

# Home Care Service User Guide

This guide gives you clear information about our Home Care services.



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# Introduction to Home Care

## What is Home Care?

Home care gives adults the freedom to stay in their own homes while receiving high-quality, personalized support. From light assistance to complex care, it's all about helping you live with independence, dignity, and confidence in your own familiar environment.

## Key Features of Home Care:

**Care at Home** – Home care services are provided directly in your home, offering support in a familiar environment while encouraging connection with the community.

**Personalized Care and Support** - Care workers help with daily tasks such as medication, meals, shopping, hygiene, and companionship based on your needs and schedule.

**Activities and Engagement** - Support includes hobbies, light exercise, reading, conversation, or outdoor walks to promote well-being and connection.

**Person-Centered Planning** - Care plans are created with you, your family, and professionals to reflect your preferences and goals.

**Privacy and Respect** - Your information is confidential and shared only with your consent. Feedback is regularly gathered to maintain high-quality care.



## Meet Your Home Care Team

### Key Worker(s):

A Key Worker is a named Carer who serves as your main carer, supporting your day-to-day care and progress. They'll work closely with you to achieve your personal goals and promote your independence.

### Carer(s):

A Carer provides your day-to-day home care. They assist with household tasks, meal preparation, medication reminders, personal care, mobility support, and staying socially connected. Their goal is to help you live safely and comfortably at home.

### Senior Carer(s):

A Senior Carer oversees the delivery of your home care services. They help coordinate your care team, perform regular visits, monitor quality, and ensure your home environment remains safe and well-supported.

### Operational Manager(s):

An Operational Manager supervises the overall delivery of care. They coordinate with healthcare professionals, review and update care plans, and respond to any changes or feedback to keep your care aligned with your needs.

### General Care Manager(s):

A General Care Manager helps set the foundation for your care by completing your initial assessments, risk assessments, and personalized care plans. They carry out regular care reviews, oversee carers, and ensure the overall quality of your care stays high and tailored to your needs.



## Choosing Your Key Worker(s)

### Here's how it works:



We select Carer(s) based on your care needs, start date, and preferences.



The selected Carer(s) will begin working with you.



You choose which Carer(s) you feel is the best fit as your key worker(s).



We then assign your chosen key worker(s) to work closely with you.





## Referral Process and Initial Assessment

Once we receive a referral from your social worker, care coordinator, or healthcare professional, the following steps take place:

We review your existing care plan and needs assessment.

A General Care Manager arranges to meet you for an initial assessment. This can take place at your home, in hospital, or another suitable location.

You are welcome to have a family member, advocate, or Power of Attorney present during the assessment.

This is also an opportunity for you to meet us, ask questions, and discuss your preferences.

If needed, a mental capacity assessment will be carried out.

Once everything is approved, we confirm your care arrangements and set a start date.



# How Your Home Care is Funded

Funding usually comes from either your local authority, the NHS, or a combination of both:



## Local Authority Funding:

Your social worker assesses your needs and applies for council funding based on your circumstances.



## NHS Funding:

If you have specific medical needs, NHS Continuing Healthcare funding may apply.



## Joint Funding:

For those with both social and healthcare needs, funding may be shared between the NHS and the local authority.



## Self-Funding:

You may choose to pay for your care privately if you do not qualify for, or prefer not to use, public funding.



# Help with Home and Living Costs

Depending on your situation, you may qualify for benefits to support your independence at home:

Housing Benefit (via Universal Credit)

Personal Independence Payments (PIP)

Employment and Support Allowance (ESA)

Attendance Allowance

Our admin team will help you apply and ensure you receive everything you're entitled to.





# Home Care Services



## Medication Help

If someone needs help taking their medicine, we use a MediPack from the pharmacy to make sure they take the right dose.

For those who self-administer, we remind them when it's time to take their medicine.



## Personal and Health Care

We help with washing, dressing, and personal hygiene to keep everyone comfortable and clean.

We assist with attending doctor or dentist appointments and support individuals with physical and learning disabilities.



## Meals and Healthy Eating

We prepare tasty, nutritious meals and assist with food shopping.

We provide support for special diets and eating disorders.



## Keeping the Home Tidy

We assist with cleaning, laundry, and maintaining a safe, cozy home.

We help individuals learn and develop these skills for greater independence.



## Emotional and Social Support

We offer emotional support, guidance, and comfort during tough times or important decisions.

We encourage involvement in hobbies, activities, and staying connected with family, friends, and the local community.



## Safety and Security

We make sure homes are safe and secure and provide immediate help in emergencies.



## Holistic Support

We provide holistic support that takes into account your mental, spiritual, cultural, social, financial, relationship, and physical needs. This approach is reflected in your personalized care and support plan, where you will be directly involved in shaping the support you receive. We work closely with you, your loved ones, and the professionals involved in your care to understand your lifestyle, preferences, and personal goals, with a strong focus on building your confidence, empowering you to take positive risks, and helping you live as independently as possible. The plan will be signed by you; if you lack capacity, a Power of Attorney will sign on your behalf. If you do not have a Power of Attorney, a best interest decision about your care and support will be made.

