan which explains how we will be able to support you to achieve your care, health

and wellbeing goals

- If you have any questions, please discuss them with your Care Worker, or contact the Registered Manager, who will be very happy to answer them
- Once you have agreed for Liver-Care Limited to provide you with care and support, you will be asked to sign the Care Plan and sign that you give us consent to provide you with the care and support as planned
- Before your service starts, we will make sure you know who is coming to provide your care and support, when they are coming and how long they will stay. Your Care Plan will tell them what they need to do when they visit you. We will also explain to them what your needs and wishes are

## **2.6 Fees**

Liver-Care Limited fees are set out in the Service User Contract. If you would like details on the fees and terms of payment you can discuss with the Registered Manager.

## **2.7 Your Care Team**

Working with the Disclosure and Barring Service (DBS), it is the policy of Liver-Care Limited to adhere to:

- The Rehabilitation of Offenders Act 1974 (Incl. Exemption Order 1975)
- Health and Social Care Act (2008)

Liver-Care Limited carry out stringent checks and enhanced Disclosure and Barring Service checks on all our staff. In addition, our policy further strives to provide protection by ensuring that at least two satisfactory written references are obtained to provide information concerning individuals' competence, ability, trustworthiness and experience.

Staff will be required to seek confirmation of their status via an enhanced Disclosure and Barring Service check.

## **2.8 Matching Care Staff to Meet Your Needs**

For you to receive quality care, we understand that it is important that you can be cared for and supported by staff who know what your needs, expectations and wishes are. We will make sure we match your Care Worker to meet your needs and we will have a small team of Care Workers who will provide you with your care and support. This will ensure that you have enough cover when your Care Worker has holiday and that they can get to know you and what is important to you. Obviously not everyone gets on with each other. If you are unhappy with your Care Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new Care Worker will be assigned to you if this is appropriate.

## **2.9 Holiday Leave and Sickness Cover**

When a Care Worker is away, Liver-Care Limited will make other arrangements to ensure that you receive the service you need. You will be informed in advance of the name(s) of the Care Worker(s) who has/have been selected to replace your regular one. If a permanent change needs to be made, we will discuss this with you. Liver-Care Limited will make every effort to ensure that you receive a reliable service always.

## **2.10 Identification Badges**

Care Workers are issued with a laminated Liver-Care Limited identification badge that carries a photograph of them on it. Care Workers should show you the identification badge when they visit you. You should not allow a Care Worker into your home if you do not know them before they have shown you their identity badge. If you have any concerns about the person you must contact the office.

## **2.11 Staff Conduct**

- Staff will not directly charge you for any services provided. All charges must be documented and processed through Liver- Care Limited
- Staff are not permitted to accept any gifts in cash or kind from either yourself, your family or friends
- Staff are not allowed to witness or benefit in any way from the Last Will and Testament of individuals using the services of Liver-Care Limited
- Staff are not allowed to bring pets, children or other family or friends with them when they are working in your home
- Staff are not allowed to smoke or consume alcohol in your home
- As a rule, care staff cannot conduct any activity that is not specified in the Service User's Care Plan, or which may place themselves or others in danger
- Care Workers are not permitted to use your internet or WIFI

## **2.12 Your Care and Support**

Your personal care and health care is planned in consultation with you, our staff and anyone else who is important to you, if you ask for them to be involved. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan along with details of your personal choices regarding the normal activities of daily living. All Service Users are actively encouraged to become involved in the Care Planning process and will be consulted at each stage of the Care Plan.

Every time your Care Worker visits you, they will record what activities they have provided. If you decide that you do not want the care as planned on a visit, they will discuss this with you and record it in your daily visit record.

Your Care Worker is trained to tell Liver-Care Limited when they do not provide your care as agreed in the Care Plan. This is to make sure we can respond if your needs change.

## **2.13 Risk Assessment**

- The assessment of risk is addressed at the start of service for each Service User and the results are integrated into the Care Plan. This makes sure that your views and the views

of those important to you, will be fully considered, as part of the person-centred Care Planning process

The following are examples of the types of risks we assess. We recognise your right to choose and your right to take risks, each risk will be discussed in detail and those discussions will be recorded. This will show the way in which Liver-Care Limited aims to meet your needs and to ensure that we can work safely with you in your home:

- Security in the home
- Fire
- Electricity
- Moving and handling
- Infection control
- Medication
- Handling money
- Personal Safety

#### **2.14 Review of Your Care**

We will carry out service reviews within 6 weeks of your service starting and then every 6 months or more often if required. Changes in your Care will usually require a reassessment to make sure your needs can be met. Please contact our office if you wish to request a review or contact the Social Services or Health Authority who may be paying for your service on your behalf.

#### **2.15 Short Notice Cancellations**

We ask that you give us as much notice as possible if you wish to cancel your visit or if you are going to be away from home. You may cancel booked individual Care Worker visits by giving at least 24 hours' notice to the Care Manager(s).

Cancellations, where less than 24 hours' notice is given, including booked Care Worker visits made where you are unexpectedly not present, or refuse entry, will be charged at the normal rate for the full booked visit.

