

INITIAL ENQUIRY BOOKLET

2009

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STATEMENT OF PURPOSE

Miracle Workers Agency offers a specialist live-in care service to people who require assistance in their own home. By liaising closely with our clients and their families we aim to meet their needs at every opportunity.

We really do want you to believe in Miracles!

The Agency was founded in 1996 by Miriam Warner, who is also the Registered Provider and Registered Manager. With three trained Care Managers and support staff based at our office in Abergavenny, South Wales we provide live-in care workers throughout the UK and Europe.

AIMS AND OBJECTIVES

Miracle Workers Agency aims to provide:

1. Carers who deliver services of the highest quality to improve and sustain the client's quality of life.
2. Services which are delivered flexibly, attentively, and in a non-discriminatory fashion, whilst respecting each client's right to independence, privacy, dignity, fulfillment and the right to make informed choices and to take risks.
3. Services that ensure respect for client's values regarding religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood, disabilities or impairments.
4. Properly recruited carers who receive ongoing training and personal development in order to enable client care needs are met.
5. A carer who is matched as closely as possible with the client to meet the clients' interests and lifestyle.
6. A risk assessment of environmental Health & Safety hazards within the home of each client and to ensure that areas of concern are duly reported, either to the Local Authority (if this is the purchaser of the contract) or directly to the client. Such risk assessments will take into account the right of the client to take risks.
7. Written information to all clients on Miracle Worker Agency procedures for handling complaints, comments and compliments.

ARRANGING SERVICES

Miracle Workers Agency provides services mainly to private clients, although a small percentage of clients are referred via Local Authority Social Services Departments and Primary Care Trusts.

Services can be arranged privately by contacting Miracle Workers Agency, 28 Monk Street, Abergavenny, Monmouthshire, NP7 5NP. Telephone number: 01873 737908. Fax: 01873 737909.

E-mail: miriam.warner@btconnect.com

Website: www.miracle-workers.co.uk

Upon receipt of an enquiry, an Initial Enquiry Booklet will be sent which includes Prices, Terms of Business and Levels of Service. Following confirmation of interest an Assessor will visit the home of the prospective client and from the information received the Assessor will liaise with the office, determine the level of care and draw up a care agreement. For clarity we advise that another family member or representative attend this client/Assessor meeting.

Where a client agrees to the services of a Miracle Workers Agency carer the client is deemed to have accepted that the worker is employed directly by the client, and not by Miracle Workers Agency, thereby agreeing to abide by the Terms of Business laid out in the Client Guide. The Agency will continue to supervise the care plan and ensure it is adhered to and/or amended to meet clients' needs.

SHORT TERM/ LONG TERM CARE

Miracle Workers Agency provides short and long term live-in care. Often at short notice, it can cater for patients coming out of hospital to enable them to recover at home, providing nursing and daily living care and support getting the client back on their feet.

Miracle Workers also provides short term 'Respite Care' so the regular family carer can take a break or go on holiday. More often it is long-term care that is required, when a person is less able to cope or perhaps where one or other of a couple suffers from some disability. This may include Alzheimer's, Parkinson's, dementia or mobility problems. For those people wishing to retain their independence and dignity while remaining in their own homes (even to die at home) a live-in carer is the answer.

ADVANTAGES OF A LIVE-IN CARER:

- **Independence to remain in one's own home in familiar surroundings**
- **Peace of mind for relatives knowing round the clock care is provided**
- **Specialist care provision for all age related needs**

Organising live-in care – four simple steps:

- **Step 1.** Either log on to our website (www. Miracle-workers.co.uk) and fill in the simple 'Client Registration' application form and when it is received a Care Manager will ring you, or

telephone the office on 01873 737908 and speak to Miriam Warner or one of the Care Managers: Caryl, Chrissie or Stephanie. You will be given the best advice.
- **Step 2.** An Assessor will arrange to visit the client's home to plan the care strategy and discuss your needs.
- **Step 3.** A carer will be selected carefully to match the client's needs. Miracle Workers takes great pride in its ability to match placements to individuals and it will undertake to replace a carer, free of charge, should there be any conflict between the two parties. After a full briefing the carer will travel to the client's home.
- **Step 4.** The care service commences with regular phone updates between the Agency and client.

