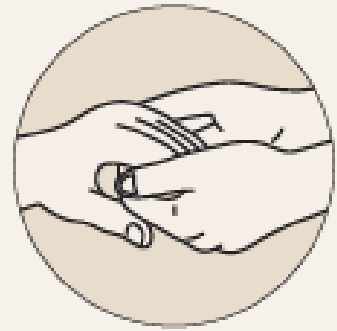




*Westcare
Homecare*



Homecare Service User Guide



Professional Care in your home

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Office Locations & Opening Hours

Head Office

1st Floor, Discover Ireland Building, O'Connell Street, Sligo
Tel 071 9146768 or 071 9144677

Cavan Office

Phase 1 Unit G, Cavan Enterprise Centre, Cavan, H12 W309
Tel 049 489 0060

Monaghan Office

Unit 2, Castlemeadows Court, Tirkeenan, Monaghan H18 D682

Roscommon Office

9A Stonecourt, The Square, Roscommon F42 KV80

Office Hours

09.00 to 17.00 Monday to Friday
Oncall out of hours Services
17.00 to 09.00am

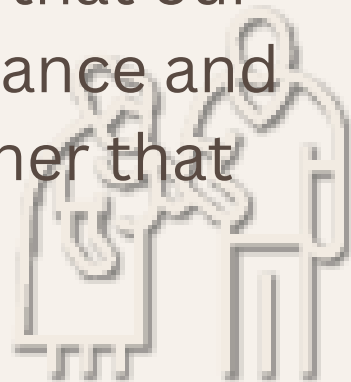


Our Mission Statement

"We strive to deliver an unprecedented quality of home care services, by helping our clients to preserve their dignity and freedom at home. With a wide range of services available, our mission is to help people stay at home, right where they want to be".

Purpose of this guide

The purpose of this guide is to provide our clients with comprehensive information about the service they can expect from Westcare Homecare in line with national health strategy, including the implementation of "Healthy Ireland - A Framework for improved Health and Wellbeing 2013-2015". Our philosophy is to provide clients with well trained staff that are familiar with their needs. We recognise that our client's needs are of the utmost importance and care duties will be carried out in a manner that respects privacy and dignity.



Services Provided

Westcare Homecare are an HSE approved care provider. We specialise in working with Clients and their families who require care in their homes.

Services that we provide include;

- Older Person Care
- Homecare Services
- Morning and Night Checks
- Waking Night/Sleeping Night
- Alzheimer Care
- Cancer Support Service
- Physical and Intellectual Disability Services
- Disability Care
- Companion Care
- Live in Care
- Palliative Care
- Respite Care
- Discharge Service



All our services are tailored to suit each client/family's individual requests and needs



Aims & Objectives

The ethos of Westcare Homecare Services is to provide person-centred care to our clients and their families and we do this in a dignified and professional manner. Every client receiving our service will experience quality care and it is essential to us that excellence remains at the forefront of our efforts.

All clients receive care based on need, which is respectful of their age, gender, sexual orientation, disability, marital status, social class, family status, race, religious belief, or membership of the Traveller Community and Westcare Homecare employees are treated equally in this regard.

Our aim is to create a unique care plan which is individual to each of our clients, which is flexible and routinely monitored to stimulate and improve quality of life.



Aims & Objectives contd'

Our carers undergo high-quality training, are Garda Vetted and pride themselves in their dedication by ensuring the wellbeing and independence of those they care for with support for everyday tasks.

The support you will receive depends on your individual needs. This will be assessed by our senior team who will compile a Care Plan based on your HSE referral and a close consultation with you and/or your family member/next of kin to ensure that we meet your identified care needs.

We aim to match carers to clients as consistently as possible, as we understand the importance of consistency and realise that multiple new interactions can be unsettling for clients. We ensure that all carers providing your care are qualified, reliable and undergo regular spot checks to ensure tasks and visits are carried out at the agreed times.





Your Personal Care Plan

A Personal Homecare Plan will be developed to assist you in managing your daily needs. The Personal Homecare Plan is designed through an in-depth discussion with you and your family and will be based on the referral received from the Home Support Office and will be kept in your home.