## Staying Connected in Your Community

We believe that staying connected with your family, friends, and community is essential to your wellbeing. We actively encourage and support participation in community activities such as volunteering, local events, and clubs. We also work closely with your family, next of kin, social workers, and other professionals to ensure your support is well-coordinated and effective. A family portal is available for daily updates, and we will keep your loved ones informed if any incidents occur or to share general updates when needed.



# Our Commitment to Inclusive, Culturally-Aware Care

## Cultural Considerations

We are committed to meeting the cultural and spiritual needs of every individual we support. This includes providing access to traditional or culturally appropriate foods, facilitating participation in religious or cultural practices, and ensuring access to culturally relevant clothing when desired. We recognize and respect the importance of cultural identity and will work closely with service users, families, and communities to create an environment that feels familiar, respectful, and inclusive.

## Equality, Diversity and Inclusion

We fully comply with the Equality Act and are committed to promoting fairness, dignity, and respect for all individuals, regardless of background, identity, or personal circumstances. We strive to create a setting where everyone feels safe, seen, and supported. Discrimination of any kind is not tolerated, and we continuously review our practices to ensure they reflect a culture of inclusion and equality.

## Staff Training and Development

All staff complete comprehensive training, both online and in-person, to ensure high standards of care and professionalism. This includes, but is not limited to, training in safeguarding, health and safety, first aid, equality, diversity and inclusion, Positive Behavior Support (PBS), autism awareness, learning disabilities, mental health, the Mental Capacity Act, Deprivation of Liberty Safeguards (DoLS), the Oliver McGowan Mandatory Training on Learning Disability and Autism, and fully funded NVQ qualifications in Health and Social Care.

This wide-ranging training equips staff with the knowledge, empathy, and skills required to provide person-centered, responsive support to individuals with diverse and complex needs. Ongoing development and regular refresher training ensure that best practices are consistently upheld.



# How to Report Abuse, Safeguarding, or Concerns

Safeguarding is about protecting individuals, particularly the vulnerable, from harm, abuse, or neglect, ensuring they live safely and with dignity. Abuse can take many forms, including physical, emotional, sexual, neglect, financial, institutional, or discriminatory. Signs of safeguarding concerns may include behavioral changes, distress, or unusual situations. If you suspect abuse, report it to a trusted staff member or the designated safeguarding lead immediately to ensure action is taken.

If you wish to **report any abuse, safeguarding concerns, or other issues**, please find the relevant links and contact information below:

## Internal Reporting:

If you have a safeguarding concern within River of Care Ltd, please contact our Safeguarding Team at [safeguarding@riverofcare.co.uk](mailto:safeguarding@riverofcare.co.uk) or call 0800 002 5467.

## External Reporting:

Birmingham City Council Safeguarding & Concerns Portal: <https://www.birmingham.gov.uk/complaints>

Birmingham City Council Safeguarding Phone Number: 0121 303 1116

Care Quality Commission (CQC) Report a Concern: <https://www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-are-member-public>

## CQC Contact Information:

Phone: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: <https://www.cqc.org.uk/contact-us>

Your safety and well-being are our top priority, and we encourage you to reach out should you need to report any concerns.



## Emergency Contact Information

In case of emergencies, it is essential that you have access to the appropriate contact information. River of Care provides a 24-hour on-call service, which you can contact at any time for urgent support by calling 0800 002 5467. You should also be aware of the national emergency number 999, which should be used for urgent assistance from ambulance, fire, or police services.

For non-emergency police matters, you can contact West Midlands Police on 101.

This information is provided to help ensure that you are fully supported and know who to contact in any situation requiring assistance.





## Confidentiality and Data Security

We take the privacy and security of your personal information very seriously. All service user data is stored securely, with access strictly limited to authorised personnel who require it to carry out their role.

Only authorised staff members are permitted to view your care plan or access your information. Access is monitored and reviewed regularly to ensure compliance.

We use secure digital systems to keep your information safe. Regular data backups are performed to prevent any loss of information.

All our staff receive mandatory training in data protection and confidentiality. They are required to follow strict procedures when handling your personal information.

We comply fully with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We regularly review our policies and systems to ensure they meet current legal and ethical standards.

Your information will never be shared without your consent, unless it is required by law or necessary in an emergency to keep you or others safe.

We also carry out routine audits and risk assessments to strengthen our data security and ensure your rights are always protected.



## Feedback and Complaints Process

We value your voice and welcome feedback about your experience with River of Care. Your feedback helps us improve and ensures your views are considered in how we develop and deliver our support.

We regularly carry out feedback calls where we ask you questions about the care you receive and whether you would like to make any changes. If any issues are raised, we work to implement changes as soon as possible.

We also gather feedback from your family members, loved ones, and other professionals involved in your care. This is done through phone calls and ongoing communication.

For those who prefer not to share feedback in person, a feedback form is available and can be submitted through our website.

We consistently encourage feedback from everyone involved in your care, including our staff. We conduct regular staff feedback calls and meetings to ensure we are continuously improving and enhancing the quality of support provided.

Feedback from you, your family, healthcare professionals, and our team is extremely important to us.

If you have a concern or are unhappy with any aspect of your care, we have a clear complaints process in place.

Complaints can be submitted verbally or by completing our online feedback form, which can be found on our website.

We are committed to handling all complaints fairly, confidentially, and promptly.

