



Utopia Social Care
We care about our community
Person we support
Guide



Utopia Social Care
We care about our community

Service Name:	Utopia Social Care
Address:	76 Eccleston street
Postcode:	L34 5QL
Contact Number:	0151 426 6236
Email Address:	utopiasocialcare@outlook.com
Website:	www.utopiasocialcare.org

Important Information



Office Telephone Number:	0151 426 6236
Office Hours:	9am- 4pm
Emergency On Call:	From 4pm Mon to Sunday
Emergency On Call Telephone Number:	07540139263



Support / Care Provider	
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Person we support Guide

Key People



Manager:	Sarah Calley
Telephone:	0151 426 6236
Email:	sarahcalleyutopia@outlook.com
About	Sarah is he registered Manager



Operations Manager:	Louise McIntyre
Telephone:	0151 426 6236
Email:	Louisemcintyreutopia:outlook.com
About:	Louise is the operations Manager



Complaints Person:	Sarah Calley
Telephone:	0151 426 6236
Email:	sarahcalleyutopia@outlook.com
About:	Sarah is the registered Manager



Data Protection Person:	Kevin McIntyre
Telephone:	0151 426 6236
Email:	utopiasocialcare@outlook.com
About:	Kevin is the nominated individual with the Care Quality Commission

Welcome and thanks for choosing Utopia Social Care



On behalf of Utopia social care and all our staff, we welcome you, your family and others who are important to you.

We hope that you will be happy with us. 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, and our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below will provide you with the answers to some of the most frequently asked questions.

Person we support Guide

This guide is intended to give the people we support the information they need about our services.

We cannot fit everything into a guide, so if you want any more information, you can ask:

The Registered Manager: Sarah Calley mor visit our website at: www.utopiasocialcare.org

We hope you find this guide useful. If there are changes you want to suggest then please let us know.

About Us

Utopia Social Care offer a Person centered, Professional, flexible care and support service to meet the needs of the people we support. Our support team provides a friendly, consistent, bespoke service to all individuals, to ensure they are safe and comfortable within their own environment, ensuring all their care and support needs are met to the highest standard.



Philosophy of Care

Utopia Social Care



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 manager know.

Insurance



As a company, we carry Public Liability Insurance and Employer's 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

Freedom from Discrimination



Utopia Social Care has a zero-tolerance approach to all forms of discrimination and will act 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.

Safe

We 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:



Staff Training

Ensuring that our staff are well trained and skilled to provide the right care, can recognise signs of abuse and report them swiftly, whilst ensuring that lessons are learnt and improvements made to the service, when required.



Giving you Information

Giving you the information, you need to make informed choices and take informed risks.

Staff understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others.



Identifying Hazards

Identifying any hazards in your home and reducing the risk of infection.



Support with Medication

Supporting you with any medication needs carefully to minimise the risk of errors.

Or supporting you to continue to self-manage your medication safely.

Effective

We believe in care that meets your needs because you are involved fully in your care and its arrangement. Each person we support 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:

Effective: We employ the Right Staff



We employ the right staff for you who have the

- Right knowledge
- Skills and Competency
- Qualifications

To fulfil your wishes and to enable you through care.

Effective: We ask your Ideas, Views and Feedback



We will ask for your views and ideas about how you wish for your care and support to be provided and will make sure you can contribute to any proposed changes. Your views and feedback is always valued and we want you to have a opportunity to share any views you may have

Effective: Accessible Information



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 use electronic information, and you will have a IPAD stored in your home which will contain all your care plans and information relating to your needs, which you can access at anytime as this is your information

Effective: We Consult you on your Wishes



We will consult you on your wishes, history and preferences in the assessment and put this in your care plan. Your care plans and risk assessments will be discussed with you and regularly reviewed with you if changes need to be made.

Effective: We will ask for your Informed Consent



We will check this is up to date when your care plan is reviewed. We will make sure your care plan is updated if your care needs change.

Effective: We follow the MCA 5 Principles



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.

Effective: Support to be Independent



You will be supported to achieve as much independence as possible:

- Emotionally
- Physically
- Intellectually
- Socially

And without unreasonable restrictions.



Effective: Keep your Information Confidential

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 Kevin McIntyre if you are concerned about your personal information.

