

Dependability™

Care and support Services

Family and Service User Information



Helping you to live at home safely.



FS 531568

Introduction and Welcome to Dependability limited

Thank you for contacting Dependability limited, we provide a range of professional Care and Support Services for you and your family.

We hope this guide will provide you with an overview of the services and support that we can offer to you and your family to help maintain your independence.

How we can help you.

Whether you are recovering from an illness or surgery or had a recent medical emergency. Our kind trained staff will help you to stay in control of your life helping you in a compassionate, caring, discreet and dignified way.

We can support you by providing a range of personal care tasks, help you to recover lost independence, or help you to regain skills for a more independent life in your own home.

Types of Services we Offer.

Help getting you ready for your day <ul style="list-style-type: none">• Help with bathing, washing, or shaving• Helping you to the toilet• Getting you back to bed and making you comfortable• Assistance taking medication• Help with preparing food and eating	<ul style="list-style-type: none">• Preparing drinks and making sure they are consumed• Providing companionship• Helping with shopping and outings• Escorting to appointments• Generally promoting independence.• and helping you back to bed at night
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The Background of Dependability Limited

Dependability Limited has been providing assessment and reablement care services for elderly and disabled people in their own homes for over 20 years. Helping people to remain independent and at home for as long as they wish and are able.

Our director *Shirley Rawling* is a qualified nurse and registered Social Worker. She is the Registered Manager with the Care Quality Commission. At Dependability we have a team of staff including Occupational Therapists who provide on-going training and support to our care staff and to family carers ensuring our care services are tailored to individual needs and goals.

We aim to:

1. Provide a caring, safe and timely quality care support service delivered by fully trained and professional staff to people in their own homes.
2. To enable elderly and/or disabled people to feel empowered and safe, to regain where possible skills lost through poor health, to have a good quality of life, and to remain as independent as possible in their community.
3. To provide therapeutic support to optimise independent function within peoples own homes

Specialist services

We understand that there are some conditions which require special care like if you have had a stroke or have Dementia.



Our dedicated kind and caring staff can provide you with the assistance you want in the comfort of your own home.

All of our staff are very skilled and trained and supported by professional managers who are always available.

Our ethos is to work with you and your family to offer a personal care service that is specifically tailored to each person.

We offer flexible care packages so you have the support that is right for you, when you need it most.

Our trained care staff can respond to needs arising from many physical and mental conditions including:

Dependability Limited Philosophy of Care

- Provide excellent timely safe and skilled care for people who use our service, respecting and involving them in their care planning.
- Focus on people's wellbeing and support them to stay independent for as long as possible.
- Introduce greater consistency in access to care and support.
- Provide better information to help people make choices and decisions in their life and about their care.
- Provide better information regarding basic health care like keeping hydrated and reducing falls.
- Give people more control over their care by respecting their choices.
- Improve support for carers and care workers.
- Provide skilled care to enable people supported by us to achieve their optimum state of health and well-being
- Inform you about other services such as physio and home equipment which may help you to be more independent and help you to arrange them.
- Where requested offer individualised programmes of meaningful activity to satisfy the needs of Service Users
- Prevent isolation and promote community access.

Choosing the Dependability Service

We hope you will want to choose the care we offer. The first step is to arrange to visit to you and your family in your own home. The Registered Manager *Shirley Rawling* will discuss with you your individual requirements and the range of Services we are able to provide at Dependability Limited.

This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and Dependability limited as to whether the necessary service can be provided.

In common with all records regarding Service Users, the assessment(s) will be made with your full knowledge and cooperation, and the records will be shown to you and be available to you at any time.

The Registered Manager and the Occupational Therapy manager may visit together. This visit may take place in your home, or in hospital if necessary, and will document a pre-service start assessment with you.

This initial set of information will form part of your Support Plan which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills for an overall improvement to your health and wellbeing.

If you have any questions please discuss them with the Registered Manager, who will be very happy to answer them.

Dependability Limited manages commencement of service arrangements according to a detailed Policy and Procedure, a copy of which is available from Dependability on request.

Service User's Personal Fulfilment

The aim of Dependability Limited is to actively help you to lead a fulfilling life within the limits of your abilities and wishes, and to recognise and cater for you should you wish not to be active or socialise.