### **2.16 Terminating Your Contract with Liver-Care Limited**

You can cancel the service at any time (and for any reason) within 14 days of the date of this Agreement (the "Cancellation Period"). A Service User may at any time and for any reason, give Liver-Care Limited at least 14 days written notice to terminate their individual service contract. If you give less than 14 days' notice, we reserve the right to charge a cancellation fee or a service suspension fee. Please note, if you suspend the service for a period of time in accordance with the above paragraph, we cannot guarantee that the same Care Worker will attend your home when you resume the service.

### **2.17 Call Times**

Call times are primarily set according to the Service User's wishes. Obviously, it is not always possible to achieve the exact requirements from day one, and sometimes a compromise is reached. You will always be advised of any changes and your approval sought before any change. Punctuality is a high priority and is monitored very actively. Our aim is to arrive on time, all the time. Our policy is that, should a member of staff know that they will be more than 15 minutes late arriving, then the office or our out of hours manager will be notified and the Service User informed immediately.

## **Part 3: Key Policies and Procedures**

### **3.1 Gender Choice**

You have the right to choose the sex of the person sent to support you with personal care. This is because of the personal nature of the service. We will record your choice when we talk to you as part of your service planning.

### **3.2 Handling Money**

When Care Workers make financial transactions on your behalf for things like collecting pensions, shopping or paying bills, they will enter the details on the financial record sheet kept in your home. They will keep the receipt for shopping and count the change out to you. Care Workers should not be given cash cards or PIN numbers to obtain money from a bank on your behalf. Only financial arrangements that have been formally agreed and written in the Care Plan can be carried out for you. Please contact the Registered Manager about any needs you have that are not being met, or if you are unsure whether or not they are being met.

### **3.3 Gifts, Wills and Other Documents**

Liver-Care Limited aims to make sure that you receive a care service of the highest possible standard. To make sure our staff always work professionally and to protect you and our staff from any allegation of financial abuse:

- Care Workers are not allowed to accept gifts of money or other presents
- Care Workers are not allowed to accept loans
- Care Workers must not buy lottery tickets or sell you raffle tickets
- Care Workers must not sell to you from mail order catalogues
- Care Workers must not ask for sponsorship or for donations for charitable organisations or good causes
- Care Workers are not allowed to act as witness to legal documents and Wills
- Care Workers are not allowed to benefit from Wills
- Care Workers are not allowed to recommend tradesmen or a member of their family or friends to carry out work in your home

### **3.4 Keys and Key Safes**

Care Workers do not usually hold the house keys of people they visit. However, if there is a reason why this needs to be done, it must be formally recorded in advance as described in The Management of Keys and Key Safe Security Policy and Procedure at Liver-Care Limited. Care Workers will be given the key safe combination numbers of the people they visit. The policy arrangements of Liver-Care Limited ensure that these numbers are kept securely and are never written down with the address.

### **3.5 Medication and Healthcare Related Activities**

Care Workers will administer medication but only when it has been agreed and written in the Care Plan. Both prescription and 'over the counter' remedies must be agreed beforehand so that it can be checked as to whether the medicines will have no 'side effects' if taken at the same time. Care Workers receive training in the administration of medication, and we have several medication policies at Liver-Care Limited. Some health-related activities when agreed, need to be carried out under the supervision of a health care professional and staff will be only able to perform them when they have the correct training, are fully supervised and assessed as being competent to meet your health-related needs safely. The Registered Manager will need to give approval before any support is provided. Care Workers are not allowed to administer medication from family filled medication dispensers and no assistance can be provided that has not been formally agreed with the Manager and detailed in the Care Plan.

Your Care Worker will record any medication administered on a Medication Administration Record each time they provide any medication administration support.

### **3.6 Confidentiality and Data Protection**

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality Care, such information will be shared with members of staff who may be supporting you. You will be consulted, where appropriate, before information is released. Information about you will be stored in paper form and may also be held on computer or other electronic devices. All are treated in the same strictly confidential way.

Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure our services meet your needs
- Helping staff to review the support they provide to you to help them achieve the highest standards
- Investigating complaints or legal claims
- Auditing of our services

Sometimes information about you needs to be passed on to other organisations, for example, if you are receiving care from a GP or hospital. The types of organisations with whom we may share information about you are:

- GPs
- District nurses
- Other health professionals
- Social workers
- Care Quality Commission

We have several policies about how we manage your personal information that comply with the General Data Protection Regulation and Data Protection Act 2018 and you can speak to our Data Protection Officer who is Lisa Bloom for more information about this.

### **3.7 Equality and Non-Discrimination**

Liver-Care Limited offers services to all people without prejudice of their culture, race, ethnic origin, colour, religion, political beliefs, sexual orientation, marital status, disability or disease.

