



# Complete Care West Yorkshire Ltd

## OFFICE ADDRESS

**Somerset House  
Sandal Castle Centre  
Asdale Road  
Wakefield  
West Yorkshire  
WF2 7JE**

**Main office: 01924 274448  
Out of Hours: 07853380071**

**[www.completecareathome.co.uk](http://www.completecareathome.co.uk)**

## **Domiciliary Care Service User Guide**

This information can be provided in other languages and formats upon request such as large print, braille and / or other languages.

Please contact the main office for further information.

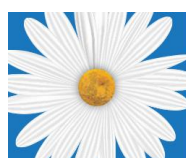
If requested, a member of the team will be happy to go through this document.

**Version 18/04/2018**



Registered Office: Somerset House. Sandal Castle Centre. Asdale Road. Wakefield. WF2 7JE.  
Registration No: 6277482

**PROVIDING CHOICE  PROMOTING INDEPENDENCE**



# Complete Care West Yorkshire Ltd

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## **Welcome to Complete Care West Yorkshire Ltd**

The aim of this guide is to provide you with sufficient detailed information regarding the services we offer and how we tailor care packages to meet specific needs, wishes and personal preferences. Information is provided about what you can expect as a Service User such as confidentiality, personal care, medication, care workers etc.

You can access more additional information about Complete Care West Yorkshire on our website at: <http://www.completecareathome.co.uk>

### **ABOUT COMPLETE CARE WEST YORKSHIRE LTD**

Complete Care West Yorkshire Ltd was founded on the 12<sup>th</sup> June 2007.

The company is privately owned and managed by Sara Booth who has over 25 yrs of experience in the both the private and public sector. Sara recognised the growing need for a quality home care provider to deliver the best care at the highest standard. Complete Care West Yorkshire Ltd was formed to deliver a person-centred service to those in need of assistance and support to live their lives as independently as possible. Complete Care is committed to delivering a quality service meeting needs, wishes and preferences whilst making a positive difference.



Sara has studied throughout her career and has built up a wealth of experience, knowledge and skills within the care and management sector. Sara has achieved her level 4 Registered Managers Award and holds an HE Certificate in The Management of Health and Social Care Organisations from Leeds University. Sara has also completed the PTLLS qualification enabling her to train and develop staff both internally and externally. In 2016 Sara graduated from Huddersfield University with a level 7 Master's Degree qualification in Human Resource Management & Development. Sara is also a dedicated Associate member of the CIPD.

The company has expanded over time, covering the Wakefield and Kirklees area. We work in partnership with social services, local authorities, NHS and private individuals developing positive working relations within our community. The company is registered with the Care Quality Commission (CQC) who regulates the care industry. Our details can be found on their website which we have provided at the end of this document. The company is also registered with United Kingdom Home Care Association (**UKHCA**), which are a professional association of home care providers, promoting high standards of care. Complete Care is also an advocate of Dementia Friends, Care Commitment, Dignity Champion and is an active member of the Registered Managers Network.

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**Meet the rest of the team**

**Wayne Mitchell, Accounts Manager / Trainer:** - Wayne has always had a career within the care sector. Wayne’s role involves providing up to date financial information to all of our customers. Wayne holds qualifications in Business and Administration and has recently achieved NVQ level 3 in Leadership and Management. Wayne has completed the PTLLS qualification enabling him to deliver a high standard of training to staff both internally and externally.

