



# **FAMILY HOUSING**

## **OUR GUIDE TO OUR WESTERN BAY DOMICILIARY CARE SERVICES**

**APRIL 2021**

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## *Introduction*

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This guide provides information about the domiciliary (home) care services we deliver in the Western Bay area. These services are our delivered in our mental health supported housing services (the WISH) and in our Extra Care service in Hazel Court.

Our guide to services is updated annually or when a significant change happens.

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## *Our Services*

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Family Housing provide a range of care and support services to people in their own homes so that they can continue to live independently and remain in control of their own lives. Services are delivered in a psychological informed way that takes into account ACES and Trauma that may impact on the lives of the people that use our services.

To support people to live independently we provide personal care and support, this covers a wide range of different services such as:

- Getting up and going to bed
- Support with mobility
- Personal care
- Taking medicines
- Preparing, cooking and serving of food and drinks
- Palliative care
- Checking, prompting and/or ongoing supervision

All our services are flexible to suit the individual needs of the service user in line with their personal plan. Our services are flexible and this means that we may only provide some of the services listed above depending on the needs of the individual at the time. We understand that peoples' needs change over time and as such we are able to respond to these changes.

We provide services to people who live in the Western Bay regional footprint and these services cover two main areas which are:

- Services for people living in Hazel Court which who have been assessed by social services as having a care and support need to enable them to live independently within their own accommodation. In Hazel Court we provide what would typically be defined as a standard domiciliary care service where personal care is provided as part of the service for the following people:
  - Older people aged 50 and over who require personal care
  - people with dementia
  - people with physical disabilities
  - people with sensory loss, including those with dual sensory impairment
- Services for people who live in our Mental Health Supported Living Service “Working for Independence in Supported Housing” (WISH). We provide two types of service

depending on assessed need, one is long term supported housing and the other short term supported housing. In this service we tend not to provide personal care (unless this is specifically agreed and funded) and focus on providing encouragement, support and medication management for the following people:

- People aged 18+
- People who have an assessed mental health problem where a supported living environment has been assessed as the best option to enable them to live independently

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## *Charges*

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Any charges for care are in line with the local authority's charging framework and are based on an assessment of your financial circumstances which is carried out by the local authority. You may need to contribute towards your care costs, depending on the outcome of this financial assessment. You will need to speak to the Local Authority regarding this.

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## *Application And Referrals*

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The Team Manager / leader or a Service coordinator will assess each referral for care and support. This assessment will take place in the applicant's current accommodation or another mutually agreed location. The applicant may decide to involve informal carers or other representatives in the process if they wish. The assessment process will take full account of the care requirements of the individual and will incorporate the needs identified through the formal assessment conducted by the Local Authority, and detail how agreed outcomes will be met.

An assessment of any risks posed by the applicant to themselves or others will be included in this process.

The information obtained through this assessment process will form the basis for the initial personal plan that a successful applicant will receive. Assessment of changing needs will continue whilst an individual receives care and support from the service. This is managed through a formal care planning and review process.

In our Extra Care scheme, Hazel Court, we want to make clear that although we cannot always provide the care needed because of our capacity levels, your current care workers can provide this service to you instead of us. Our ability to provide care does not affect your application for tenancy.

If following the assessment, we decide that we cannot provide a service, we will provide a written explanation.

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## *Developing a personal plan*

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When we start providing a service then each service user will have an agreed personal plan which will be completed in consultation with them. This plan will meet personal outcomes that have been identified by the service user to enable them to live as independently as possible.

The personal plan will be monitored and updated with any changes to their personal outcomes and how we support them to meet these outcomes.

The personal plan will be based on the individual's personal outcomes which are identified through assessment procedures, both our own and those conducted by the Local Authority. Staff maintain regular contact with Care Managers in order to offer a holistic and joined-up service.

We will consult with the service user and where relevant their carers, relatives and other relevant agencies as necessary to ensure that appropriate care and support is agreed, reviewed and provided. Personal plans will be agreed with and signed by the service user.

Personal plans, having been agreed with the service user, will identify clear personal outcomes and how these will be achieved. Achieving a personal outcome may include any or all of the following areas:

- Personal care needs
- Physical health issues
- Emotional health issues
- Practical issues to do with managing a home
- Feeling safe at home and in the community
- Pursuing social and leisure interests

Personal plans will be reviewed quarterly or when there is a significant change in the tenant's needs or if the service user requests a review.

