



HONEYCOMB
Outstanding Care in Your Home

SERVICE USER GUIDE



HONEYCOMB CARE

Your Trusted Home Care Provider in Lincolnshire

www.honeycombcare.co.uk

Office 1, Greetwell Place,
Lime Kiln Way, Lincoln LN2 4US

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SERVICE USER GUIDE

Service User Guide

The purpose of this guide is to give information to people who are using our service and those who are considering using our service. This guide covers a little bit about us at Honeycomb Care as well as essential information about the services we provide. This guide can also be accessed by service users, friends, relatives, carers and representatives on our website www.honeycombcare.co.uk, if required it can be presented to you in large print, braille or audio.



STATEMENT OF PURPOSE

Aims and Objectives of our Service

- We strive to provide exceptional care for all of our service users at competitive rates within the comfort of their own homes.
- We aim to provide highly skilled, caring, compassionate, experienced and well supported staff to ensure a high level of consistent care is maintained for all of our service users at all times, enabling our service users to have a good quality of life at a time when they require support with day to day activities.
- We offer Domiciliary care services throughout Lincolnshire and surrounding cities.
- We aim to offer skilled care to enable people supported by us to achieve their optimum state of health and well-being.
- We treat all people supported by us and people who work for us as individuals and with respect at all times.
- We support individual choice and personal decision making as the right of all service users.
- We respect and encourage the right to independence for all persons using our service.
- We recognise the individual uniqueness of service users, staff and visitors and treat them with dignity and respect at all times.
- We respect individual requirement for privacy and treat all information relating to individuals with the strictest confidentiality.
- We recognise the individual need for personal fulfilment and therefore offer individualised support plans of meaningful activity to satisfy the needs of our service users and staff.



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THE TYPES OF SERVICES WE PROVIDE

Honeycomb Care are registered with the Care Quality Commission for the delivery of regulated services to adults, these include:

- *Older Persons (65yrs+)*
- *Younger Adults (18-65yrs)*
- *Physical Disabilities*
- *Learning Disabilities*
- *Dementia*
- *Mental Illness*
- *Sensory Impairment*
- *Transitional Adults (Moving from Children to Adult Services)*

Honeycomb Care provides a service that is planned specifically for the service user as an individual, the support and services that we can provide are:

- *Personal Care*
- *Medication Administration/Support*
- *Domestic Duties including Laundry and Ironing*
- *Shopping including Collection of Prescriptions*
- *Cooking and Food Preparation*
- *Social support/Accessing the community*
- *Companionship*
- *Support with managing health needs/Specific support and management*
- *Palliative/End of Life Care and Support*



HOW TO ACCESS OUR SERVICES

- Visit our website and complete an enquiry form www.honeycombcare.co.uk
- Telephone us on **01522 262 662**
- Email us at info@honeycombcare.co.uk
- Visit us at our office





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THE DELIVERY OF OUR SERVICE

Initial Contact

Once contact is made with us at Honeycomb Care one of our management team will complete a Care enquiry form with you, this is usually done over the telephone, this gives us the chance to discuss with you what your care requirements are so we can ensure that our service suits your needs.

Assessment

Once it has been established that Honeycomb Care are able to meet your individual needs we will offer to come out and visit you for a Pre-Admission Assessment, we can visit you at home or the place in which you are residing currently i.e. Hospital or Care Home, we do not charge for assessment and it will be conducted by one of our Management Team.

Care Plan

Once we have completed assessment and you have chosen to go forward using our services the Manager who completed your assessment will begin creating your Care Plan ensuring that they strictly follow the information provided and the risk assessments completed on assessment.

Your Care Plan should be person centred to your needs, wishes and any information specific to your condition.

Once your Care Plan is completed you will be given access to it via our online system (Hard copy, Braille or Audio can be provided upon request) to enable you to check that you are in agreement with the plan before it is provided to the care team who will be providing your care.

Honeycomb Care's care staff will follow your Care Plan to provide you with the support that you require ensuring that your wishes are also met.

Documentation

Care Staff will document their visits to you on our online system which you and/or your relatives, friends, carers and representatives can be given access to via an app, consent will be required to share this information beyond the user of the service.



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Care Reviews

At Honeycomb Care we aim to provide an outstanding service and part of this is to ensure that all users of the service are provided with the best care possible, to ensure that carers and managers are kept up to date on your condition, needs and wishes a manager will contact and/or visit you regularly to conduct a review of your Care Plan. This helps us to maintain high standards of care are delivered and that any changes in your condition, presentation, needs or wishes are passed on to all staff in your Care Team.



