

**Domiciliary Care**

**Introduction:**

Monos A1 Healthcare Limited aims to provide a range of bespoke, by delivering timely and individually tailored personal care programmes. Monos A1 Healthcare Limited aims to deliver effective and outcome-based services within person centred and professional care in people’s own homes. Monos A1 Healthcare Limited offers a wealth of personal and functional care and associated domestic services to meet the needs of Service Users. Monos A1 Healthcare Limited services may include older people, those with a disability and people who need assistance due to illness to continue living in their own homes and community. Monos A1 Healthcare Limited care is provided in partnership with service users, their carers and relatives, respecting their diverse needs, preferences and choices. Our management team will visit each service user before commencing the service to assess and to understand each service user needs and then provide the most suitable package of care. Our care begins with a comprehensive pre-contract needs-led assessment. our model of care is based on the principle that people on all walks of life should lead as fulfilling lives as possible in the community.

**The Aims and Objectives of the Company:**

Our aim is to provide personal care to individuals in their own homes in order to enable them to live an independent life, and really do what they want to do. We will thrive to ensure that people in our care have the most choice and independence. Person centred care forms the core of our service we and our staff are committed to make sure that:

* Monos A1 Healthcare Limited delivers a service of the highest quality that will improve and sustain the client’s overall quality of life.
* Monos A1 Healthcare Limited delivers a service that is non-discriminatory, respectful of client’s right to independence, privacy, dignity and fulfilment.
* Monos A1 Healthcare Limited delivers a service that allows service use to make informed choices.
* Monos A1 Healthcare Limited delivers a service that values and respects service users religious, culture, race or ethnic, sexuality and sexual orientation, political affiliation, and disabilities or impairments needs
* Monos A1 Healthcare Limited will match the nominated Care Worker with the Service User needs and will change the Care Worker in the event of subsequent non -compatibility.
* Monos A1 Healthcare Limited will involve service users and carers in the provisions, management and development of services.
* Monos A1 Healthcare Limited delivers a service that is will be monitoring service delivery regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our service users.
* Monos A1 Healthcare Limited will ensure that all service users are aware of the procedures of making compliments, comments and complaints.
* Monos A1 Healthcare Limited will ensure that all our support options are flexible and can adapt as individuals needs changes and respects every choice.

**The Nature of Services Provided:**

Monos A1 Healthcare Limited was established to offer the highest standards of personal care, reliability and friendly service to all service users, in all age groups over 18, who are living in their own homes and require extra help and support. Monos A1 will provide care to any person who has been professionally assessed as requiring support with personal care. Typically, they will be individuals aged 18 years and over who may have associated physical and sensory impairments. Monosa1 will ensure that individuals who need additional needs will be able to access the most appropriate service for their need, be it a physical health or a mental health need. Monos A1 Healthcare Limited will actively support and encourage each person in our care to access opportunities, activities and facilities that are open to everyone in the community. Through: Work, College, Volunteering, Shopping, contact with friends, Contact with family, Enjoying a hobby or Playing a sport.

**Values and Principles of Care:**

Monos A1 Healthcarebelieves that effective Service should be client need led with sound values and principles.

The Service Values are as follows:

**Rights:**

Monos A1 Healthcare Limited aim is to provide good quality care always by promoting service users rights as individual human beings. Monos A1 Healthcare Limited will allow service users a way of life which permits them to enjoy, to the greatest possible extent, their fundamental human rights. **T**he rights of service users will be safeguarded at all times and work will be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

**Rights to Privacy:**

Service users have a right to be left alone or undisturbed and free from intrusion or public attention into their affairs. This will be included in service user Care Plans, and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

* An individual’s right to privacy involves being free from intrusion or unwelcome attention.
* Staff will enter a service user’s property and rooms within the property only with his express consent.
* A service user has the right not to have to interact with or be interrupted by a worker when, they are engaged on an intimate activity on their own account.
* Monos A1 Healthcare respects the fact that a service user’s possessions are private and always act in accordance with the principle that our workers are guests.
* Service user’s have a right to make telephone calls and carry on conversations without being overheard or observed by a worker.
* The records of the service provided are seen only by those with a genuine need to know basis.

**Confidentiality:**

Service user confidentiality will be maintained and where possible, service users are consulted and their views taken into account, only on occasion, it will be necessary, for the benefit of the service user or others to share personal information with other professionals or organizations.

**Dignity:**

All individuals, whatever their circumstances, have the right to be treated with dignity and respect. At Monos A1, we will preserve respect for the intrinsic value of those who use our services in the following ways.