All care and support offered will address the needs and risks identified through any statutory Care Management procedures.

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## *Providing Care and Support*

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At Family Housing we strive to provide a high standard of care and support. To do this we will make sure

- People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.
- People are happy and supported to maintain their ongoing health, development and overall well-being.
- People feel safe and protected from abuse and neglect.

Key to our service is the development of outcome focused personal plans for each individual that we provide support and care too. These plans encourage our service users:

- to be happy being themselves and to lead fulfilled, satisfying lives
- to be as physically, mentally and emotionally healthy as possible
- to be safe
- to be involved in activities or hobbies which are of interest to them
- to access education, learning or development opportunities - of a kind and at a level that the Individual enjoys
- to have control and choice over their everyday lives
- to maintain their linguistic, cultural and / or religious identities
- to maintain their family and personal relationships

### *Managing Risk*

We recognise that when working with vulnerable people it is crucial to ensure their safety and the safety of staff and others that they come into contact with. To achieve this, we have robust risk assessment and management systems in place that help us identify, assess and manage all risks and to implement measures that reduce or eliminate these.

We also work closely with statutory services where they are involved in providing care and support services to our customers.

### *Helping With Medicines*

We recognise that some people may not be able to take prescribed medicines correctly or safely without help. We have policies and procedures in place to make sure that we can support people with their prescribed medicines as safely as possible.

In our Extra Care scheme, Hazel Court, all medication is dealt with under the Medication Management run by Swansea Social Services.

### *Keeping People Safe*

Because we provide care to people who may be considered vulnerable we are legally required to report any incidents of actual or suspected abuse to social services and Care Inspectorate Wales

We operate in accordance with the local procedures for Safeguarding Vulnerable Adults from Abuse and also in accordance with Welsh Government's "In Safe Hands" guidance which covers how our staff deal with tenants' financial affairs.

### *Access To People's Homes*

It is important that when our staff deliver care they are able to safely gain access to someone's home or room. Please ensure that:

- There are no obstacles in the way to prevent staff entering your home
- Doors open and close easily.

### *How To Cancel Visits*

There may be times when care visits need to be cancelled or rearranged. We will inform you if this should be the case and give you a reason why. We will only ever cancel care visits in exceptional circumstances and will never do this if this would put someone at significant risk.

If you wish to cancel or rearrange care visits they can do this by speaking to a member of the team. Please give us 24 hours' notice if you need to cancel a care visit, wherever possible.

### *Care Provision When Usual Staff Are Absent*

We appreciate how important it is to have known and trusted people providing care. We will ensure that our staff are introduced to people receiving care services before they start working with them.

We do not normally employ temporary staff from other agencies to provide care; however, we do retain sometimes have to use them to cover a absence, such as maternity leave, sickness or during recruitment of new staff. In this event we will ensure that we introduce the new worker before they start providing services.

### *Smoking*

People receiving care must respect the wishes of the carers and not smoke both during the visit or for at least one hour before the visit. We reserve the right to end the visit if people insist on smoking when staff are present or where staff find that the property is smoke filled when they arrive.

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## ***What We Do Not Provide***

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There are some things we will not be able to help with. This is because the law does not allow us to, or because these things could be better provided by other services in which case we will support you to access these services. These include:

### *Lifting or moving heavy furniture or other items*

Our staff are not allowed to move or lift heavy items like furniture. We can arrange for a reputable local organisation to help with this.

### *Managing your money*

Our staff are not allowed to manage money for people but can hold some money for safe keeping where this is agreed as part of their care plan by their care manager.

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## *Stopping Care Services*

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Circumstances in which we may cease to provide care services

- Where the tenant decides to receive their care from another agency.
- Where staff safety is jeopardised due to unacceptable behaviour e.g. verbal or physical abuse.
- Following a change in contractual arrangements (although in this circumstance the Local Authority will make alternative arrangements)
- Where the tenant declines the service offered.
- Where the tenants no longer require Care and Support.
- Where the tenant moves out

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## *Our Team*

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### *Staff Qualifications And Training*

Our staff are expected to treat people with dignity and respect at all times. We train all our staff to a high standard to ensure that they are appropriately qualified as specified by the Care Council For Wales so that we are able to provide high-quality services.

