



# Rapid Response Pack

Your Personal Safety, Your Rights, Your Care

Information regarding your Care with Phoenix



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## AN INTRODUCTION TO PHOENIX HOMECARE AND SUPPORT

### About Us

Phoenix is a family run care company; we see ourselves as a company that is big enough to cope but still small enough to care.

We opened Phoenix Homecare in 2013, specifically to cater for the residents of rural Wrexham. Due to increasing demand, we extended our services across the border into Shropshire in 2015, near Oswestry and now in 2019 have opened another branch in Powys.

All our staff are recruited by ourselves, from the local areas and are highly qualified and experienced to provide the type of service we adhere to whether that be just support in homes or more complex care requirements. We are registered providers with Care Social Services Inspectorate Wales (CSSIW), The Care Quality Commission (CQC) and The Care Council for Wales.

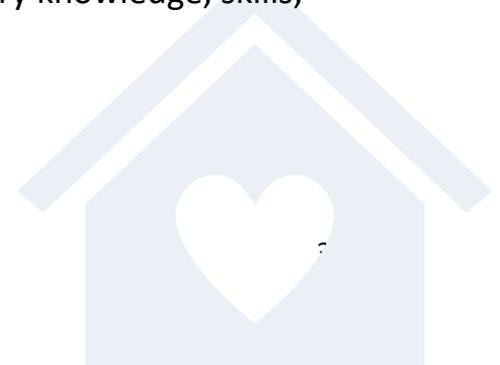
We work with Local Authorities, the Local Health Boards (NHS) and provide care to many private clients in both England and Wales.

### Our Values

At Phoenix we aim to provide a person-centred care and support in a way that has positive outcomes for those we care for. Making it our mission to promote and support the rights, choices, independence, and quality of life for you.

We deliver outcome-focussed services that are developed to support individuals to achieve their own goals, wishes and aspirations. Working in partnership with yourself, GPs, district nurses or other professional to deliver a seamless service that maximises your choice, control, and independence.

Phoenix is wholeheartedly committed to providing a high-quality service with a strive for continuous improvement in the level of care and support we offer through effective quality assurance. We strive to provide a quality service for everyone who is a part of the Phoenix family by contracting agencies and by inspecting bodies as being a provider of excellence. We believe that we can only do this if we provide all employees with the necessary knowledge, skills, and motivation to deliver our services effectively.



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## WHAT DO WE DO?

We are a Domiciliary Care Agency. Our Service is to provide individuals the care and support they need to be able to remain independent at home. We are able to assist with a range of care needs.

### Personal Care

#### **Day to Day routines, Bathroom & Hygiene**

We cater for any personal need required, we can assist with toileting needs, whether it's assistance to using the toilet, changing continence pads and assistance with Catheter and Stoma bags. We can also assist with Washing, showering or bathing, including assistance with shaving, brushing teeth, dressing and undressing etc.

#### **Medication Assistance**

We can offer assistance with medication, whether it's reminding, collecting or arranging delivery from the pharmacy, keeping records to assist.

### Social Care

#### **Help around the House**

Our friendly carers are able to offer any assistance around the house, whether it's general cleaning around the house, such as laundry and ironing, cleaning & emptying bins, hoovering and mopping floors etc.

#### **Support and Social Care**

Our lovely carers can assist with preparing or cooking meals for you, assistance with social outings and meeting up with friends, Hospital visits, collecting medication or pensions.

Or sometimes all that is required is a friendly chat and a few cups of teas.

### Specialist Care

**Our Staff are skilled and trained to work with any complex care needs that are required**



- Dementia & Alzheimer's Care
- Palliative Care
- End of Life Care
- Sensory Loss Care

We also provide Sleeps and Support Calls if you require a carer to sleep within the property or if you would like a carer to look after a loved one while you have a break.

For More information we are always happy to discuss what we can offer and help guide you through the process.

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## WHAT IS RAPID RESPONSE?

Rapid Response is an initiative set up by the Wrexham County Council and involves many services working together, its aim is to provide those waiting in hospital or care homes the ability to go home as soon as possible with a care package in place.