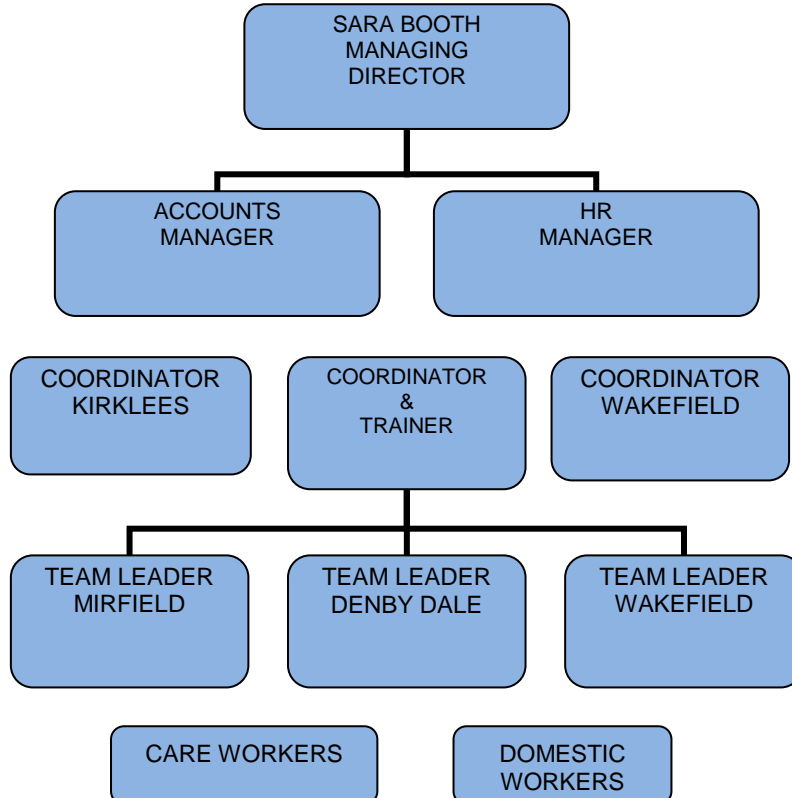
**HR & Payroll Administrator:-** We have a dedicated staff member to concentrate on the HR and Payroll duties for all staff. Kea has a vast amount of experience in this field working for previous private organisations. Kea is responsible for recruiting and retaining staff as well as strategic planning for developing the business.

**Service Coordinators:-** There are currently three Coordinators that manage the Mirfield, Denby Dale and Wakefield areas. They ensure service users receive a quality service, delivering care to meet the needs of the individual whilst promoting choice and independence. All our Coordinators have the relevant experience and knowledge to ensure they can not only manage but lead a team of dedicated staff.

**Team Leaders / Senior Care workers / Care workers**

Our Team Leaders / Care workers all enter into a full training programme which covers Moving and Handling, Dementia Care, Nutrition, Food Hygiene, Infection Control, First Aid, Medication and Continence Care.

Further training is provided, enabling our Care workers to become more specialised in the roles of Palliative Care, Dementia and Stroke Care.





Complete Care  
West Yorkshire Ltd

### OUR VISION

To be the home care provider of choice within our community

### MISSION

To make a positive difference to the lives of others.

### VALUES

To provide a **quality** service with a person centred approach

To work in **partnership** with others, creating strong links within our community

To promote **equality** and value **diversity**

To **communicate** effectively and consistently

To be honest, open and **accountable** for our actions

To actively promote **learning** and **development** opportunities

To **inspire** and **value** passion within the company

## **Statement of purpose**

Complete Care West Yorkshire Ltd is an established company covering mainly the Wakefield and Kirklees District. Our service users vary in age and service requirement, our focus is on those with a need for support and assistance, to enable them to remain as independently as possible in their own home. Complete Care will achieve this by providing a range of services to meet specific needs, wishes and preferences whilst maintaining privacy, dignity and upmost respect.

A senior member of our team will always arrange to visit a service user or their advocate before care commences to ensure the appropriate care package is in place. It is our priority to ensure the service user is satisfied with the care package that they will be receiving.

The needs, wishes and preferences of the service user will be continually monitored and reviewed to ensure that the package of care is suitable.

Complete Care West Yorkshire Ltd will work in partnership with service users and their relatives, advocates, social services, local authorities GP's, as well as other organisations to ensure that the services involved work cohesively to provide the best outcome.

All our care workers will be NVQ trained and will have a full DBS (Disclosure and Barring Service) check before employment commences. Our care workers will be chosen not only on their qualifications, but their experience, personality and empathy for the position that they are applying for.

Complete Care West Yorkshire Ltd is passionate about making a difference and prides itself on employing those that are as equally committed to delivering quality care.

