



Client Handbook

**Age Concern Eastbourne
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Introduction

- This guide will provide you with an overview of Age Concern Eastbourne and how they can support you in maintaining your independence in your own home.

Age Concern Eastbourne Philosophy of Care

- All people supported by and who work at Age Concern Eastbourne and all people who visit will be treated with respect at all times. We aim to offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. We uphold the human and citizenship rights of all Clients and all who work and visit here. Individual choice and personal decision-making are the right of all Clients and will be supported by all the people who work here. The right of independence will be respected and encouraged for all Clients. The individual uniqueness of Clients, staff and visitors will be recognised and these people will be treated with dignity and respect at all times. The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner. We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy the needs of Clients and staff.

Principles and Values of Age Concern Eastbourne

- Age Concern Eastbourne 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. Age Concern Eastbourne is committed to meeting the needs of those people entrusted to our Care. Usually we see no conflict between meeting the needs of Clients and those of workers. Where such conflict exists, the needs of Clients must take precedence. The basic principles underlying our support to vulnerable people include:
 - **Privacy** - The Care worker recognises your right to be left alone, undisturbed and free from intrusion and public attention. You have the right to privacy with regard to both your personal affairs and belongings. Written permission will be sought for access to your records.
 - **Confidentiality of Information** - Your rights to confidentiality will be safeguarded. The Care worker will not disclose any personal information about you to a third party unless this has been agreed with you. Agreement to disclose information should only be sought if it is for your benefit, e.g. for the purpose of assisting in your support.
 - **Fulfilment of Aspirations** - Your social, emotional, cultural, political and sexual needs are accepted and respected.
 - **Consultation** - You will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. You will be fully involved in and fully informed with respect to the individual assessment of your support needs. You have a right to be involved in a careful and thorough assessment of your needs and wishes, and to be informed of the outcome. Age Concern Eastbourne's commitment will be to find the best and most cost effective way of meeting your needs and aspirations. You will be supported to make informed choices about the future, this will be incorporated into your Care plan.
 - **Personal Choice** - Your support worker will support you to exercise your personal choice in opportunities and lifestyle. The support worker will ensure that you are central to all decisions being made. If, for reasons of mental frailty, you are not able to participate fully in Client Planning, consideration will nevertheless be given to your wishes, as far as these are expressed and are practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.

- **Review** - You will have a regular review of your individual circumstances with Registered Homecare Manager or Senior Staff Member.
- **Services Information** - You will be fully informed about the Services provided by Age Concern Eastbourne.
- **Legal Rights** - You will be fully informed about your legal rights.
- **Medication** - You will be fully informed about your medication needs and supported in making decisions in relation to medical treatment whenever possible.
- **Family and Friends** - You will be supported to maintain access to family, friends, facilities and the overall community.
- **Complaints** - You will have access to a formal complaints procedure and will be able to be represented by a friend or adviser if you so wish.
- **Supporting your Independence** - You will be supported to take risks on the basis of your own, informed opinion. You will have the opportunity to think, act and make decisions. This will include the capacity to incur a degree of calculated risk.
- The principles outlined above must be guided by prior commitments imposed by health and safety or statutory Requirements.

Standards that you can expect

- The below standards are from the Care Quality Commission leaflet 'What standards you have a right to expect from the regulation of agencies that provide Care in your own home'.

To be involved and told what's happening at every stage of your treatment

- You (or someone acting on your behalf) will be involved in discussions about your care, treatment and support.
- You will get support if you need it to help you make decisions and staff will respect your privacy and dignity.
- Before you receive any examination, care, treatment or support, you will be asked whether or not you agree to it.

Care, treatment and support that meets your needs

- Your personal needs will be assessed to make sure you get safe and appropriate Care that supports your rights.
- You will get the Care that you and your social Care professional agree will make a difference to your health and wellbeing.
- Your Care needs are coordinated if you move from one Care provider to another.
- Staff will respect your cultural background, gender, aged, sexual orientation, religion or belief and your disability if you have one.

To be safe when using a service

- You will be protected from abuse or the risk of abuse, and staff will respect your human rights.
- If Age Concern Eastbourne is providing nursing care to you, you will get the medicines you need, when you need them, and in a safe way.

To be cared for by staff with the right skills to do their jobs properly

- You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs.
- You will be looked after by staff who are well managed and have the chance to develop and improve their skills.

Age Concern Eastbourne routinely checks the quality of its services

- The managers of your Age Concern Eastbourne continuously monitor the quality of their services to make sure you receive the support you need.
- Your personal records will be accurate and kept safe and confidential.
- You or someone acting on your behalf can complain and will be listened to. Your complaint will be dealt with properly.

Seeking a Service

- The first step is to arrange to visit you in your own home. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at Age Concern Eastbourne. This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and Age Concern Eastbourne as to whether the necessary service can be provided. In common with all records regarding Clients, 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 or one of our team will visit you 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 your Key Worker, or contact the Registered Manager, who will be very happy to answer them. Age Concern Eastbourne manages commencement of service arrangements according to a detailed Policy and Procedure, a copy of which is available from Age Concern Eastbourne on request.

Key Workers

- In order for you to receive quality care, we have initiated a Key Worker system. Where possible, you will be offered an opportunity to choose your Key Worker.
- The aim of the Key Worker system is to provide each Client with an advocate within the staff team, and to develop a relationship based on trust and mutual respect.
- Obviously not everyone gets on with each other. If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new Key Worker will be assigned to you if this is appropriate.

Key Policies and Procedures

Confidentiality

- Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within The Agency. You or, where appropriate, your principal Carer will be consulted where appropriate before information is released.
- Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way.
- Information about you is needed in order to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
 - Making sure our services meet your needs;
 - Helping staff to review the support they provide to you to help them achieve the highest standards;
 - Investigating complaints or legal claims;
 - Auditing of our services.
- Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving Care or support from a GP or hospital. The types of organisations with whom we may share information about you are:
 - GPs;
 - District nurses;
 - Other health professionals;
 - Social workers;
 - Care Quality Commission.

Gifts, Wills and Other Documents

- All employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Employees may not be a beneficiary under a Will of any past or present Client. Gifts to staff are subject to disclosure to the Registered Manager, and may be refused on the basis of conflict of interest.

Client's Personal Fulfilment

- The aim of Age Concern Eastbourne 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.
- 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 Client 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.

Risk Taking & Risk Management

- The assessment of risk is addressed as part of the commencement of service process for each person and the results are integrated into the Client Plan. By this process of integration your views, the views of the principal carer, family members and professional advisors will be fully taken into account, as part of the participative Client Planning process.
- The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Age Concern Eastbourne aims to undertake to meet your wishes:
 - Privacy;
 - Visitors;
 - Attendance at clubs and centres;
 - Going to places of worship and other activities;
 - Engaging in leisure and recreational pursuits;
 - Carrying identification;
 - Bathing;
 - Use of stairs;
 - Degree of independence;
 - Seeking help in an emergency.

Equal Opportunities

- You have the right to practise your beliefs, religion or culture without constraint by restrictive or discriminatory practice.
- Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.
- All complaints will be recorded in such a way as to highlight repeated problems.

Inappropriate Behaviour

- Inappropriate behaviour is the systematic maltreatment, or physical, sexual, emotional or financial abuse of one person by another.
- Age Concern Eastbourne is committed to preventing inappropriate behaviour and if you, a carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member, or use the formal complaints procedure.
- You, your principal carers and relatives will be kept informed of the progress of the investigation into any complaint.