Here are a few examples where the rapid response service may apply to you;

- Hospital discharge to home, sometimes there is no time to put care in place before or after going to hospital. Phoenix Homecare and Support recognises that hospitals are not always able to give adequate notice to you when being discharged. And being faced with arranging the right care package can be over whelming. The Phoenix Homecare and Support team can liaise with you and the hospital discharge team and put a care package in place that supports you fully for when you return home.
- You may be a client already or not; you may require an additional or one-off shopping call or assistance to the bathroom.
- You may need new medication collecting from your pharmacy, if the pharmacy is unable to deliver to your home.



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## CAREPLANNING & THE USE OF MODERN TECHNOLOGY

We understand how confusing and stressful having care can be. We are always happy to help in anyway and answer any enquiries you may have about our services. Our Branch Managers will have arranged a date and time that suits your needs, they are highly experienced, kind and caring individuals who will take the time to learn everything about you or a loved one through a friendly chat and cup of tea.

Once our Branch Manager has finished meeting you and the family, they will complete a tailored and person centered care plan, filled with all the details discussed in the initial assessment and go through this with you to make sure you are happy with your Care plan.

They will arrange to have our experienced carers arrive depending on your care needs and times and will send out a calendar on a weekly basis for you to see the times our carers will be arriving and a picture of those carers who will be attending so you know.

Our Carers will be able to read your Care Plan before attending your first call so they are aware of what you would like the carers to assist with.

The carers will be using their Phones to check in and out and to complete a record of what they did on the call. Our managers will be able to view this to make sure they are arriving at the right times and completing the tasks you would like to be done on their visits.

Because we are relying on technology this allows your family to or friends with your permission, access to your daily logs that the care workers write at each call.



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## QUESTIONS AND ANSWERS

### What Experience and Qualification the Care Staff Have?

All our carers go through our safe recruitment checks with an enhanced DBS check, including thorough previous employment checks. Our Carers are fully trained before starting employment with Phoenix Homecare and Support by a Qualified Trainer.

Our Trainers and Managers will complete regular Competency checks on Carers to make sure they are competent and working to the Standards we expect the carers to provide.

Our Carers must complete various training modules and workbooks to help develop their skills in regulation from CIW (Care Inspectorate Wales) and CQC (Care Quality Commission). All our carers must also complete a Qualification and Credit Framework (QCF) which has replaced the National Vocational Qualification (NVQ) in Health and Social Care.

All our carers are registered with Social Care Wales.

### What is our Policy on COVID-19?

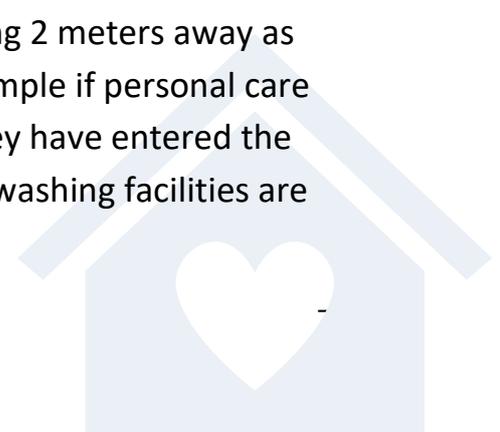
We have implemented various risk assessment and control measures to prevent and minimize the risk of infection.

Our Carers will be wearing full PPE when entering your homes. This will include wearing Gloves, Aprons, Face Masks, Visors and foot protectors.

We would like to also ask that you are able to provide access to the use of running water and soap for the care workers throughout the care visit.

#### Social Distancing

Our Carers are to follow government guidelines in keeping 2 meters away as much as possible dependent on your care needs, for example if personal care then Care workers are to wash their hands as soon as they have entered the property. The management team are to check that handwashing facilities are



available prior to the care worker/s attending the call. Careworkers are to dry their hands on a paper towel if available or a clean hand towel.