Confidential information will be kept in a safe and secure environment at all times. Information will not be disclosed to anyone without the service users expressed permission. Complete Care will only disclose confidential information if they feel that the health or welfare of the service user is at risk. The Service User will be kept informed at all times of any action taken by Complete Care staff.

Information will be recorded in the Service Users care plan, which they have access to at any given time.

## **The Services we provide**

Complete Care West Yorkshire Ltd provides a variety of bespoke services to ensure the needs of the service user are met. We can offer a range of services for Service Users within the following groups:-

Older People  
Older People with Dementia  
People with Learning disabilities / People with Physical disabilities  
Older People in Supported Living Schemes  
People with Learning Difficulties in Supported Living Schemes  
Palliative Care (18+)

**Personal Care**

Assistance in /out of bed	Showering / Bathing	Washing	Cooking
Dressing / undressing	Oral Care	Toileting	Medication
Catheter care	Continence Care	Feeding	
Support with cooking meals	Assistance with prescribed medication		

**Domestic service\*\***

Laundry (home)	Take washing to launderette	Ironing
Changing bed	Emptying / cleaning commode	Shopping
Emptying / cleaning urinals	Light cleaning (vacuuming, polishing, dusting, etc)	
Paying bills	Collecting medication / Collecting prescriptions	

*\*\*Please note all cleaning materials and equipment are to be provided by the Service User.*

**Other services**

Escorting to/from appointments	Escorting to/from shops
Companionship	Escort to/from social activities
encouraging cultural & religious needs	Supporting & encouraging cultural & religious needs
Day / Night Sitting	

The above lists are a guide, we are more than happy to discuss your needs in further detail.

**Quality Assurance****Meet and greet**

This is an ideal opportunity for the service user, relatives, other care professionals and a senior member of staff from Complete Care to meet prior to care commencing. The purpose of the meeting is to discuss and identify what is required in order to provide a person centred care, meeting the needs, wishes and preferences of the service user.

In exceptional situations care may commence prior to the care plan and risk assessment being completed. Under these circumstances the formal plan of care will be completed within 2 working days by a senior member of our team. We actively encourage everyone involved with the care plan to attend a meeting so that concerns, issues and suggestions can be discussed.

Care workers will follow and complete the tasks detailed in the care plan however, Complete Care acknowledges that the needs, wishes and preferences may change over time. Care plans and risk assessments will be reviewed on a regular basis, as and when needs or circumstances change. A copy of the file will be kept in the service user's home and at the main office. Each file will contain the following documentation:

- ❖ All risk assessments (manual handling/medication/home/fire)
- ❖ Full service user information including medical details, contact numbers
- ❖ Care plan and summary
- ❖ Contract (private)
- ❖ Report notes / Financial transaction form
- ❖ Service User Guide
- ❖ How/where to complain or compliment about the service you are receiving
- ❖ Other useful information

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### **Quality of Assurance to you**

Complete Care has a dedicated team of qualified and experienced staff both out in the community and in the office. We have developed a rigorous recruitment and training programme to ensure that those employed, are as passionate about care as we are. The recruitment process involves an extensive formal meeting, this consists of a face to face interview and written exercise to identify if the person has the right skill set and behavioural characteristics that we look for in our care workers. Candidates need to fit in with the company culture, which is to make a positive difference to those in need of support and assistance.

Care workers are required to provide a minimum of two written professional references. A full enhanced disclosure will be applied for, this will be checked with the Independent Safeguarding Authority (ISA) and the Disclosure and Barring Scheme (DBS).

All employees undergo a continual training programme to ensure we provide you with the very best possible care. It is a condition of Complete Care that all care workers regularly update their knowledge and skills in accordance with local and national guidelines.

To ensure we are providing a high standard of service, we will regularly monitor and observe our care workers to ensure they are competent and confident in the delivery of care.

The performance of our care workers will be recorded through quality assurance spot checks and supervisions. We will ask for you to provide feedback via an annual postal survey although arrangements can be made to visit you in your own home if this is a preferred method.

You can request a visit from a senior member of staff at any time if you have any concerns.