The Care Plan will be;

- Specific to your needs
- Used as a guide to providing good care
- Written in language that everyone can understand
- Reflect your concerns and wishes and support your wellbeing
- Use a team approach and outside referrals to other teams as needed with your consent
- Be reviewed to meet you and your family's changing needs

Our Care Staff - Our greatest asset

We believe that our care staff are the best trained to meet your individual needs and care requirements. All our carers undergo the required mandatory HSE training requirements and have the following;

- Care Skills/Care of the Older Person
- Patient Moving & Handling
- Infection Prevention Control
- Children First
- All Covid-19 Training
- Hand Hygiene
- Data Protection
- Safeguarding



All staff are required to provide us with two satisfactory references and are Garda Vetted / International Police Check. They undergo an annual Competency assessment in the community to ensure that they meet our quality assurance and are provided with Personal Protection Equipment to ensure the safe delivery of care to our clients.

Our Care Staff - Our greatest asset

All new carers are shadowed by an experienced team member in the community and are required to attend regular reviews with their manager to discuss any concerns that they may have about their work and to identify any training needs.

Carers are also spot-checked on calls to ensure that our standards are adhered to at all times. Westcare Homecare do not allow our carers to work with family members.

All care staff are provided with a Westcare Homecare uniform and Identification card, their Identity Card must be visible and carried on their person to every visit. This card is available for you to inspect at any time. The identification card is returned to Westcare Homecare once the carer leaves the company.



Time / Attendance and Call Duration

All Westcare Homecare Carers use a mobile app called Careplanner. This app enables our carers to clock in and out of their clients homes from their mobile phones. The app provides access to the carers rosters, care plans and schedule of tasks in real time.

Call times are allocated by the HSE and can consist of a duration of 30 minutes, 45 minutes or 1 hour depending on the referral from the HSE Homecare Coordinator. At Westcare Homecare we enforce that carers fulfil the full allocated time and after completion of the call, a timesheet is initialed by the client/family member who will verify the duration of the call.

Our carers can only stay for the allocated time and cannot stay beyond that - with the exception of emergency situations.



Time / Attendance and Call Duration

If a carer fails to show up at their allocated time, please contact your local office. We understand that some calls can be completed in less than the allocated time, yet it is vital the carer stays with you for the full duration of the call as this is being funded and it is important to use additional time to socialize with the client.

Some clients may be unable to sign the timesheet for the care worker and that there may be no other family members in the household. On this occasion, if your carer worker is working with another care worker, they may witness each other's timesheets. In other circumstances where there is no one else to sign the carers timesheet, this has to be reported and the supervisor needs to carry out an assessment to authorise this.



Change of Carer

There may be situations where your regular carer is on annual leave or on sick leave, we will then have to look at cover arrangements.

If a change of carer is required, we will immediately inform you and do our utmost to send you another homecare worker who has provided care for you in the past.

Change of your care needs

There may be times when we will need to adjust your care plan to reflect any changes in your health. This will be carried out in collaboration with the HSE Home Support Manager and the Public Health Nurse, you as our client and your next of kin. We do this by quarterly client reviews and your plan can change following hospital admission or any other time that your needs might change. You will also receive regular contact by telephone.



Providing Care

A Care Plan folder specific to you is kept in your home. As part of our HSE agreement to provide you with care, we need to maintain records. This is both a legal and professional requirement and to ensure we maintain our Quality and Standards.

To fulfil this obligation, our cares keep a daily record of the care in a form called a Task Sheet. These task sheets are filed in the folder along with a copy of your recent care plan that also has a risk assessment.

The folder should be kept in a place where the carer can easily obtain it and should a spot check be carried out on our carer, the supervisor should also be able to locate it.



Communication

All our carers and support staff will communicate and interact with you and your family in a respectful and appropriate manner at all times. If at any time, you feel that you are not happy with the way our staff communicate, please notify our office so that we can address it.

Cancelling or Suspending your care

There may be times when you have an appointment at the GP/Hospital or you have a social event and may need to cancel your call, we would ask you to please give us as much notice as possible.

If you are unhappy with our service and the care you are receiving from a particular carer, we will remove the carer and conduct an investigation and will endeavour to provide you with a replacement carer.



