



AIMS AND OBJECTIVES

The aim of Avenue Care Services is to recognise the right of individuals to lead independent lifestyles within their own home with the appropriate support services, where practicable. Avenue Care services will do this by offering personal, social and domestic care to meet the assessed needs of service users, ensuring that within the process reablement is fully endorsed within this.

Avenue Care Services is available to all vulnerable adults, families with children experiencing social/health problems, and as a means of supporting carers. All service users will receive an outcome focussed care plan ensuring personalisation within to ensure this is in line with their personal needs ensuring that at all times the plan identifies the individuals strengths and will always be appropriate to ensure they remain at home as independently as possible to reduce dependency and increase each individuals confidence.

Avenue Care Services is committed to:

- Ensuring that each service user is offered an outcome focussed care plan. The service user and carer maintain the right to participate fully in this care plan and their contribution will be taken into account. Service users needs and the agreed care package will be subject to continuous review, as and when appropriate. Normally reviewed annually.
- Promoting service users to make choices as to how they live their lives. For them to be treated equally, free from bullying, harassment and discrimination. Avenue Care Services staff will ensure your ethnic background; language, culture and faith are respected.
- Part of the Care plan process is about identification of risk: `Avenue Care Services will work together with the service user and any carers to minimise, where possible, any risks identified. (*subject to Policy and Procedure in reporting accident/incident(s)*)

- Ensuring that the service users and carers have access to written information regarding Avenue Care Services and details of our complaints procedure.
- Empowering the service user to maintain their right to live as independent a lifestyle as possible, ensuring that at all times their desires and wishes are taken in to account of when they require the service requested from Avenue care Services.
- Providing a quality service to meet the needs of vulnerable adults and families with children experiencing social/health problems, and ensuring that all interaction with service users, are characterised by dignity and respect for the service user and their carers.
- Working in partnership with the service users, carers and other agencies in the public, private and voluntary sector to deliver flexible and responsive Care at Home Services.
- Ensuring that the service user receives a confidential service and that they are aware of why information is held, and who has access to this. Service users have the right, in accordance with the Data Protection Act 1998, to access any information held by Avenue Care services pertaining to them.
- Providing appropriately trained staff who will deliver the service in an empathetic and non-discriminatory manner ensuring diversity in relationship to ethnic, cultural and spiritual need. All staff will have to have a check completed on their suitability for working with Vulnerable Adults under the Protection of Vulnerable Groups (Scotland) Act 1997.
- Avenue Care Services employees will be trained in identifying areas of exploitation and abuse. They will endeavour to maintain your safety and security, including that of your property, health and wellbeing, which will be free from unnecessary intrusion while promoting your independence and increasing your confidence.

Assessment Care Planning and Review

- Following the initial enquiry either a home or hospital visit will be arranged.

- A senior member of staff will carry this out to take some general information. This will be done in conjunction with the service user, and any other parties involved, e.g., family, carers or advocates.
- An outcome focussed care plan will be completed and the service user will receive this to sign prior to the care plan being implemented.
- A moving and handling risk assessment will be completed where applicable, along with a risk assessment.
- Following careful matching of care staff and service user, the service user will be informed of the name of the carer.
- Outcomes focussed plans will be subject to ongoing review dependant upon the needs of the service users. Carers will carry out monitoring of service users on a daily basis and are requested to inform the Care Division Manager to ensure that the outcome focussed plan is updated.
- All new service users will be contacted within two weeks of commencement as part of our quality assurance policy.
- Where appropriate, referrals will be made to other agencies with the service user or their representative's consent.
- Service users have the right to access all personal information held on them.
- Avenue Care Services are committed to encouraging all service users to participate in decision making concerning the service we provide. We do value your participation.

Cover arrangements for any annual leave/sickness absence of your regular care worker

If a service users regular care worker is on holiday or absent we will inform the service user in advance where we can whom the replacement will be. Wherever possible we will endeavour to maintain consistency of care worker. If your care worker does not arrive within fifteen minutes of their agreed time please contact the office.

Request the cancellation of, or a change to the service delivery

If a service user wishes to cancel our service, then they should contact the office as soon as possible on 01383 622233. The office is open between 8.30am and 5pm, out with these times the answering machine will direct you to a mobile number whereby the person who is on call will be able to take your message. If we receive 24 hours notice of

cancelation no charge is made, less than 24 hours then the booking is required to be paid.

If there is a request for an increase in hours of care, a review of the outcome focussed plan will take place.

Complaints procedure

We have provided a complaints pamphlet in the back of each Hand Held Record that is in your house. However should this get misplaced for whatever reason you can contact the office on 01383 622233 where another form can be sent to you.