### **Care workers**

Care workers will be respectful, courteous and professional at all times with regards to your home, belongings and personal standards. They will promote and maintain customer's choice, privacy and independence.

We will endeavour to provide you with a regular care worker, however It may be necessary at times to give you a temporary replacement if your regular care worker is on annual leave or sick. The replacement care worker will be as equipped to deal with your individual needs as your regular care worker. Other reasons for changes in are:

- Changes in needs or wishes that requires different skills, knowledge or expertise.
- Care worker is unavailable or times have changed that he/she cannot do.
- If a non-professional relationship has developed.
- To provide relief to other care workers who may need support or, are dealing with an emergency.
- To provide assistance to other care workers, due to their knowledge and expertise.
- To protect care workers from abuse or discrimination.

We will always try to cover your allotted times **30 minutes either side**. (Please note we have to prioritise for emergencies or travelling on the roads in peak times). We will always try to contact you and keep you informed of any delays. If you are concerned then please contact the office or out of hour's number (On front of this document).



### **Confidentiality**

Complete Care will keep all your personal and financial matters strictly confidential. We will uphold your rights about having access to the information that we have about you in accordance with the Data Protection Act of 1998. All records are kept securely, locked away in filing cabinets within the main office.

All employees will abide by the Company's Confidentiality Policy at all times. Care workers may discuss any genuine concerns about a customer's well-being or safety with their line manager, but must not discuss anything they have seen, heard or read in their work situation with anyone outside the company.

### **Medication**

#### **Tasks your care worker may perform**

- Your Care Worker may help you with taking the cap off your medication, if you find it a struggle to do yourself.
- Your Care Worker may remind you to take your medication as and when required.
- Your Care Worker may remind you when your medication is low in order for you to order a repeat prescription if necessary.
- Your Care Worker may assist you by taking the medication out of its container and putting it into a suitable vessel and handing it to you for you to take.
- Your Care Worker may order repeat prescriptions and / or collect prescriptions
- Your Care Worker may organise collection of medication.

Any tasks carried out by our Care workers must be written in the care plan otherwise Care workers are not permitted to carry out additional tasks.

Collections or returning of medication must be logged on the appropriate forms.

#### **Tasks your care worker cannot perform**

- Care workers cannot administer any **non** - prescribed medication including creams.
- Care workers cannot force or insist on you taking any medication against your wishes.
- Care workers cannot make up your dosset box with medication.
- Care workers cannot assist with any blister pack that has been tampered with or re-sealed.
- Care workers cannot take instructions from family members regarding your medication without contacting the pharmacy.
- Your Care Worker cannot administer any other form of medication i.e. suppositories, pessaries, injections, homely remedies, alternative remedies, or homeopathic remedies.
- Your care Worker cannot cut toe nails or change dressings.
- Your Care Worker cannot insert or withdraw urinary catheters, nasogastric tubes or wound drains, insert or withdraw feeding tubes.

## Assistance with Medication

Your Care Worker must:

- Check the record sheet to ensure the medication has not already been administered before allowing the Service User to take the next dose.
- Complete the appropriate record sheet immediately after the Service User has taken the medication he/she has witnessed identifying the time, dosage and name of the medication. The Care Worker must sign their name clearly.
- Report and log details if the Service User chooses not to take the prescribed medication. This includes the name, dosage and strength of medication.

**Your Care Worker cannot dispose of any surplus medication, this must only be disposed of by a licensed pharmacist.**

## Security and protection

### Identity cards & uniform

It is important that all service users are certain who is at their door before letting anyone into their home. All care staff will carry identification cards with them at all times. Please ask to see their I.D. **BEFORE** you let them in. Their identity card will show the name of our company 'Complete Care West Yorkshire Ltd.' and a photograph of the care worker.

All care staff will be wearing hospital blue tunics with the company logo embroidered on the left breast pocket. Team Leaders will wear a navy blue tunic, again with company logo.

If in doubt contact either the police or the main office /out of hours number where we will be happy to assist. **NEVER** open your door until you are absolutely sure who you are inviting in.