Caring

We will promote a person-centred approach because:



Caring: Staff take an Interest

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.



Caring: Treat you with Dignity & Respect

Staff will treat you with dignity in the way they speak with you and the way they behave. Maintaining your dignity and respect is key to how we provide our services



Caring: Support your Skills and Interests

We will assist you in continuing to use your skills and in pursuing your interests. We can provide you with support hours for you to do and carry on with the things you enjoy and are a key part of your life.

Caring: Respect your Right to Privacy



We will uphold your right to privacy in all aspects of your care, personal affairs and belongings. We will respect your privacy and provide a provision that is person centred to meeting your needs.

Caring: Respect your Confidential Information



All information about you is treated as confidential.

Information is only shared with members of staff, other professionals or organisations for the provision of care with your consent or that of your representative.

Caring: Staff Understand the Law on Confidentiality



Information about you will be protected and stored to meet legal requirements and only kept for as long as is necessary.

Caring: Staff Support you to have a Voice



We will make sure you understand information and what is said, providing you with the support you need, and giving you the help you require to make your voice heard. Your care plan is driven by you and staff will support you to ensure you achieve your desired outcomes as set out in your care plan.

If something needs changing as to how we deliver your care and support, you are encouraged to inform us. This can be done through speaking to your staff or speaking to a member of management.

Responsive

We will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.



Responsive: Are up to Date

Care staff will ensure that they are up to date with what is in your care plans and make changes when they are needed. Your care plans are stored on the IPAD kept in your home for you to access when you wish to

Responsive: Welcomes Complaints



We will always welcome 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. Our focus is to ensure you are happy and satisfied with the care we provide to you, so please speak up if there is something you want us to change, amend or remove from your planned care.

Responsive: Work with Others



Staff will work with other professionals to ensure that your care is joined up. This could be your specialist, GP, District nurses and other professionals involved in your care plan.

Well Led

We aim to be a well-led organisation, knowing its responsibilities and carrying them out:



Well Led: We are Approachable

The management team are available and approachable for you and staff alike. You will see our management regularly and they will visit you frequently.



Well Led: Monitoring the Service

Managers have the skills to monitor the service and make changes when they are needed. Our managers are very experienced in social care and share the key focus in providing high standards of care and support to the people we support.

Well Led: Honest and Puts Things Right

When things go wrong, our management team will be honest with you and give solutions on how to put things right.



We welcome feedback from you to shape and improve the service we provide. We work in partnership with other agencies for the provision of the service to ensure how we deliver our service is diverse in meeting your needs.



Statement of Purpose

We have a Statement of Purpose which you can ask to see. A member of staff will be able to help you obtain this if you require. This is also stored on the IPAD that kept in your home if you wish to read this.



Listening to Service Users

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.

Our Staff

The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance.

Our social care practitioners work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation Standards within 12 weeks of employment. We manage and train our employees with the aim that all of our staff are offered to achieve a RQF/QCF Level 3 diploma. All other employees receive the training appropriate to their work, such as food hygiene, health and safety, safeguarding and medication.

All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.



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:

- Assistance with personal care
- Assistance with food preparation
- Assistance with medication
- Assistance with everyday living activities

Friends and Family



We will support you in keeping links with the community, maintaining 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.

Activities



We actively promote your normal social networks and social activities and the level of support required will be agreed as part of your care plan.

Your 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.

Privacy & Dignity

Privacy

We will respect your privacy at all times. We will do this by making sure that:



Discussion about you and your 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 UK GDPR, Data Protection Act 2018 principles for information sharing will be followed.

Your care plans will be stored on the IPAD at your home and stored in a safe location. The IPAD is password protected and only those who require access to your information will be able to access it.

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

Complaints and Comments Procedure

We always aim to provide a high standard of care in all our services.

Your views are important to us and help to ensure 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 Knowsley, St Helens, Liverpool or Halton Adult Safeguarding Teams, this will depend on the area that you live or are funded from. The identified local authority Safeguarding Team will decide how to investigate and monitor outcomes.

How to tell us what we Need to do to Improve

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 must speak to Sarah Calley or their Deputy, Louise McIntyre. If the suggestion is something that Utopia Social Care, as a company, needs to consider, you can send it to:



Business Name: Utopia social care, 76 Eccleston street, Prescot, L34 5QL

or contact on: 0151 426 6236

or by email at: utopiasocialcare@outlook.com

Making a Complaint



We aim 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.