Our Care Staff will take an interest in things that you have done in the past and discuss current interests, particularly those you wish to retain. They will assist you in developing skills and following your interests.

You will be central to the devising of your Service User Plans. A family member, friend or external advocate may also be involved as is considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising your potential. They will attend to your complete needs irrespective of how your disabilities may affect them. You are an equal and unique human being and will be offered help and services according to your own unique needs, irrespective of race, gender, sexuality, culture or state of health.

Key Workers and Care Staff



In order for you to receive quality care, we value our staff, offer regular support and every staff member has an annual training profile. We invest in training. We have initiated a Key Worker system.

Where possible, you will be offered an opportunity to choose your Key Worker and Care Staff.

They will undertake to identify your needs and any changing needs with you and ensure that they can be met through a Service User Plan.

The aim of the Key Worker system is to provide every person with an advocate within our staff team, and to develop a relationship based on trust and mutual respect.

The Key Worker could be your personal carer and they will undertake assessments with you to ensure your care plan meets your needs.

Before your care starts we will establish with you how you wish to be addressed personally, information about your personal history, social and medical circumstances, all of which will be entered into your Care Plan.

Our staff like our clients have varied interests, likes and dislikes. We take notice of your previous work and hobbies, preferences with regard to activities, food requirements so your wishes can be respected and accommodated. Our carers go through an interview process and we obtain references and a criminal record check and they have an induction programme.

Your carer will be the main point of contact for you and your principal carers or relative, and will be available to answer any questions, to support your daily Care routine and to simply have a chat with you whenever you so wish.

They will also arrange for meetings to review your Care Plan periodically with you and your family or friends, and to measure the progress of your Care programme.

Not everyone gets on with each other. If you are unhappy with your Key Worker or Carer, please bring this to the attention of the Registered Manager *Shirley Rawling*.

The matter will be resolved sensitively and confidentially, and a new Key Worker will be assigned to you if this is appropriate.

What our carers will do:

Care workers only carry out duties as described in the Care Plan but should be flexible as to how you required them to do this and include you in decisions. Care workers are trained to keep professional boundaries and should not form any relationship with you or your family members other than that of a carer and service user.

Carers must not: hold keys, hold your money to purchase items for you unless this is written on the care plan; collect prescriptions unless part of the care plan receive gifts or money; be given your credit or debit card to get money out for you; borrow money, lend money, witness legal documents; bring any child or adult or animal into your home.



Standards, Principles, Values and Policies

Standards that you can expect from Dependability

Dependability Limited adhere to the Care Quality Commission standards.

The Care Quality Commission has a leaflet explaining what you can expect from the regulation of agencies like Dependability Limited that provide Care in your own home.

When we visit we will provide you with more details.

Principles and Values of Dependability Limited

Dependability Limited is committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities.

We are committed to meeting the needs of those people entrusted to our Care.

The needs of Service Users always take precedence.

At our visit to you we will provide more details regarding basic principles underlying our support to you and what they include.

Key Policies and Procedures

We have a set of policies that have been approved by the **Care Quality Commission**, and Dependability is accredited with the **ISO 9001:2015 for Quality** Management Procedures and assessed annually by the British Standards Institute.

In addition we are an accredited member of **CHAS** for Health and Safety.

We are registered with the **Information Commissioner's** Office and keep your data and information confidential

At our visit to you we will provide more details regarding our policies. These include:

<ul style="list-style-type: none"> • Confidentiality • Privacy • Equal Opportunities • Medication 	<ul style="list-style-type: none"> • Data Protection • Risk assessment and Management • Health and Safety • Complaints Management
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Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
C.W2 - How does the service demonstrate good management and leadership?	✓		✓

Note: All Dependability Limited Policies are reviewed annually, more frequently, or as necessary.

CONTACT DETAILS:

Mrs. Shirley Rawling
Registered Manager of Dependability

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Occupational Therapy Care Manager

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COMPLAINTS REGARDING SERVICE

Dependability is committed to quality and customer care. If for any reason you feel you have a complaint about the service we have provided, please contact Shirley Rawling, Registered Manager of Dependability Limited. You can contact us by phone on 02089983707 or email Shirley.rawling@dependability or you can write to us at the above address. All complaints will be dealt with in confidence.