* Monos A1 Healthcare will arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care worker of their own choice and, if desired, of the sex of their choice.
* Monos A1 Healthcare will ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
* Monos A1 Healthcare will will provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
* Monos A1 Healthcare will aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users may have arising from disability.
* Monos A1 Healthcare will treat service users with respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style.
* Monos A1 Healthcare will respond to service users specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

**Communication:**

Monos A1 Healthcare Service users will have the right to be heard and to be fully informed on all aspects of their care. Monos A1 Healthcare Limited will make sure that its methods of communication are appropriate to the each service user particular set of circumstances.

**Independence:**

Monos A1 Healthcare Limited will make sure that Service users are enabled to act independently by giving them opportunities to think, plan, act and take sensibly calculated risks without continual reference to others.

* We help service users to manage for themselves where possible rather than becoming totally dependent on care workers and others.
* We encourage service users to take as much responsibility as possible for their own healthcare and medication.
* We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.
* We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
* We aim to create a climate in the delivery of care and to foster attitudes in those around a service user which focus on capacities rather than on disabilities

**Risk Taking:**

All service users are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence. Service users will be supported in their decisions to take reasonable risks.

**Fulfilment:**

Monos A1 Healthcare understands that every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Monos A1 Healthcare will help service users to realise personal aspirations and abilities in all aspects of their lives.

* Monos A1 Healthcare Limited will help service users to participate in as broad a range of social and cultural activities;
* Monos A1 Healthcare Limited will assist service users to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
* Monos A1 Healthcare Limited will respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.

**Responsibilities:**

Monos A1 Healthcare will expects Service users to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard for others, for property or for participation in Care Plans.

**Choice:**

* Monos A1 Healthcare Limited will Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon service user’s own choices. Individual choice will be promoted, within the limits imposed by service constraints. Monos A1 Healthcare Limited will help our service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways
* Monos A1 Healthcare Limited will avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
* Monos A1 Healthcare Limited will manage and schedule services so as to respond to service users’ preferences as regards to staff they feel most comfortable.
* Monos A1 Healthcare Limited will respect service users’ eccentricities, personal preferences and idiosyncrasies.
* Monos A1 Healthcare Limited will cultivate an atmosphere and ethos which welcomes and responds to cultural diversity.
* Monos A1 Healthcare Limited will encourage service users to exercise informed choice in their selection of the individuals who provide them with assistance.

**Carer Support:**

Monos A1 Healthcare Limited values the contribution of carer and family support. The needs of carers providing to provide, regular or substantial care is, where requested, assessed independently of the needs of the service user. The outcome of the assessment is taken into account when agreeing Care Plans.

**Security:**

In providing services Monos A1 Healthcare will balance helping people to experience as much independence as possible and making sure that they are not exposed to unnecessary risks. Monos A1 Healthcare will provide an environment and support structure which offers sensible protection from danger and comfortable with readily available assistance when required.

**Monos A1 Healthcare Limited will;**

1. Make sure that help is at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
2. Will create a physical environment which is free from unnecessary sources of danger to people or their property.
3. carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
4. advise service users about situations or activities in which they are likely to put themselves or their property at risk.

**Civil rights;**

Monos A1 Healthcare Limited will aim to help service users to continue to enjoy their civil rights;

* If service users wish to participate in elections, Monos A1 Healthcare Limited will help them with the necessary information and either provide or obtain any assistance which they need to vote.
* Monos A1 Healthcare Limited will help service users to make use of a wide a range public services, such as libraries, education and transport.
* Monos A1 Healthcare Limited will encourage service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
* Monos A1 Healthcare Limited will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
* Monos A1 Healthcare Limited will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.
* Monos A1 Healthcare Limited will to the wish of any service user to participate in minority-interest events or activities.
* Monos A1 Healthcare Limited will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

**Diversity:**

Monos A1 Healthcare Limited Services will be used by people from a wide diversity of ethnic and cultural backgrounds. Monos A1 Healthcare Limited will make efforts to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to service users’ right to express their diversity by:

* Monos A1 Healthcare Limited will respect and provide for the ethnic, cultural and religious practices of service users
* Monos A1 Healthcare Limited will outlaw negatively discriminatory behavior by staff and others
* Monos A1 Healthcare Limited will accommodate individual differences without censure
* Monos A1 Healthcare Limited will help service users to celebrate events, anniversaries and festivals that are important to them.
* Monos A1 Healthcare Limited will positively communicate to service users that their diverse backgrounds enhance the life of the community

**Safeguarding:**

Monos A1 Healthcare Limited will make the safeguarding of our service users an utmost priority and seek to comply with all legal requirements in our safeguarding practices. We therefore work closely with the local safeguarding adults’ board over any issues relating to the safety of its service users from any kind of harm and the Care Quality Commission where involved

**Corporate Statement of Good Practice:**

* Monos A1 Healthcare philosophy is to reflect and promote values that focus upon the Service User as being at the centre of Care Service planning and Service delivery. To help achieve this, fundamental Core Values will form the basis for the provision of an individual Care Service. Autonomy and independence of personal decision-making, including the assumption of risks as well as responsibilities associated with citizenship.
* Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options.
* Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
* Participation and integration in society, and in the development of plans, policies and decisions affecting the individual’s life.
* Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual’s life.
* Fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
* Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.
* Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.
* The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an individual. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances and in accordance with the Company’s Equal Opportunities Policy.
* A Service user’s care plan is produced through consultation with each care user, their families and authorized persons and will include information about the clients care needs, wishes, preferences and personal goals.