Miracle Workers Agency is registered with the CSSIW – Care & Social Services Inspectorate Wales - and is inspected each year to ensure it maintains high standards. We will help you to decide what care is best for your family and the level of care required

SAFE WORKING PRACTICES

Miracle Workers Agency is committed to ensuring that:

- The health, safety and welfare of clients and workers is promoted and protected.
- The risk of accidents and harm is minimized.
- The money and property of clients is protected at all times.
- Clients are protected from abuse, neglect and self-harm.
- Clients are safe and secure in their homes.

The Agency aims to achieve the above by adhering to the National Minimum Standards (Standards 11 – 15 inclusive) and will:

- Have robust policies, procedures and systems in place.
- Comply with the requirements of current Health & Safety legislation.
- Ensure that organisational and individual responsibilities for health and safety matters are made clear.
- Carry out risk assessments before the carer commences work and update these assessments either annually or more frequently if it is deemed necessary.
- Carry out separate moving and handling risk assessments.
- Give information to clients about agencies responsible for providing and maintaining moving and handling equipment.
- Have a designated person within the Agency who is responsible for Health & Safety matters.
- Give guidance for the safe handling and storage of clients' money and property.
- Investigate any allegation of financial irregularity.
- Safeguard clients in accordance with “In Safe Hands, Implementing Adult Protection Procedures in Wales” by training workers in the protection of vulnerable adults.
- Give guidance to workers in relation to the home security.

MEDICATION POLICY

Information about client medication will be recorded in the care plan and wherever possible clients will be encouraged to manage their own medication. The Agency has a written policy of procedures for carers relating storage, ordering, administration and disposal of medication.

Care workers receive training on medication as part of their induction. Ongoing training and specialist training is provided when identified through assessment and review. Any concerns that workers have will be reported in line with the Medication Policy.

SICKNESS OR OTHER ABSENCE

In the event of a carer being sick, or requiring any other kind of absence, for example annual leave or training, Miracle Workers Agency will find another carer to fill the role. The Agency aims to do this within 24 hours and if necessary, emergency cover will be arranged.

ARRANGEMENTS RELATING TO REGISTERED PROVIDER MANAGER

Should the Registered Provider and Registered Manager, Miriam Warner, be absent for a period of longer than 28 days, a Care Manager will be given designated responsibility to take temporary charge of the Agency until the Board of Directors has appointed a new Registered Provider. Notice of this event will be given in writing to CSSIW.

TIME SHEETS

Miracle Workers Agency supplies “live-in” carers and therefore does not require time sheets.

QUALIFICATIONS OF WORKERS

Miracle Workers Agency aims to provide qualified workers:

- 15% of carers are trained nurses (NB these workers are undertaking social care duties, not nursing duties).
- 10% of carers have undertaken a National Vocational Qualification in Care.

All new carers are given an Induction Course with the Agency prior to commencing employment with a client.

HOURS OF OPERATION

Miracle Workers Agency office hours are 9 am to 5 pm on weekdays, excluding Bank Holidays. At other times and at weekends and Bank Holidays, a care manager is available on-call to deal with any emergencies.

The on-call manager can be contacted on: **01873 737908**

CANCELLATION OF SERVICES

Client may cancel their agreement for services through Miracle Workers Agency by giving 72 hours notice if less than a week prior to the cancellation, or by giving 7 days notice if more than a week prior to the cancellation. A fee shall be payable if insufficient notice is given. In most circumstances the carer should be paid up to the end of the week in which he or she is contracted.

Miracle Workers Agency will use its discretion in terms of outstanding payments in the event of a clients' death. Miracle Workers Agency may terminate the agreement with the client for any of the following reasons:

- If any amount is unpaid 30 days after the submission of the invoice.
- If, after consultation, Miracle Workers Agency is unable to provide the degree of care required by the client.
- Any other of the Terms of Business is not adhered to and a satisfactory arrangement cannot be made.

Miracle Workers Agency will not terminate an arrangement unless due notice has been given to the client. A minimum of 28 days notice will be given. However, if the Agency fees are unpaid for a period of a month or more, Miracle Workers will terminate care with 5 days notice in writing to the client. The Agency reserves the right to withdraw services from anyone who refuses to adhere to the Agency's Health and Safety policy or Equal Opportunities policy or who behaves in a manner that may put carers at risk.