STAFF

All of the staff employed at Honeycomb Care go through a strict on boarding process that ensures that they are safe and legal to work in the care industry. This includes passing the interview process, providing two references, completing a DBS check (police check), providing documents to prove right to work and identity.

Once staff have completed the on boarding process they are provided with a contract of employment and are expected to read and sign agreements, policies and procedures for their safety and that of the users of the service. Full training is given to all employees of Honeycomb Care and competencies are regularly checked through supervision processes to ensure all staff are well supported and knowledgeable. Mandatory training is updated yearly and specialist training sessions/supervisions take place.

Registered Manager of the Service is **Bianca Maifadi**, she can be contacted on any of the below contact on the following page.



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CONTACT US



Visit us or write to us

Honeycomb Care Ltd

Office 1, Greetwell Place

Lime Kiln Way

Lincoln

LN2 4US



Phone us

01522 262 662



Email us

info@honeycombcare.co.uk



Visit our website

www.honeycombcare.co.uk



Our 24 hour emergency line

07594 978 421



LEGAL STATUS OF OUR SERVICE

Our Care Quality Commission Reg no.: CRTI-140 309 590 44

Company House Registration: 11695438

Employer and Public Liability Policy Number: FHGB 230 191 8XB

Company Status: LTD company





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COMPLIMENTS AND COMPLAINTS

Honeycomb Care welcomes feedback on its services, especially from service users and their carers, whether these are compliments, complaints or suggestions on how we can do things better.

Honeycomb Care will regularly send you quality assurance questionnaires, contact you via telephone or email and visit you to get your feedback on the service your receiving to enable improvements to be made.

Complaints Procedure

Step 1

When a complaint is raised to staff, staff will make an effort to resolve it immediately to the satisfaction of the complainant.

Step 2

Staff will apologize for the fact that there was the need to complain in the first instance and explain the complaints process as described in the procedure steps.

Step 3

Staff will report the complaint to the most senior member of staff on duty and the complaint will be logged.

Step 4

Formal acknowledgement of all complaints received (whether verbal or written) will be sent within 3 working days to the complainant. This could be via letter or email. Honeycomb Care Ltd will have a local system in place to manage out-of-hours and weekend complaints received.

The acknowledgement will include:

- *An invitation to meet and discuss the complaint*
- *Who will be investigating the complaint*
- *How the investigation will be handled - the response should state what the investigation will be focussed on*
- *A time limit for the investigation to be concluded. This should be 28 days, however, some cases may take longer and the complainant will be made aware of this*
- *The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation*



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Step 5

Following a full investigation, a response letter will be sent and this will include the following:

- *A summary of the issue from the complainant's point of view*
- *Details of the evidence and sources consulted in order to investigate the issue fully and fairly*
- *A presentation of the findings for each issue clearly and concisely described*
- *A conclusion, stating clearly whether the issue is "upheld", "partially upheld" or "not upheld"; unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction*
- *An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue*
- *An apology where the issue is upheld and shortcomings or failings have been found*
- *The complainant's rights if not satisfied with the outcome to refer to The Local Government and Social Care Ombudsman*
- *A signature from the responsible individual or sent by email in their name*

Step 6

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, Honeycomb Care Ltd will support the complainant to access further support (refer to section 5.6).

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the **Registered Manager, Bianca Maifadi** at:

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Office 1

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Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to CQC and if you are still requiring support you can contact the Local Government and Social Care Ombudsman and ask for it to be reviewed. The Local Government and Social Care Ombudsman provides a free independent service.

You can contact them at:

The Local Government and Social Care Ombudsman

PO Box 4771, Coventry. CV4 0EH. Tel: 0300 061 0614

Email: advice@lgo.org.uk Website: <https://www.lgo.org.uk/>

Complaint form: <https://www.lgo.org.uk/complaint-form>

NB: The Ombudsman will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.



Honeycomb Care Ltd services are registered with and regulated by the Care Quality Commission.

You can contact the CQC at:

Care Quality Commission

National Correspondence Care Quality Commission (CQC)

National Correspondence Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Website: www.cqc.org.uk

Additional Numbers

Adult safeguarding services: 01522 782155

Out of hours contact: 01522 782333



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