Clean PPE is to be applied as soon as handwashing has been completed and prior to starting the delivery of care. This includes a face mask, apron, and gloves. If the Service user is COVID positive, then a face shield is to be worn and a full apron (Obtained from the office).

Our Care Worker is to check that the Service user and anyone within the property are all well and no signs or symptoms of COVID-19 are present. This includes – High temperature or new and persistent cough. If any of these are present, then the care worker is to call 111 for advice or assistance as required.

All personal care items required prior to starting the delivery of care, such as a bowl of water, towels, clothing, creams and incontinence aids.

Promote the Service users to complete as much personal care as they can themselves and whilst doing so, remain at a safe distance away from the Service user. Offering reassurance throughout. When the Service user is unable to assist with their own personal care, the care workers are to complete this task. Care workers are to limit physical contact with the service user as much as possible. Incontinence aids must be double bagged immediately after removal. These are to be stored in the outside bin and not in the property.

When completed the personal care, the care workers are to wipe down all surfaces that they have touched, for example, bed rails, stair rails, bowls, toilets, commodes, shower rails, door handles etc. These are to be wiped down with a cleaning agent, such as bleach spray or disinfectant as available. Clothes that have been used throughout this process are to be washed correctly or disposed of if the material is not reusable (Paper toweling). When completed oral hygiene (brushing teeth) – Natural Teeth - a face shield should be worn during the process of oral hygiene as and when required.

**It is important that when the carers are at your property to assist with Care that family or friends are not present to reduce the risk**



### **Do I have to pay for this Service?**

No, this would be something that you would discuss with your Social worker who will be in touch to discuss this matter in more depth. No Payments or Billing would come to or from Phoenix Homecare and Support Ltd.

### **What can the Carers Do?**

Our Carers are able to help with various tasks that allow you to remain safe and confident within your own home. For General tasks that carers can help with please refer to the “WHAT WE DO” section above. If you would like our carers to assist with anything that is not currently on your care plan you can give us a call on 01948 830605 and discuss with the manager.

### **What the Carers can't Do?**

Our carers are able to complete mostly any tasks you may require on your Call, however our carers are unable to assist with a few tasks where they are not insured or is outside of their job role such as tasks that may involve ladders, or equipment to reach certain places.

Our carers can complete light household cleaning such as hoovering, ironing, cleaning worktops, mopping etc but they are not able to help with tasks such as cleaning outside windows or mowing lawns etc.

Our carers can assist with Pet Care in regard to assisting with feeding however our carers are not able to assist with picking up dog excrements or cleaning cat litter trays.

If you are unsure on anything, please give us a call on 01948 830605 to discuss any additional tasks you would like the carers to complete

### **Where do I phone to make a Complaint?**

At Phoenix Homecare and Support we take all concerns and complaints seriously and will do everything in our power to rectify any problems. We encourage if you have any concerns/complaints, no matter how big or small they seem to contact us and let us know as soon as possible as we want you



too feel safe and know that we are here to help. We want to be able to provide you with the best care and any concern or complaints will be seen as a way for us to improve.

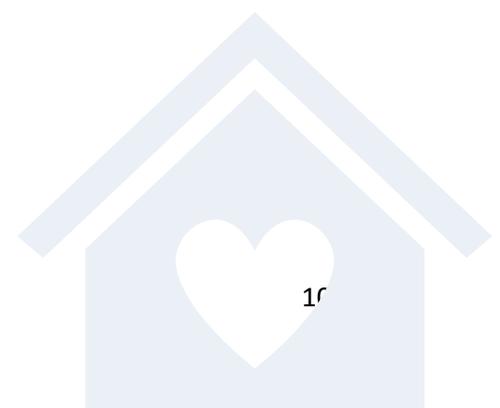
## How to raise a concern

If you have any Concerns, please let us know.