### *The Responsible Individual*

Max Humber is the Responsible Individual for our domiciliary care services in Western Bay. Max is part of Family Housings board which ensures that the quality of service provision is discussed at the highest level. Max can be contacted at our head office:

Family Housing Association (Wales) Ltd  
42 Walter Road  
Swansea  
SA1 5PN  
Telephone: 01792 460 192

### *Service Managers*

Due to the size and different types of service within the region we have three Managers who are responsible for the safe and effective day to day running of the services, these are:

Shirley Jones

Sarah Mills

Jayne Owen (who specifically oversees Hazel Court Domiciliary Care Service)

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## *Your Voice*

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### *Feedback*

We welcome and value the views of people that use our services and are committed to using this feedback to review our services and continue to improve. We carry out a variety of consultation using questionnaires, focus groups or other types of survey on a range of topics. This helps us to assess the quality of the services we provide so that we can make any changes you think are needed.

### *Compliments And Concerns*

We welcome feedback about our services. If someone has specific concerns, or would like to make a compliment, these can be discussed with our staff team. A senior member of our team will respond to any complaints that we receive.

### *How To Make A Complaint*

We provide everyone who uses this service with a copy of our complaints leaflet. If you want to complain about any aspect of the service we provide you can speak to any member of staff. They will ensure that your complaint is looked in to and provide you with a response.

You also have a right to complain to the Care Inspectorate Wales if you are unhappy about the care you receive. Their details are as follows.

Phone: 0300 7900 126

Email: [CIW@gov.wales](mailto:CIW@gov.wales)

Write: Care Inspectorate Wales  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ

### *Advocacy*

An advocacy service can help you in situations where you may not feel able to deal with everything on your own. An advocate is independent and non-judgemental. You might think of an advocate as someone with specialist knowledge who will take your side and who you agree can act on your behalf. A list of local advocacy services is available on [www.swansea.gov.uk/Advocacy](http://www.swansea.gov.uk/Advocacy)



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## *Maintaining the quality of our services*

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The responsible individual has overall responsibility for ensuring that Family Housing provide good quality, outcome focused services. The responsible individual delegates day to day quality assurance to the Care and Support Services Manager, Operational Managers and the Team Manager and Leaders. The following is in place:

- Quarterly meetings between the responsible individual and service manager / Team Managers to feedback outcomes of service monitoring visits and to check on the service delivery arrangements
- The responsible individual will conduct quarterly themed visits to the service where they will meet with staff, service users and the Team Manager and Leaders. These visits will also include quality monitoring of documentation relating to service users and again focused on the selected themes. Any incidents, notifiable incidents, safeguarding matters, whistleblowing or concerns and complaints will also be reviewed.
- Regular meetings between the Services Manager and the Team Manager and leaders to discuss operational and strategic service management
- Regular reviews of individuals' personal plans at which concerns about the service can be discussed and actions taken
- Acting on reports from service users or their representatives and from staff about people's wellbeing
- Responding to and taking action, where appropriate, on any complaints received
- Regular careful checks by the by the Team Manager, leader or service coordinator on all service user files, timesheets and other records
- Regular supervision meetings between each care worker and their line manager
- Responding to recommendations and actions from CIW regarding the service and its improvement.
- An annual survey of service users and, where appropriate, their relatives or representatives, and other stakeholders to obtain their views and opinions on the service with the results made available to all concerned; previous surveys have been overwhelmingly positive
- Producing an annual report which will incorporate all of the above.

### *Using your personal information*

Our Privacy Notice is available on our website (<https://www.fha-wales.com/your-privacy>) or you can request a copy from one of the team in the services.

### *Health And Safety*

The health and safety of our staff and people who use our services are our utmost concern. We have robust risk assessment procedures in place to minimise the likelihood of accidents happening and our staff are appropriately trained to carry out their roles.

### *Policies And Procedures*

Family Housing has a comprehensive set of policies and procedures which are regularly reviewed and updated as part of the quality monitoring process. They are made available to care staff and feature constantly in staff training.

### *Equal Opportunities*

We are fully committed to providing equal opportunities in all our activities. We support the growing diversity (differences) of the community we serve, and the people we employ and recognise our responsibilities under equality legislation.

### *Regulatory Inspections*

Our care and support services are formally inspected by Care Inspectorate Wales (CIW). You can get a copy of the most recent CIW inspection report from any of our Team Managers or leaders or by visiting [www.careinspectorate.wales](http://www.careinspectorate.wales)