CHARGES AND METHODS OF PAYMENT

Clients are asked to make payments direct to the carer every two weeks including any fares or expenses due to them. Payment should be by cheque only – PLEASE DO NOT PAY CASH – and the carer will give the client a receipt for the payment.

Clients should be aware that the rate of pay for statutory bank holidays is double the normal rate. Only the Statutory Bank Holidays that operate in England and Wales are the official paid holiday.

Miracle Workers Agency will render accounts monthly in advance. These are payable upon receipt and any unpaid amounts not received by the 14th of the following month may incur an additional charge of £15.00. All payments should be made by cheque and made payable to ***Miracle Workers Agency Limited***.

A copy of the Agency current price list will be included in the Client Guide once a client has agreed to Miracle Workers Agency services.

INSURANCE

Miracle Workers Agency has the following levels of insurance cover:

Employer's Liability with legal liability for the death, illness, disease or injury to any worker arising out of, and during the course of, their employment: £5,000,000 for any one claim.

Public and Products Liability with legal liability for the death, illness, disease or injury to third parties or damage to their property: £10,000,000 for any one claim.

QUALITY ASSURANCE

Miracle Workers Agency is committed to ensuring the highest standard of services provided and it acts in the best interest of the client. Monitoring client feedback is an important indicator as to whether the Agency is achieving its objectives in delivering a quality service and meeting National Minimum Standards.

The Agency assesses the satisfaction of clients and relatives/family through the use of questionnaires. These are distributed to clients and their family/representatives with the Client Guide and thereafter on an annual basis. Clients may choose to complete the questionnaire themselves, encourage family/representatives to complete the form with/for them or may request help from a Care Manager to assist with completion of the form.

Completed questionnaires are monitored by the Registered Manager on an on-going basis and on an annual basis the Registered Manager will produce a report outlining the outcomes of findings from the questionnaires.

This report will be available to clients, their relatives/representatives, staff in the Agency and The Care and Social Services Inspectorate Wales.

COMPLAINTS AND COMPLIMENTS

As with the Quality Assurance process, Miracle Workers Agency actively encourages its clients and their relatives/representatives to provide positive and negative views on all aspects of the service provided.

The Agency aims to ensure that:

- It promotes satisfaction for those who access its services.
- Clients are confident that any complaint they wish to make regarding the service provided to them is listened to, taken seriously and acted upon.
- It learns from complaints and comments and develops new practices to improve services.
- It identifies, from compliments, services which are being provided well so that this information is passed on to relevant workers.
- Its openness and accountability is demonstrated.

Miracle Workers Agency has a comprehensive Complaints and Compliments Policy. A summary of the Policy is included with each Client Guide.

The procedure clarifies:

- How clients and their families/representatives are enabled to use the procedure.
- The stages and time-scales of investigations.
- How clients and their families/representatives are kept informed throughout the process.
- What records are maintained.
- How complaints are monitored and analysed to improve the Agency's practices and service.
- Contact information in cases where the client is unhappy with Miracle Workers Agency's handling of the complaint or where the client chooses to refer the complaint to an alternative body. In these cases the client or family/representative is advised to contact:

Care and Social Services Inspectorate Wales
6th Floor, Civic Centre, Pontypool, Torfaen, NP4 6YB
Tel: 01495 761200

POLICIES AND PROCEDURES

Miracle Workers Agency has a number of policies and procedures.

Summary policies are included in the Client's Diary and full policies are available upon request. Policies and procedures include:-

Confidentiality	Equal Opportunities
Health & Safety	Medication
Financial Protection	Protection of Vulnerable Adults
Recruitment & Selection	Development and Training
Supervision and Appraisal	Complaints and Compliments
Whistle-blowing	Code of Conduct
Quality Assurance	Entering and leaving a client's home
Acceptance of gifts and legacies	Dealing with violence and aggression

Miracle Workers Agency's policies are reviewed and revised on an annual basis.

The Statement of Purpose is available at Miracle Workers Agency's premises for inspection by every client, member of staff, Care and Social Services Inspectorate for Wales CSIW or other stakeholders.

TERMS OF BUSINESS

Carers registered with Miracle Workers Agency Limited are engaged by the client and subject to the following terms and conditions. Acceptance by the Client of the carer services supplied by Miracle Workers will be deemed to be acceptance of the Terms of Business.