We can assure you and your families that we will not withdraw or reduce services because someone makes a complaint in good faith.

Who can Complain?

Anyone affected by the way Utopia social care 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 to us 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.

How you can Make a Complaint

You can complain:



- In person
- By telephone
- 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.

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.

Responsibility

The 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



How we Handle Complaints

Sarah Calley 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 complainant.

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

Speak Out!

Time Limits



You must 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 a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

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:

Kevin McIntyre
76 Eccleston street, Prescot, L34 5QL
0151 426 6236

Advocates



You have the right to access an advocate who will act in their interests to help them solve problems, discuss concerns and understand information.

Sarah Calley will be happy to provide information on local advocacy groups and other support networks.

Local Authorities



Local Government &
Social Care
OMBUDSMAN

The Director of Social Services

You can also raise your complaint or concerns with:

Local Authorities

- Knowsley 0151 443 2600
- Liverpool 0151 233 3800
- St Helens 01744 676789
- Halton 0303 333 4300

Clinical Commissioning Group

Or if your help is funded by Health, you can contact:

Tel: 0151 244 4126

Local Government & Social Care Ombudsman

Once your complaint has been fully dealt with by [Business Name], 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

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

The Care Quality Commission



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:

Care Quality Commission, National Correspondence,
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA,

Tel: 03000 616161,
Fax: 03000 616171

About Your Care and Support

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 background, gender, age, sexual orientation, religion or belief and your disability if you have one.



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.

Cared for by Staff with the Right Skills



To be cared for by staff with the right skills to do their jobs in the correct and safe manner.

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.

Routinely Checking the Quality of our Service

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 carer has supervision and support.

We regularly carry out audits and quality checks of the service we provide, to ensure we continually monitor our service outcomes. You will regularly see a Manager visit you and they will speak to you about how things are going and if there is anything they can support you with.



Before your Service Starts

The first step is to arrange to visit you in your own home. Utopia Social Care will discuss with you your individual requirements and the range of services we are able to provide for you.

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 member of staff, or contact Sarah Calley who will be very happy to answer them.

Once you have agreed for Utopia Social Care 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.

Fees

Utopia Social Care fees are set out in the person we support Contract.

If you would like details on the fees and terms of payment, you can discuss this with Sarah Calley.



Your Care Team

Working with the Disclosure and Barring Service (DBS), it is the policy of Utopia Social Care to adhere to: The Rehabilitation of Offenders Act 1974 (Incl. Exemption Order 1975) and the Health and Social Care Act (2008).



Utopia Social Care carries out stringent checks and enhanced Disclosure and Barring Service checks on all its 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.

Matching your Staff Needs

For you to receive quality care and support, 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 that we match your carer to meet your needs and we will have a small team of carers who will provide you with your care and support.



This will ensure that you have enough cover when your carer has holiday and that they can get to know you and understand what is important to you.

Obviously, not everyone gets on with each other. If you are unhappy with any of our staff, please bring this to the attention of Sarah Calley. The matter will be resolved sensitively and confidentially, and a new carer will be assigned to you if this is appropriate.

Holiday Leave and Sickness Cover



When a regular member of our staff is on annual leave, Utopia Social Care 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 staff members who have been selected to replace your regular one. If a permanent change needs to be made, we will discuss this with you. Utopia Social Care will make every effort to ensure that you receive a reliable service always. Any new member of staff will be introduced to you prior to them supporting you.

Identification Badges



Our staff are issued with a Utopia Social Care identification badge that carries a photograph of them on it.

Staff will show you their identification badge when they visit you. You must not allow a staff member 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 should contact the office on 0151426 6236

Staff Conduct



Staff will not directly charge you for any services provided. All charges must be documented and processed through Utopia Social Care.

Staff are not permitted to accept any gifts in cash or presents 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 Utopia Social Care.

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, staff cannot conduct any activity that is not specified in your care plan, or which may place themselves or others in danger.

Your Care and Support

Your personal care and health care are 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.

You are actively encouraged to become involved in the care planning process and will be consulted at each stage of the care plan.



Every time a member of our team visits you, they will record what activities they have provided. If you decide that you don't want the care as planned on a visit, they will discuss this with you and record it in your daily progress record.