- You can simply inform us by calling your Local Branch and asking to speak to the branch manager.
- We have an open door policy and welcome anyone to come visit us at one of the offices to discuss any issues you might have, we also have various comments box in our offices if you prefer to leave any concern or complaint anonymously (however we prefer if your name was stated to be able to rectify any issues.
- You can also make any concerns and complaints through our website at [www.phoenixhomecareandsupport.co.uk](http://www.phoenixhomecareandsupport.co.uk)

**Manager contact numbers for Complaints - Wrexham – Debra Duffy  
01948 830605**

All concerns and complaints will be written down, so we can review and learn from our experiences, the manager may be able to reassure or resolve your concern or complaint while on the phone, if they are unable to, they should let you know how your concern or complaint has been resolved and what action will be taken, this should be through a telephone call with a letter being sent out to confirm how they plan on actioning your complaint or concern.



## **If you are unhappy with the outcome of your Complaint or Concern**

If you are not satisfied with the outcome of your complaint of concern and feel the issue hasn't been resolved then please contact the Director and Registered Manager who will personally deal with the issue and be able to resolve your problem.

### **Head Office**

**Kelly Williams – Responsible Individual Director**

**Email: [Kelly@phoenixhomecareandsupport.co.uk](mailto:Kelly@phoenixhomecareandsupport.co.uk)**

We will do everything in our means to resolve any concerns or complaints you might have, however if you are still unsatisfied with the outcome then please refer below.

### **How to make a complaint about care homes and social care services**

If you are unhappy with the care you have received from a care home, nursing home, home-care agency or other social care service, you should contact the service directly to make a complaint. This gives them the chance to try and put things right for you. Or you can choose to complain to your local council if they paid for the care. You can find the contact details of your local council by visiting the website at [www.gov.uk](http://www.gov.uk).

If you are not happy with the outcome of your complaint or how it was dealt with, you can ask the Local Government Ombudsman to investigate it. This applies whether you pay for your own care or your local council pays for it. The Local Government Ombudsman is a free, independent complaints service. If they decide that the care service has got things wrong, they can make recommendations to put things right. You can contact the Local Government Ombudsman in the following ways.

- By phoning 0300 061 0614
- By texting 'call back', with your name and mobile number, to 0762 480 3014. Someone will then call you.
- By writing to: Local Government Ombudsman PO Box 4771 Coventry, CV4 0EH

You can also visit their website at [www.lgo.org.uk](http://www.lgo.org.uk).



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## YOUR RIGHTS

The aim of a good quality Domiciliary Care Service is to promote a way of life for the Service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings.

**Privacy** - An individual's right to privacy involves being free from intrusion or unwelcome attention.

**Dignity** - The right to dignity involves recognizing the intrinsic value of people as individuals and the specific nature of each person's particular needs. Our domiciliary care support workers will maintain a service users' dignity at all times.

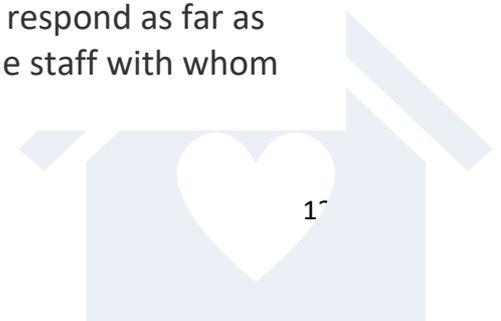
**Security** - In providing domiciliary care services to people with disabilities, there is a balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards and risks. This therefore means helping to provide an environment and support structure, which offers sensible protection from danger, and comfort and readily available assistance when required. This should not be interpreted as a demand for totally safe or risk free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

**Independence** - Means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. Even though a person is receiving domiciliary care it does not mean they lose their independence, we will do everything we can to promote and maintain independence.

**Civil Rights** - We aim to help our home care service users to continue to enjoy their civil rights.

**Choice** - Consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways.

1. We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
2. We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable.



3. We respect service users' eccentricities, personal preferences and idiosyncrasies.
4. We hope to cultivate an atmosphere and ethos in our service delivery, which welcomes and responds to cultural diversity.
5. We encourage home care service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

**Fulfillment** - It is defined as the opportunity to realise personal aspirations and abilities. It recognizes and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfillment since it deals with precisely those areas of lifestyle where individuals differ from each other. ***We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of his or her life.***