### Maintaining the security of the Service User

We ask that you **do not** make arrangements with your care worker to hide keys anywhere outside your home or that you **do not** leave any door unlocked for the care worker to gain access. If this is not possible then we would ask that suitable arrangements be made. If your door has a combination lock then we would advise that you are aware of who you give the code to. Please note staff are not allowed to hold keys for you.

### No response

In the event of the care worker not being able to gain entry into your home at your allotted time then he/she will contact the person named as your emergency contact. If they are unable to confirm your whereabouts then they will contact the office or suitable representative such as the Police, to ensure that you are well and no harm has come to you. We have a duty of care to all our customers and ensure all calls are accounted for.

### Smoking and Alcohol

No employee is allowed to smoke or consume alcohol on your premises. Breach of this policy will result in Complete Care West Yorkshire Ltd taking immediate action, which may result in the dismissal of the Care Worker.

**Telephone**

No care worker is allowed to use your telephone for personal use. Care workers may need to access to contact social workers, nurses, doctors, family etc regarding your welfare or if they need to relay messages to the main office.

**Whistle Blowing / Public Interest Disclosure**

All employees must report any incident of bad practice which:

- ❖ May include a fellow colleague / service users relative / friend etc
- ❖ May affect the health, safety and welfare of either the service user, colleague or member of the public.
- ❖ May bring the company into disrepute.

**Non-Discrimination**

Service Users and staff will be treated equally and fairly regardless of their race, religion, colour, nationality, sexual orientation, gender, marital status, disability or age.

The company operates an Equal Opportunities Policy in the recruitment of its staff.

Cultural needs of the Service User will be clarified during the initial assessment and at each review. Care workers will be informed about specific needs or wishes prior to providing care. Care workers will respect the individual requirements of the Service User.

**Gifts / Gratuities**

Our role is to ensure we provide the best care possible to meet your needs, we are rewarded through the compliments we receive and unfortunately we cannot accept gifts or gratuities of any kind.

**Wages for staff**

The company will be responsible for paying the care workers and for making the appropriate deductions for tax and National Insurance contributions.

**Care plans / Record books**

Care plans and report sheets are kept in the service user's home. Please ensure they are kept in a visible place where the Care Worker can obtain them. A copy of the signed and agreed care plan and all reports will be kept in your home. The Care Worker will make an entry in the report at the end of every visit. This will detail the arrival / departure time and tasks completed. It will also outline any relevant notes on the Service User's condition and/or any new or special requirements.

**These records remain the property of Complete Care West Yorkshire Ltd and must be returned when the service contract has ended.**

## **Disclosure of Abuse or Suspected Abuse**

Complete Care West Yorkshire Ltd has a duty to report any observation of abuse or suspicion of abuse to their manager.

Employees receive comprehensive training so that any issues or concerns can be identified and reported.

Abuse of any kind will not be tolerated and will always be reported to the appropriate safeguarding body i.e. Social Services / Police / Care Quality Commission.

If you suspect that someone is being abused you can contact the following organisations:

### **West Yorkshire Police**

Where a crime needs to be reported or the assistance of the police sought, the following national telephone numbers should be used:

For Non-Emergencies:

Telephone: **101**

In an Emergency:

Telephone: **999**

### **Wakefield**

To report abuse:

Contact:

Social Care Direct: Telephone: **0845 8 503 503**

Fax: **01924 303455**

Email: [social\\_care\\_direct@wakefield.gov.uk](mailto:social_care_direct@wakefield.gov.uk)

### **Kirklees**

To report abuse:

Contact:

Gateway to Care: **01484 414933** (24 hours)

Emergency Duty Team: [gatewaytocare@kirklees.gov.uk](mailto:gatewaytocare@kirklees.gov.uk)

## **Contract and payment information**

### **Contract terms and conditions**

Service users will receive a contract from Complete Care West Yorkshire Ltd. This must be signed and dated prior to service commencing.

Our terms and conditions for the services received are in our contract, this forms the basis of your agreement with us. You can access information we hold about you or the services you are receiving. Contact the office for more details (number is on the cover) .