We, therefore, believe that:

- You have the right to practice your beliefs, religion or culture without constraint by restrictive or discriminatory practice
- You have the right to express your sexuality and to be free from discrimination on the grounds of sexual orientation as well as the right to take free, informed, voluntary decisions on your sexuality, sexual orientation and gender identity, without coercion or discrimination
- Complaints of discriminatory practice will be thoroughly investigated, and the results of the investigation made known to the complainant
- All complaints will be recorded in such a way as to highlight repeated problems

### **3.8 Infection Control**

Care Workers are supplied with plastic aprons and gloves which they will wear when they carry out personal care duties. Care Workers need to wear protective clothing to prevent the spread of infection. Care Workers are also expected to wash their hands on entering and before leaving your home. Please contact the office if your Care Worker does not do this.

### **3.9 Smoke Free Law**

Legislation states that a private dwelling is not defined as smoke free unless used as a place of work. At certain points in the day your home becomes a place of work for our care/support staff. For the health and safety of our staff, we ask you and anyone else present in your home, to refrain from smoking and ventilate any room in that will be used for your care for at least one hour before the agreed time. If you smoke while your Care Worker is with you, the Care Worker will be obliged to leave your home for the duration of your smoking and shall not be permitted to re-enter your home until 1 hour after you last smoked. Any additional requirements or any variation to this clause will be specified in your Care Plan.

### **3.10 Private Work**

Care Staff are not permitted to undertake work for you privately and are not insured by us to be in your home either when you are not present or when they are not visiting as part of their agreed schedule of work with Liver-Care Limited. Any direct engagement by you of a Care Worker supplied by us shall render you liable to pay either a Permanent Engagement Fee to us totalling £1000.00, or to engage the Care Worker for a further 6-month period.

### **3.11 Protecting You from Abuse and Harm**

Liver-Care Limited is committed to ensuring that you will be protected from harm and abuse and enabled to live as independently as possible in a safe environment.

Care Workers receive regular training on how people should be treated, and they are trained to recognise if someone is being bullied, physically abused or suffer financial, emotional and psychological harm. Person(s) such as informal carers, relatives, friends and members of the Home Care Staff or other professionals can commit abuse.

Abuse can take form in subtle ways like Care Workers calling people pet names that they do not like or speaking to someone else in a language they do not understand so that they do not know if they are being discussed or not, or Care Workers using their mobile phone whilst they are providing care or speaking over the head of a Service User to another Care Worker.

Any reports of abuse or concerns of abuse must be reported to the Registered Manager without fail. If you think you are being abused or are concerned you might be you can speak to the Registered Manager.

**If you do not think you can speak to someone at Liver-Care Limited, you can contact:**

**Liverpool City Council**

**Careline (Adult Services) Liverpool**

**Address: Venture Place, Sir Thomas St, Liverpool L1 6BW**

**Hours: Open 24 hours**

**Phone: 0151 233 3800**

**Website: <https://liverpool.gov.uk/social-care/adult-social-care/getting-help/careline-adult-services/>**



### **3.12 Your Telephone**

Your telephone will not be used by Care Workers except for the following reasons:

- You or they have a medical emergency. We will not be responsible for payment of your telephone bill
- To make a Freephone telephone call to (Insert name of Electronic Call Monitoring Provider's Name) upon arrival and departure of your home and this will be discussed with you at the start of your service

### **3. 13 Withdrawal of Service**

Where termination of contract is the only reasonable option after consideration, Liver-Care Limited will ensure a reasonable notice period of at least 28 days, unless safety issues require a swifter departure from the service.

Although the Registered Manager will take all possible measures to resolve problems, there are some reasons why the consideration of withdrawal of service have to be made as follows:

- Physical violence towards staff
- Serious verbal abuse towards staff which includes swearing, making derogatory remarks that are racist or sexist and that are meant to cause offence to staff
- Refusing to adhere or co-operate with the risk control measures put in place under the Management of Health and Safety at Work Regulations 1999 and thus putting themselves and staff at risk
- Withdrawal of service will be considered when there are risks present to the health and safety of the staff that are unacceptable and no control measures can be found

Other reasons that Liver-Care Limited will consider the withdrawal of the service is the continual pressure on staff to perform duties that are not part of the agreed Care Plan and the continual undermining of staff 'one to another' or threats of physical violence. If you have failed to meet your financial commitments to Liver-Care Limited, this will also be a situation where withdrawal of the service is considered.

## PART 4: Compliment, Compliant, Suggestions Form

Liver-care aims to provide a high-quality services 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.

### Your contact details

<b>Name</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Email</b>	
<b>Telephone</b>	

### Advocate or Representative contact details (if applicable)

<b>Name</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Email</b>	
<b>Telephone</b>	

### Which is the best way to contact you?

<input type="checkbox"/>	<b>Letter</b>
<input type="checkbox"/>	<b>Telephone</b>
<input type="checkbox"/>	<b>Email</b>



**If this is a complaint, please answer the following:**

**Have you tried to resolve the issue informally?**

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

**Have you raised this concern before?**

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

**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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<b>Date</b>	<b>Yes</b>
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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 compliant 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.

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Please return this form to:

Registered Manager

**Liver-Care Ltd.**

68, Walton Vale,

Liverpool

L9 2BU

**Telephone: 0151 474 1090**

**Email: [hello@liver-care.org.uk](mailto:hello@liver-care.org.uk)**