Our staff team are trained to tell Utopia Social Care 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.

Risk Assessment

The assessment of risk is addressed at the start of service for you 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 Utopia social care aims to meet your needs and to ensure 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

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.



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 can cancel booked, individual carer visits by giving at least 7 days' notice to Sarah Calley

Cancellations, where less than 7 days' notice is given, including booked carer visits made where you are unexpectedly not present, or refuse entry, will be charged at the normal rate for the full booked visit.

Terminating Your Contract



You can cancel the service at any time (and for any reason) within 28 days' of the date of your service Agreement (the "Cancellation Period").

You may, at any time and for any reason, give Utopia Social Care at least 28 days' written notice to terminate their individual service contract. If you give less than 28 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 carer will attend your home when you resume the service.

Call Times



Call times are primarily set according to your 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 will be 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, if a member of staff knows 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

Key Policies and Procedures



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 care planning process.

Handling Money

When our staff 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. Our staff must 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 manager about any needs you have that are not being met, or if you are unsure whether or not they are being met.



Gifts, Wills and Other Documents

Utopia social care 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:

Our staff are not allowed to accept gifts of money or other presents.



Our staff are not allowed to accept loans.

Our staff must not buy lottery tickets or sell you raffle tickets.

Our staff must not sell to you from mail order catalogues.

Our staff must not ask for sponsorship or for donations for charitable organisations or good causes.

Our staff are not allowed to act as a witness or executor to legal documents and Wills.

Our staff are not allowed to benefit from Wills.

Our staff are not allowed to recommend tradesmen or a member of their family or friends to carry out work in your home.

If you do require legal help, Utopia social care can refer you to an impartial or independent source of legal advice.

Keys and Key Safes



Our staff 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 Utopia social care.

Our staff will be given the key safe combination numbers of the people they visit.

The policy arrangements of Utopia Social Care ensure that these numbers are kept securely and are never written down with the address.

Medication & Healthcare Related Activities

Our staff 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 any 'side effects' if taken at the same time.

Our staff receive training in the administration of medication, and we have several medication policies at Utopia Social Care.



Some health-related activities when agreed, need to be carried out under the supervision of a health care professional and staff will only be 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. Sarah Calley will need to give approval before any support is provided.

Our staff 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 staff will record any medication administered on a Medication Administration Record each time they provide any medication administration support.

Any verbal reminders or physical assistance in relation to medication will also be recorded on a Medication Administration Record.

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 electronic form. You will have full access to your records which are stored on the IPAD kept in your home. 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 UK General Data Protection Regulation and Data Protection Act 2018, and you can speak to our Kevin McIntyre who is the Nominated individual for more information about this.

Equality and Non-Discrimination

Utopia Social Care 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 practise 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



Infection Control

Carers are supplied with plastic aprons, face coverings, gloves and hand sanitizers which they will wear and use when they carry out personal care duties.

Carers need to wear protective clothing to prevent the spread of infection. Carers are also expected to wash their hands on entering and before leaving your home. Please contact the office if your carer does not do this.



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 that will be used for your care for at least one hour before the agreed time.

If you smoke while our staff are with you, the staff member 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.

Private Work



Our 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 Utopia Social Care.

Protecting you from Harm and Abuse



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

Abuse can take form in subtle ways like carers 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 carers using their mobile phone whilst they are providing care or speaking over the head of a service user to another carer.

Any reports of abuse or concerns of abuse must be reported to Sarah Calley without fail. If you think you are being abused or are concerned you might be, you can speak to Sarah Calley.

If you do not think you can speak to Sarah Calley, you can contact: Local Authorities

- **Knowsley 0151 443 2600**
- **Liverpool 0151 233 3800**
- **St Helens 01744 676789**
- **Halton 0303 333 4300**

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

- You or they have a medical emergency. We will not be responsible for payment of your telephone bill

Withdrawal of Service

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

Although Sarah Calley will take all possible measures to resolve problems, there are some reasons why the consideration of withdrawal of service must 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 where no control measures can be found

Other reasons that Utopia Social Care will consider in 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 or threats of physical violence.

If you have failed to meet your financial commitments to Utopia Social Care, this will also be a situation where withdrawal of the service is considered.