### **Payment / charges**

Payment for services provided (private) will be itemised on the company's invoice, this is issued on a weekly basis. Fees are due for payment immediately on receipt of our invoice.

You may pay by standing order, cheque or bank transfer to the bank account nominated to the company.

**Charges for services purchased by the Local Authority**

If all of your care has been arranged by a Social Worker and the Local Authority is the purchaser then there are no fees liable to Complete Care West Yorkshire Ltd from you.

There may be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care, following an assessment of need. If so, this will be arranged by your Social Worker and they will provide all the necessary details to you.

For calls that are cancelled giving 24 hrs notice then you will not be charged for this. Failure to give 24hrs notice will result in full charges being applied.

**Charges for Private Service Users**

The rates at which Complete Care West Yorkshire Ltd charge will be discussed at the care plan meeting where we will produce a written document detailing the various charges for which services.

Invoices for private care will be posted weekly and payment is due immediately.

Please refer to the contract for further guidance on charges.

Timeslots are allocated on a first come basis. Service users that continually cancel service may lose their time slot.

**Bank Holidays and Public Holidays**

If you are to be liable for any extra charges we will inform you of this.

**Cleaning / Domestic charges**

Cleaning and domestic rates will be discussed at the initial meeting. The minimum call time for cleaning is 1 hour. Invoices are sent out monthly, fees are due for payment immediately on receipt of our invoice.

Cancellations will be charged in full unless 24hrs notice is given.

Continual cancelation of calls may result in time slots being moved or lost.

**Out of hours communication**

Main office (01924 265497)

**Monday to Friday** 08.30am – 16.30 (except bank holidays when the office is closed)

**Saturday / Sunday** = CLOSED

If the call is within office hours then your call will be returned, however if the call is outside office hours or on a weekend then the message will not be picked up until either the next working day or Monday. Service User's, who ring the out of hour's number, will be put in touch with the person on duty which is usually a senior care worker or coordinator. This should be for issues or concerns that cannot wait until Monday.

**OUT OF HOURS NUMBER IS: 07853380071**

## **Compliments and Complaints**

Complete Care West Yorkshire Ltd endeavours to provide an excellent quality service however we acknowledge there may be times when issues or concerns need to be formally addressed. It is the company's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. We welcome any feedback from Service User's, family, advocate, or other person as designated by you. It is our intention to ensure that all complaints are dealt with appropriately, timely and in confidence.

### **STAGE ONE**

You or your representative should raise your concern or issue with your care worker in the first instance. The care worker will endeavour to address your concerns. If you or your representative feels unable to do so, or if you feel it is too serious then the complaint should move to Stage two.

### **STAGE TWO**

You or your representative should contact the Care Coordinator by any of the following methods:

Telephone: 01924 274448

In writing to: Care Coordinator  
**Somerset House**  
**Sandal Castle Centre**  
**Asdale Road**  
**Wakefield**  
**WF2 7JE**

Email: [enquiries@completecareathome.co.uk](mailto:enquiries@completecareathome.co.uk)

All complaints will be passed to the appropriate Coordinator as a matter of urgency. The Coordinator will investigate your complaint and may request that they visit you to gain further information. The investigation may require the coordinator speaking to other staff, please be assured that this will be done sensitively and in confidence.

The investigation should be completed as quickly as possible and you will be notified either in writing or verbally of any outcome within 10 working days. If this is not possible you will be informed and given an indication as to when the investigation will be completed.

### **STAGE THREE**

If you are unhappy with the outcome of the complaint or investigation, then you can raise this with the Care Manager or Registered Manager of Complete Care West Yorkshire Ltd.

Telephone: 01924 274448 and ask for Cheryl Flynn or Sara Booth

In writing to: **Somerset House**  
**Sandal Castle Centre**  
**Asdale Road**  
**Wakefield**  
**WF2 7JE**

Email: [cheryl@completecareathome.co.uk](mailto:cheryl@completecareathome.co.uk)

[sara@completecareathome.co.uk](mailto:sara@completecareathome.co.uk)

The manager will acknowledge your concern within 5 working days. An investigation will be carried out and you will be informed of any outcome within 10 working days either in writing or verbally. If for any reason additional time is required to investigate you will be notified of this. If however, you feel that the complaint warrants further investigation outside the company provider (Complete Care West Yorkshire Ltd) then there are a number of organisations you can contact;

### **Review process**

After a complaint has been dealt with, and where appropriate, a review will take place to ensure any corrective actions have been effective.

