

PLUS Recruitment Limited t/a PLUS Care Givers

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Service User Guide



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Provider: PLUS Care Givers

Contact Information:

Address:

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1. Welcome to PLUS Care Givers

Welcome to PLUS Care Givers. We are dedicated to providing high-quality domiciliary and supported living care services, giving clients the support they need to live comfortably, independently, and with dignity. This guide outlines our services, your rights, and how to access assistance from our team.

2. Types of Care Services Provided

At PLUS Care Givers, we offer a range of care services tailored to meet the diverse needs of our clients.

A. Domiciliary Care Services

Our domiciliary care services provide assistance for clients who wish to remain in their homes while receiving help with daily activities. Services include:

- **Personal Care:** Help with bathing, dressing, grooming, and toileting.
- **Medication Support:** Assistance with medication reminders, administration, and monitoring.
- **Meal Preparation:** Support with planning and preparing nutritious meals.
- **Mobility Support:** Assistance with safe mobility and transfers within the home.
- **Companionship:** Friendly interaction, social engagement, and emotional support.

B. Supported Living Services

Our supported living services are designed for clients who live in shared or individual accommodations but require ongoing support to maintain independence. Services include:

- **Daily Living Assistance:** Help with household tasks, budgeting, and shopping.
- **Personal Development:** Support to achieve personal goals and develop essential life skills.
- **Health and Wellbeing Support:** Guidance on managing health, well-being, and nutrition.
- **Community Integration:** Assistance with accessing social activities, local services, and community events.

C. Specialist Care

For clients with specific health conditions or needs, we offer specialist care services:

- **Dementia Care:** Tailored support for individuals with dementia, focusing on safety, comfort, and cognitive engagement.
- **End-of-Life Care:** Compassionate care for individuals and families during end-of-life stages.
- **Physical Disability Support:** Assistance with personal care, mobility, and adapted activities for clients with physical disabilities.

3. Your Rights as a Service User

At PLUS Care Givers, we prioritise the rights and dignity of our clients and are committed to respecting and upholding these rights in all aspects of care.

- **Right to Privacy and Dignity:** We respect your personal space and privacy, ensuring care is provided discreetly and with respect.
- **Right to Informed Choice:** You have the right to be informed about your care options and to actively participate in decision-making regarding your care plan.
- **Right to Confidentiality:** We protect your personal information in line with GDPR and privacy regulations, ensuring confidentiality.
- **Right to Quality Care:** We are dedicated to delivering high-quality care and continuously improving our services.
- **Right to Raise Concerns:** You have the right to provide feedback, including raising concerns or complaints about our services, without fear of discrimination.

4. How to Access Our Services

A. Initial Contact and Consultation

To begin services with PLUS Care Givers, please contact us using the details provided above. Our process includes:

- An initial conversation to discuss your needs and answer any questions about our services.
- A consultation, either in-person or virtually, to assess your specific care needs and preferences.
- Developing a personalised care plan based on this assessment.

B. Care Plan Development

Your care plan is created collaboratively, involving you, your family (if desired), and our care team. The plan includes:

- A description of your care needs and goals
- The type and frequency of services to be provided
- Any additional resources or support you may require

Care plans are reviewed regularly to ensure they continue to meet your needs as circumstances change.

C. Service Commencement and Review

Once the care plan is finalised, our caregivers will begin delivering services as outlined. Periodic reviews will be scheduled to:

- Monitor your satisfaction and progress with the care provided
- Adjust the plan based on evolving needs or preferences
- Ensure continuous, high-quality support

5. Standards of Care

At PLUS Care Givers, we maintain high standards of care, with trained and qualified staff who are dedicated to delivering respectful, safe, and compassionate support.

- **Qualified Care Staff:** All caregivers and support staff are trained and certified in essential care skills.
- **Commitment to Improvement:** We regularly assess our services and make improvements based on client feedback and industry standards.
- **Compliance with Regulations:** We are registered with the Care Quality Commission (CQC) and comply with all relevant regulations.

6. Complaints and Feedback

Your feedback is important to us. We encourage open communication to help us improve our services and address any concerns promptly.

A. How to Provide Feedback

- **Direct Communication:** Speak directly with your assigned caregiver or contact our office to provide immediate feedback.
- **Feedback Forms:** Periodic feedback forms allow you to share suggestions, concerns, or compliments.
- **Annual Surveys:** We conduct annual client satisfaction surveys to gather insights and identify improvement areas.

B. Complaints Process

If you have a complaint, you may follow these steps:

- **Step 1:** Speak with your Care Coordinator to address and resolve the issue.
- **Step 2:** If the concern is unresolved, escalate it to our management team by calling **0330 133 5877** or emailing **care@pluscaregivers.co.uk**
- **Step 3:** If you remain unsatisfied, you may file a formal complaint with the Care Quality Commission (CQC) or another regulatory body.

We aim to address and resolve complaints with a verbal response within 7 days and written response within 14 – 28 days and will keep you informed throughout the process.

7. Additional Information

A. Confidentiality and Data Protection

- PLUS Care Givers takes your privacy seriously and ensures that your personal information is stored securely and handled according to GDPR and data protection laws.
- Access to your data is restricted to authorised personnel involved in your care, and it will only be shared as necessary for your safety and care.

B. Emergency Contacts

In the event of an emergency, our caregivers are trained to respond swiftly. If you or your family need immediate support outside of scheduled visits, please contact our emergency line at

8. Contacting Us

For questions, support, or assistance, please don't hesitate to reach out.

- **Office Hours:** Monday – Friday 9am – 5pm
 - **Emergency Line:** 07541067097 / 07432249184 (available outside of regular hours)
 - **Customer Service:** 0330 133 5877
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9. Acknowledgement of Receipt

By signing below, you acknowledge that you have received, read, and understood this Service User Guide.

Client/Service User Signature: _____

Date: _____

Representative (if applicable): _____

Date: _____