1. The client agrees to pay the charges as set out and agreed at the time of booking. Such charges shall include fares to the client's home. They also agree to pay any additional costs incurred by the Agency or the Carer on behalf of the client such as housekeeping amounts.
2. The client may cancel or amend a booking provided that sufficient notice is given. A booking of a less than a week requires 72 hours notice, of more than a week at least 7 days notice. A cancellation fee shall be payable if sufficient notice is not given. However, in the event of the death of the client, it will be at the discretion of the Agency. Normally the carer would be paid up to the end of the week in which he or she is contracted, as it important to understand that if the carer has been in place for a reasonable period of time, they and the client will have formed an attachment, thus allowance should be made for this and for the sadness that the carer will feel.
3. The Client provides the carer full board and lodging. A separate comfortable bedroom and a bathroom, shared if necessary, should be available. The normal hours of work should be no longer than 10 hours per day and clients must be aware that current legislation restricts the number of hours a week a carer is allowed to work. Where possible carer workers should have at least 3 hours free time during a day which can be flexible to suit each situation. If sufficient 'time off' cannot be arranged, either alternative arrangements (another carer) or extra payment in lieu will have to be negotiated.
4. The client agrees to provide a safe working environment for the carer. Disposable gloves and aprons may be supplied to the client and invoiced to the client.
5. If the client employs a carer directly, having been introduced to such carer by Miracle Workers Agency, the client shall be liable to pay an introduction fee of 20% of a years pay. If the client introduces a carer

to a third party, this rule shall also apply.

6. Miracle Workers Agency endeavours to act in a professional manner at all times and will take up references and check the employee as thoroughly as possible. They look for high standards of integrity and personal behaviour. Carers are deemed to be under contract to the client from the time they report and take up duties and be responsible for their own professional conduct.
7. The client should be aware that the rate of pay for Statutory Bank holidays is double the normal rate. Only the Statutory Bank Holidays that operate in England and Wales are the official paid holiday.
8. It is the practice of Miracle Workers Agency Limited to render accounts monthly in advance and they are payable within 7 days of receipt. Any amounts remaining unpaid after 30 days from the date of the invoice rendered, may incur a late payment charge of £15.00 for every 30 days.
9. Miracle Workers Agency Office hours are from 9am to 5pm Monday to Friday. Out of hours calls are redirected from the office telephone number to an on-call Manager. It is requested that ONLY Emergency calls are made during out-of-office hours.

It is important that the client does not discuss with the carer the business of Miracle Workers Care Agency. The Carer while in the home of the Client is also in a working relationship with the Agency. Any complaints or problems should be raised only with the Agency.

GOOD PRACTICE GUIDELINES FOR CLIENTS

1. Miracle workers are care workers and are not staff. They are there to assist and to do what can no longer be done by the client. They are not there to do what the client can do for themselves.
2. The normal hours of work should be no longer than 10 hours per day.
3. Clients must be aware that current legislation restricts the number of hours a week a carer is allowed to work. If sufficient 'time off' cannot be arranged, either alternative arrangements or extra payment in lieu will have to be negotiated.
4. We understand that clients like continuity of care. However, carers are employed on a self-employed basis and due to current employment laws it has become necessary to limit the length of stay at any one time to a maximum of 12 weeks. Carers may and often do return to a client, but the Inland Revenue views longer periods as a permanent position which puts workers in danger of losing their self-employed status.
5. Carer workers should not be expected to do all the housework if there is a heavy 'care load'.
6. The client provides the carer with full board and lodging. A separate comfortable bedroom and a bathroom, shared if necessary, should be available.
7. Miracle Workers Agency carries comprehensive insurance policies but the client must ensure that their insurance policy covers their carer in the case of an accident in their home.
8. Payment should be made to carers by cheque every two weeks including any fares or expenses due to them. **Cash payments are strictly forbidden.**
9. Where possible a carer should have at least 3 hours free time during a day - this can be flexible to suit each situation.

10. As Miracle workers live in, they are on call at all times so that despite the above, if you need them, you should ask for their assistance. They are there to help you. This is just a guideline.
11. It is important to understand that a carer is not expected to do any gardening, unless of course they enjoy it.
12. Miracle Workers carers are mature people, who have an extremely professional approach to their work. Please remember that they have usually run their own homes and families and it is important that they are treated with respect for the job they do.