**Quality Assurance:**

* Monos A1 Healthcare Limited is committed to ensuring that services continue to meet the user’s needs.
* Monos A1 Healthcare Limited Quality Assurance starts with the recruitment of the best carers possible and continues with systematic and ongoing monitoring of their performance. Delivering a consistent high quality service is our priority.
* Monos A1 Healthcare Limited will implement a three stage action plan, which will mean the completion of a satisfaction survey, telephone satisfaction survey and face to face interviews with service users or their representative.
* Monos A1 Healthcare Limited complete regular audits of minor issues arising in daily care provision and of compliments and complaints received by the company.
* Monos A1 Healthcare Limited will also meet regularly with staff to ensure that their views are sought.
* Monos A1 Healthcare Limited will audit and evaluate the service against the National Minimum Standards, and against service outcomes.

**Staffing:**

Monos A1 Healthcare Limited are aware that our staff will always play a very important role in service users’ welfare.

* Monos A1 Healthcare Limited will employ staff in sufficient numbers and with the relevant mix of skills to meet service users’ needs.
* Monos A1 Healthcare Limited will provide at all times an appropriate number of staff with qualifications in health and social care as required.
* Monos A1 Healthcare Limited will observe recruitment policies and practices which respect equal opportunities and protect service users’ safety and welfare.
* Monos A1 Healthcare Limited will offer staff training which is relevant to their induction, foundation experience and further development.

**Management and administration:**

Monos A1 Healthcare Limited will provide quality leadership in order to achieve best care for service users;

* Monos A1 Healthcare Limited will only employ a registered manager who is qualified, competent and experienced for the task.
* Monos A1 Healthcare Limited will adopt a management approach that creates an open, positive and inclusive atmosphere throughout the business.
* Monos A1 Healthcare Limited will Install and operate effective quality assurance and quality monitoring systems.
* Monos A1 Healthcare Limited will work operate financial procedures that safeguard service users’ interests.
* Monos A1 Healthcare Limited will supervise all staff regularly and carefully.
* Monos A1 Healthcare Limited will Keep up-to-date and accurate records.
* Monos A1 Healthcare Limited will ensure that the health, safety and welfare of service users and staff are promoted and protected.

**The Name and Address of the Registered Provider and of any Registered Manager**:

The address and contact details of Monos A1 Healthcare Limited are as follows:

212, Lakes Innovation Centre, Lakes Road, Braintree, Essex, CM7 3AN

Telephone: 07476416462

Fax:

E-mail: slchitauro@outlook.com

The Responsible individual is Simo Chitauro Company Director. Simo can be contacted during office hours at the above address.

The Relevant Qualifications and Experience of the Registered Provider and any Registered Manager

The Responsible individual/Registered Manager is Simo Chitauro who is the Company Director and has 20 years’ experience within the care setting, covering all aspects of care work, business management, recruitment, administration, care management and policies & procedures.

**Qualifications and work experience of Responsible Individual:**

Competency, Supervision, Coaching and Mentoring of Staff - Chairing Team Meetings - Delivering evidence based care - Management of financial and clinical KPIS - Effective medicine management - Action Planning and Care Reviews - Compliance with National Minimum Standards

**SHORT COURSES:**

LDAF. Health and Safety, Fire, De-escalation, Moving and Handling, Managing Suicidal Behaviour, Basic Life Support, Ethical Control and Restraint ECC&R, Basic Food Hygiene, Seclusion Training, Meeting and Report Writing, Care Planning, Automated External Defibrillators Managing Values, Medication Administration, Anaphylaxis, NCFE Certificate in Safe Handling of Medicines;, NCFE Certificate in Infection Control;, National Basic First Aid, Certificate , Abuse Trainer – Training in Protection of Vulnerable, Adults from Abuse

**The Company Manager:**

Simo Chitauro is the company manager. Simo is an experienced manager who is responsible for managing the services day to day activity.