### **Alternative resources**

If however you feel that the complaint warrants further investigation outside the company provider (Complete Care West Yorkshire Ltd) then there are a number of organisations you can contact. Below are the some of the main organisations, these are as follows:

**Kirklees Brokerage - Tel:**  
**01484 456845**  
 Civic Centre 1  
 Ground Floor  
 High Street  
 Huddersfield  
 HD1 2NF

**Wakefield - Social Care Direct**  
 The service is available 24 hours and  
 7 days a week.  
 Telephone: 0845 8503 503  
 Minicom: 01924 303450  
 Email:  
[social\\_care\\_direct@wakefield.gov.uk](mailto:social_care_direct@wakefield.gov.uk)

**Dewsbury - Kirklees 01484**  
**414933**  
**Gateway to care**  
 Walsh building  
 Town Hall Way  
 Dewsbury  
 WF12 8EQ  
 In an emergency outside office  
 hours only, tel: **01924 326489**

**Wakefield Council Complaints,  
 Compliments and Representations  
 Team**  
 Customer Relations Manager  
 Wakefield One  
 Wakefield PO Box 700  
 Burton Street  
 Wakefield  
 WF1 2EB  
 Telephone: 01924 302840  
 Email: [socialcarecomplaints@wakefield.gov.uk](mailto:socialcarecomplaints@wakefield.gov.uk)



**Kirklees Gateway to care****01484 414933**

Kirklees Council  
Civic Centre 3  
Market Street  
Huddersfield  
HD1 2YZ

**Local Government and Social  
Care Ombudsman****Tel: 0300 061 0614**

PO Box 4771  
Coventry  
CV4 0EH

**Silver Line**

Information, Friendship and  
Advice

Telephone: 0800 4 70 80 90

**Care Quality Commission**

Telephone: 03000 616161

Care Quality Commission

National Correspondence

Customer services unit

PO BOX 1258

Newcastle Upon Tyne

NE00 5AV

Email: [enquiries@cqg.org.uk](mailto:enquiries@cqg.org.uk)**Information, Advice and Access to  
Advocacy**

Age UK

Advocacy Services

7 Bank Street

Castleford

WF10 1JD

Telephone: 01977 552114

## **COMPANY'S INSURANCE COVER**

The document will detail the company's policy with respect to minimum insurance offered for the protection of Care workers and Service Users, as appropriate, during employment and undertaking of care services.

Complete Care has the following minimum insurance cover:

- Public Liability Insurance
- Employment Liability Insurance.
- Indemnity for theft of property by an employee from a Service User.

Copies of all valid insurance policies are retained at the company office under the control of the manager as part of the quality records system. Anyone wishing to view our insurance documents can do so by contacting the office on the number provided.

We do not have insurance cover for damage or breakages to service users' property so we recommend that you have your own insurance for your property and house contents.

## **Privacy policy (Service Users)**

### **Introduction**

Complete Care West Yorkshire Ltd is committed to safeguarding the privacy of;

- Service users
- Relatives / advocates
- Staff
- Website visitors
- And those we work in partnership with.

Under the Data Protection Act 1998 Complete Care West Yorkshire Ltd is required to protect any personal information we hold about you and ensure we process it fairly and lawfully.

In this policy we explain how we will handle your personal data.

### **What is personal data?**

Personal data is information that says something about you as an individual, so it would normally include your name, and /or contact details, or even a photograph of you.

### **What information do we hold about you?**

Information that you provide to us on forms, over the phone or in face-to-face meetings such as assessments and reviews

- Copies of your support plan and information from other people which relates to you
- Details of conversations between you and Complete Care West Yorkshire Ltd staff
- Details of conversations about you (between Complete Care West Yorkshire Ltd, the Local Authority, NHS, members of your family or other providers of care (as detailed in 'who can access this information' section).