Confidentiality

Our carers are mindful of the huge importance of maintaining client confidentiality. Any information that our care staff know about the client, whether it is medical or personal is strictly confidential.

There maybe situations where carers are unable to maintain confidentiality such as a Safeguarding issue, they then have a duty of care to report any suspicions of abuse or neglect to their manager.

It also applies that if you suspect that your carer has breached confidentiality without your permission, please inform your local office as soon as possible.



Making a complaint

You have the right to complain if you are not satisfied about something we have done. We maintain a complaints policy and procedure that complies with, Part 9 of the Health Act 2004 regulations.

If you have a complaint, a comment or wish to compliment our work, you can by telephone or in writing to our care manager or the most senior person. We would be happy to visit you at home if this is preferred. You have the right to ask for a third party, i.e. an advocate to assist with the complaint procedure and consideration maybe given to an independent advocate where circumstances may deem this more appropriate. If your care is funded by the HSE, you have the right to make a complaint to the HSE, and a copy of the complaint will be sent on to the HSE. We will acknowledge your complaint within 48 hours of receiving complaint.



Data Protection

As part of our legal obligation, we hold written and computer records on all of our clients and staff. Written records are kept in a locked filing cabinet,, computer records are protected by authorised passwords and staff mobile phones are encrypted and password protected.

For more information on your rights under the Data Protection Act 1998 and 2003 please log on to www.dataprotection.ie

Complaints relating to the protection of data can be made to the Data Protection Commissioner on Tel: 1890-229 668.

Westcare Homecare's Data Protection policy is available for viewing on our website www.westcarehomecare.ie



Consent

Consent is the need to respect an individual's right to autonomy or self-governance, the right to control their own life and what happens in it. The Irish Law states that consent must be obtained for any medical examination, treatment, service or investigation. Consent is a requirement by Westcare Homecare for the fundamental ethical and autonomic principles of any individual and refers to Westcare Homecare's Consent Policy in this regard. The need for consent and the application of the principles extends to receiving any service and all interventions conducted by Westcare Homecare in any location.

Care Staff accessing your home

Our Homecare Supervisor will discuss and agree with you how the carer will gain access to your home at the initial assessment. The carer will always carry a Westcare Homecare ID Card.

Key Holding

Westcare Homecare does not hold keys to clients' homes unless there is no alternative way to access the house safely. It is not always the case that the same care assistant would be entering the clients' house meaning that multiple keys would be required. This factor increases the risk of loss and would therefore jeopardize client safety.

We encourage clients who may be unable to give care workers access by opening the door themselves, to install a 'key safe' or other similar device to ensure safe access to those permissible.

Our carers will not;

- Disclose the key safe number to anyone
- Will only gain access to the clients' home during schedule times as arranged by the office
- Carers will announce themselves clearly and immediately upon arrival in the clients's home
- ID Badges will be carried by carers at all times and visible to the client on arrival and they must respect the clients' right to privacy

Handling Money

Our carers will NOT handle clients' money unless agreed in advance and in writing by the manager. We prefer if the client or their next of kin can arrange to have an account at their local shop. Carers cannot and must not 'pop out to the shops' or collect shopping or individual items on their way to a clients home.

Financial control is a fundamental part of independence and at no time should this be changed on an ad-hoc basis. If a client or a carer feels that shopping should be part of the recognised care plan for a client, they must refer to the care manager before any further action is taken. This will enable the proper and appropriate processes to be put in place to protect everyone concerned.



Feedback

We welcome feedback from our clients, their families or representatives, and ultimately this shapes the service that we provide. We are always delighted to pass on praise and compliments to our carers. We also recognize that there may be rare occasions where the service falls short of our usual high standards. We encourage clients and their families to raise any concerns that they might have about any aspect of the care being provided as soon as possible to your local office. Our Supervisor will regularly visit your home to ensure that you are receiving the care as set out in your Care Plan. On these visits we will invite you to provide feedback and suggestions on how we can improve our service.





Westacare Homecare Ltd 2023
Company No. 523170
Directors: Sharon Carter & Seamus Casserly