**Qualifications of Care Workers Supplied by the Company;**

* A list of current staff and their qualifications will be available on request as soon as we start business.
* Monos A1 Healthcare Limited will retain a complete record of all staff qualifications, credentials and experience gained for each staff member, whether full-time or part-time.
* Monos A1 Healthcare Limited staff Files will be retained at the Company’s offices, and are of limited access for reasons of confidentiality and security.
* New employees will be inducted to National standards within 12 weeks of employment.
* Monos A1 Healthcare Limited induction training will incorporate shadowing an experienced member of staff, classroom based training, an induction questionnaire in line with the Skills for Care Common Induction standards conducted and assessed by an experienced member of staff.
* Monos A1 Healthcare Limited will aim that all its carers achieve NVQ level 2.
* Monos A1 Healthcare Limited employees will receive the training appropriate to their work such as food Hygiene.
* Monos A1 Healthcare Limited will make sure that its employees receive training in health and safety matters; such as moving and handling, first aid and adult protection issues.

**Monos A1 Healthcare Limited Care Workers will be required to have, as a minimum, the following qualifications;**

* Moving & Handling- Health & Safety- Basic Food Hygiene- Administration of Medication- Basic Infection control- Abuse Awareness- Principles of care- Service users Needs- Role of the Care Worker- Skills for Care Common Induction- COSH (Controls of substances hazardous to health)- SOVA (Safe Guarding of Vulnerable Adults)- ENED (Ears, Nose & Eyedrops)- RIDDOR (Reportable Incidences & Dangerous Occurrences)

**Complaints, Concerns, Comments & Compliments:**

Monos A1 Healthcare will supply clients with a copy of the organization’s Safeguarding Policy.

With respect to Service User feedback concerning the quality of Care Services provided this information is formally reviewed for content and possible action. These reviews classify Service User feedback as follows, and is considered as positive through to negative feedback:

**Types of feedback:**

* **Compliments**; positive input regarding aspects of the Care Service
* **Comments;** still positive, but possible scope for improvement
* C**oncerns**; negative feedback where action may be required to address a problem
* **Complaints**; serious concerns on the part of the Service User, requiring formal action as described below:

There is a formal process for the management and handling of complaints from Service Users. This is documented in the complaint’s procedure. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the Service User to take the complaint to the appropriate regulatory authorities. This is explained in the Service User Guide and the Service User is also made aware of the right to complain prior to finalizing the Care Service Contract.

**Complaint Procedure synopses:**

* Even with the most conscientious and responsive care, it is inevitable

that we will not please everyone all the time. Comments and complaints will be listened to and acted on effectively and clients will not be discriminated against for making a complaint. The client, or his representative on his behalf, has the absolute right to comment or complain and the Complaints Policy Procedure will be used. A copy of this policy will be included in the information provided to all clients.

* To ensure that the service we provide matches clients needs and their expectations we welcome any comments they may care to make.
* If you are dissatisfied with the result of our investigation, what you do next depends on whether your care is being arranged on your behalf by a Social Care Department or is being paid for privately.

**Important Addresses:**

* NHS Mid Essex CCG Tel: 01245 398710 Address: Wren House, Hedgerows Business Park, Colchester Rd, Springfield, Chelmsford, Essex, CM2 5PF Website: <http://www.midessexccg.nhs.uk>
* Uttlesford District Council Council Offices, London Road, Saffron Walden 01799 510510
* Local Government and Social service ombudsman
* Care Quality Commission

**Advocates:**

Monos A1 Healthcare Limited will make service users aware of local advocacy and other relevant services available to them.

* Essex Mencap Address: 34 York Gardens, Braintree CM7 9N

Phone: 07874 80551

National/regional service POhWER Essex POhWER has been working in Essex since 2003. Our services in Essex: NHS complaints advocacy NHS complaints advocacy toolkit Contact: Pohwer, PO Box 14043, Birmingham, B6 9BL. Tel: 0300 456 2370.

**Regulatory bodies:**

* CQC 0300 0616 161
* CSSIW 0300 790 0126
* RQIA 0289 051 7500
* Ofsted 0300 123 1231
* Care Inspectorate 0345 600 9527
* HIW 0300 062 8163
* HIS 0131 623 4300

**IMPROVING OUR SERVICES:**

* All complaints will be taken seriously
* All complaints will be acted upon with impartiality and fairness
* Service users will receive a response within 24hrs of the complaint being made
* Service users are entitled to involve an impartial third party in the complaint procedure if they wish
* Any member of staff will be happy to assist service users if they don’t feel confident about reporting the matter themselves. They can ask a member of staff they trust to report the matter for them. If a service user is in immediate danger or they think a criminal act is being committed, please contact the police by calling 999.
* If service user prefers to speak to someone outside of Monos A1 Healthcare Ltd Group, they can contact the external body who regulates our service. They can find the details of the regulatory organisations in our booklet ‘Making a Complaint’. If they are unsure which regulatory body to contact, please ask the staff, they will be glad to help.