### **This may include all or some of the following:**

- Your personal details (name, address, contact numbers, previous address, DOB, marital status, ethnicity)
- Information about other members of your household
- Details of family relationships in and outside of your household
- The names and contact details of your next of kin and/or carers
- Details of your legal status and documents (e.g. power of attorney, lasting power of attorney etc)
- Details of other services (GP, nurses, pharmacy)
- Details about your home (type, layout, alarms, accessibility, keysafe, risks etc)
- Details about your needs in all areas of your life (e.g. mental health, personal care, eating and drinking, medication, practical tasks, physical and emotional well-being)
- Details of any communication needs (e.g. support through sign language, picture cards)
- Any cultural or religious beliefs where we need to take these into account
- Your medical history and details of any diagnoses
- Details of health, social care or other services you are getting
- Details of support provided by any carers
- Details of any risks when receiving or delivering care / support
- Information about your situation given to us by your family and/or carers
- Things that other organisations (such as health or other care services) tell us to help us understand your situation and needs and co-ordinate your care services more effectively

- Reports relating to your situation and care
- Any documents sent to us relating to you
- Records of phone conversations relating to you

### **How do we use this information?**

The data is used to:

- Help decide what support/care a person needs, how often they need it and when
- Informs other staff in health and care services about a person's needs and situation so that they don't have to repeat questions or search for information
- Share with health providers to ensure support is tailored to meet individual needs, wishes and preferences
- Share information with appropriate agencies to ensure compliance with safeguarding adults policies and procedures
- Help Complete Care West Yorkshire Ltd evidence that it has met its legal and contractual duty to assess and support people in the community

### **Who can access to this information?**

The information can be accessed by staff employed by Complete Care West Yorkshire Ltd, which may include:

- Community Domestic
- Community Care Workers
- Team Leaders
- Coordinators
- Care Manager
- Registered Manager
- Accounts Manager

Please note with regards to the above job roles, it is the functions that they perform which will determine if they can see the information.

Staff employed by Complete Care West Yorkshire Ltd will access the information that is essential to their work only.

### **Who else is this information passed on to?**

Relevant information about you may be passed to external organisations in order to arrange support to meet your health and social care needs. The types of organisation we may pass your information to are listed below.

Please note all organisations we pass your information to will have an agreement with us to ensure they meet the standards of the Data Protection Act.

- Local Social Services
- Adult Safeguarding
- Community Mental Health Team
- Brokerage Team
- Emergency Duty Team
- Other care providers
- Healthwatch
- NHS
- Health care providers

- Care Quality Commission
- Police
- Other Local Authorities if a person is placed or is transferred outside of the borough
- Disclosure and Barring Service
- Department of Work and Pensions and anti-fraud agencies for the purposes of preventing and detecting crime, or for anti-fraud purposes.

We may also use your information in an anonymous form (with any identifiable data that can identify you removed), for performance-monitoring and service improvement

### **International transfers of your personal data**

Complete Care West Yorkshire Ltd does not operate outside the UK and will not transfer information unless the company has your permission to do so or has a legal duty to provide information.

### **How is your information stored?**

All information is stored securely in the following ways:

- Company's main server (password protected)
- Lockable filing cabinets in the main office

### **How long do we keep data for?**

In most cases we keep data for seven years from the point it ceases to be active. We may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or to protect your vital interests or the vital interests of another natural person.

### **Your rights**

Your principal rights under data protection law are:

- (a) the right to access information we hold about you;
- (b) the right to rectification;
- (c) the right to erasure;
- (d) the right to restrict processing;
- (e) the right to object to processing;
- (f) the right to data portability;
- (g) the right to complain to a supervisory authority; and
- (h) the right to withdraw consent.

If you wish to access your information, please make a request in writing to the following email address:

sara@completecareathome.co.uk  
Somerset House  
Sandal Castle Centre  
Asdale Road  
Wakefield  
WF2 7JE