Please note that it is against the code of Practice of Miracle Workers Agency for Care Staff to accept any gratuities.

Weekly charges for carers are agreed after the assessment has been completed, depending on the level of care and other services required by the client.

REFERENCES FOR CARERS

It has come to our attention that carers are asking clients for references when they have completed an assignment with the client. We would earnestly request that you DO NOT write references. The reasons are many and as we hold all the paperwork relating to the carer and photo copies of their passport and permissions and visas, it is important that you do not get involved in the obligations we have under the law.

So if you, as a client, are asked for a reference by a carer please tell them that the agency does not permit this, for your protection.

CODE OF CONDUCT FOR CARERS

1. Miracle workers should be just that at all times.
2. Remember that you are placed in a position of trust. Do not discuss clients with other people and certainly do not mention names. It is unprofessional and it can be surprising as to who knows whom and how small the world is! Many clients are vulnerable and not always aware of what they are doing. To take advantage of their vulnerability is strictly against any code of practice that operates in the care industry and will be considered an act of gross misconduct.
3. Always adhere to the client's way of doing things where it is consistent with safety and good practice. You are an employee of the client so respect their privacy and give them time to be alone.
4. Advancing years tend to make old people more introspective. They may appear to be disinterested in you but as time goes on they will get to know you and they will learn something about you but allow them to do this at their own pace.
5. Keep receipts and accounts for items bought on the client's behalf.
6. Ensure diary notes are kept up to date for the following carer.
7. Keep a food and cooking diary to ensure that a healthy diet is followed, i.e. fruit, salad, eggs, cheese and milk are consumed in relevant quantities. If in doubt consult with the district nurse.
8. You must not give out your private number or address to a client as it can lead to complications. Third party introductions are liable to the agency fee of 20% of the annual payment and the carer will not be insured under the Agency's insurance scheme.
9. Do not impose your beliefs, either religious or dietary, on the clients.

10. Be aware of Health and Safety, both for the client and yourself. Check the moving and the handling policy in the diary and the Risk Assessment form. Pay particular attention to fire hazards, rugs, drugs and who is responsible for them.
11. It is strictly forbidden to deal with a client's financial matters except for grocery or personal shopping done on their behalf. This is to safeguard you. All receipts must be retained and pinned to the cash book.
12. **Under no circumstances whatever may a carer accept money (cash or cheque) that is not part of the agreed rate for the assignment.** Carers may accept small gifts at Christmas time but the office needs to be told what it is, so it can be recorded.
13. You should monitor the client's health and report to the family, GP, the District Nurse and other carers any changes in physical or mental state which must also be recorded in the diary and reported to your Care Manager. Carers must **contact the Agency every week.**
14. Try to meet the urgent needs of the client, deal with emergencies and liaise closely with relevant care professionals.
15. Each carer will do things differently but essentially it is the client's satisfaction which is paramount. If in any doubt telephone your Care Manager for guidance.
16. Ensure that when you know where you are going you telephone the client to reassure them of your arrival and arrange necessary details.
17. Normal change-over is at 12 noon or as agreed with the client.

LEVELS OF SERVICE – LIVE IN CARER

Duties and Responsibilities

Each client will require a different level of service. This will be agreed with the client after the assessment visit and the carer will be clearly informed what the agreed service is. The level of service may change during the length of the assignment.

The levels of service are:

HOME SUPPORT AND CARE - LEVEL I

These tasks assist the client with the running of their households:

- **Meal preparation**
- **Home administration**
- **Laundry**
- **Assisting dressing/undressing**
- **Light housework**
- **Shopping**
- **Companionship**

HOME SUPPORT AND CARE – LEVEL II

As well as the tasks outlined above the carer will help with a limited level of personal care that may include:

- Assisting with washing and dressing
- Continence care
- Medication as prescribed by the GP or District Nurse.
- Help into the bath/shower
- Help to prepare for bed

HOME SUPPORT AND ADVANCED CARE – LEVEL III

For those clients who require a greater degree of personal care in order to remain in their own homes i.e. those suffering from a terminal illness, stroke, Parkinson's or Alzheimer's Disease.