
NursingDirect

SERVICE USER GUIDE

PLEASE DO NOT REMOVE FROM THE SERVICE USER'S HOME

Galago House, 163 Brighton Road, Coulsdon, CR5 2YH
E: info@nursingdirect.co.uk Ph: 0330 056 6000

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INTRODUCTION

WELCOME TO NURSING DIRECT HEALTHCARE LIMITED

On behalf of Nursing Direct and our dedicated care team, we extend a warm welcome to you, your family, and those significant to you. We are here to make sure that you are happy with our service and support you to continue enjoying your everyday life, just as you do now.

This Service User Guide has been developed to provide Nursing Direct's Service Users and their representatives with important information about Nursing Direct and the care and support we provide. Please note that the information included in this Service User's Guide reflect the conditions of our service.

Nursing Direct is registered as a Care Provider with the Care Quality Commission (CQC) and is a member of the UK Home Care Association (UK HCA) and fully supports the objectives of both of these bodies. Details of how to contact these organisations is included at the back of this Service User Guide.

Should you or someone you know wish to receive a larger print version of this Service User's Guide or if you would like assistance reviewing its contents, please do not hesitate to contact Nursing Direct's offices on **0330 056 6000**, and a member of our team will be happy to assist you with this.

AIMS AND OBJECTIVES

At Nursing Direct, we understand the significance of choosing the right homecare provider. Therefore, we articulate our objectives to ensure alignment with the expectations of both Service Users and their representatives.

Our objectives for service delivery are to;

- To provide the highest quality care and support to all service users through our friendly care staff who have the qualifications, competence, skills, and experience to keep you **safe**.
- To actively promote clear and strong communication with Service Users and their representatives at all times, promoting a mutual respect and trusting relationship.
- To provide an **effective** person-centred package of care that reflects the service users care needs and preferences, adapting to any changing needs or circumstances, to address their health needs, their physical well-being, and their social and leisure requirements.
- To promote the service users independence whilst supporting them to have the platform to make informed decisions on the care they receive, encouraging their active involvement in shaping their care plan whilst remaining sensitive to their needs and expectations, to the fullest extent possible.
- To empower service users to make choices through the expression of wishes, feelings, and preferences, encouraging their independence, human rights, and consent to care.
- To respect and appreciate our care staff **caring** for our service users, offering the necessary training, guidance and supervision required to ensure they are able to support them in their role.
- To ensure that the service users are always treated with dignity and respect, and that they are safeguarded from the risk of abuse.
- To prioritise our duty to be open, honest, and transparent during care, especially in the event where something goes wrong.

- To continuously enhance our services by actively seeking and incorporating constructive feedback from Service Users, their representatives, our care staff, and other industry partners, implementing evolving changes aimed at improvement.
- To ensure that we have a **responsive** system in place to deal with any complaint received in a timely manner, taking any actions where an issue is identified.
- To have a risk assessment process in place, tailored to the dynamic working environments, reducing any risks to the Service User or care staff, ensuring regular reviews and updates in line with best practices and regulatory standards.
- To comply with regulatory bodies and relevant trade associations in upholding the quality and standards within the industry, ensuring **well-led** management of our service.
- To be able to demonstrate that we conduct our service provision with a high level of professionalism, ensuring equality in our approach with Service Users, our care staff, and other industry partners.

At Nursing Direct, these objectives guide our commitment to excellence and ensure that our services consistently meet the diverse needs of our Service Users.



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ABOUT NURSING DIRECT

ABOUT NURSING DIRECT

Nursing Direct are a homecare service provider offering care solutions and support services to individuals in their own home, to enable them to live as independently as possible, enabling individuals to maintain their quality of life while receiving the necessary assistance to manage their daily activities and health needs within the comfort of their own home.

Nursing Direct can provide bespoke packages of care for adults, adolescents, and children with personal care needs through to complex needs, multiple diagnosis such as ASD, ADHD, PTSD, LD, physical illness, physical disability, as well as complex mental health difficulties.

HOURS OF OPERATION

Our office hours are Monday to Sunday, 05:30 – 22:30 (including bank holidays)

Nursing Direct provides a 7 day a week service, 365 days a year so that our service users and Agency Workers can be confident that there will always be a member of the team available to help.

During closing hours, there is an emergency 'on-call' number to contact a member of the management or clinical team outside of our office hours. The emergency 'on-call' number is 07714 744 108. During these hours, if there is no answer, please leave your name, a contact number and a short reason for your call, and a member of the team will call you back. Please note that confidential information should not be left on our answering machine service.

STATEMENT OF PURPOSE

This Service User Guide should be read in conjunction with our **Statement of Purpose**. If you would like the full copy of our Statement of Purpose, please contact our Management team who will be able to share this with you.

CHARTER OF SERVICE USER RIGHTS

In line with the NHS Constitution for England Guidance, we place the rights of our Service Users at the forefront of our care philosophy to ensure that we uphold these rights across all aspects of our environment and the services we offer. The following Charter of Rights serves as a guide, but it is not exhaustive or prescriptive. Therefore, we actively encourage and support our Service Users to exercise their rights fully.

Quality of Care and Environment

You have the right to receive professional care from qualified staff in a safe, approved environment, ensuring your well-being and comfort.

Dignity and Respect

You have the right to be treated with dignity and respect in accordance with your human rights, and to be protected from abuse, neglect, and degrading care or treatment.



Privacy and Confidentiality

You have the right to privacy, confidentiality, and to expect that your confidential information is kept safe and secure, including being informed about how it is used.

Person Centred Care and Consent

You have the right to receive care and treatment that is tailored to your needs, preferences, and is appropriate for you, as well as being informed about the usage of your information.

Informed Choice

You have the right to choice and expressing your preferences, as well as access to transparent, accessible, and comparable data on the quality of your care provider.

Involvement in your Care

You have the right to be actively involved in planning and decision-making regarding your health and care, including end-of-life care, with your care provider. This right extends to your family and carers where appropriate and includes being supported with information to facilitate your participation. Additionally, you have the right to a transparent relationship with your care provider, where you are informed about any safety incidents affecting your care, accompanied by facts, an apology, and necessary support.

Security

You have the right to be free from unlawful discrimination in the provision of NHS services, regardless of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy, and maternity, or marital or civil partnership status.

Complaint and redress

You have the right to have any complaint you make acknowledged within three working days, thoroughly investigated, and to discuss the handling of the complaint. You also have the right to be informed of the expected time-line for the investigation and response, to be kept updated on progress, and to receive a detailed explanation of the outcome, including any actions taken or proposed.

CARE AND SUPPORT SERVICES

THE NATURE OF THE SERVICES PROVIDED

Nursing Direct are a homecare service provider, specialising in all aspects of domiciliary and complex care services to adults, adolescents, children and babies with complex needs or multiple diagnosis such as;

- ADHD
- Autism (ASD)
- Behaviours that Challenge
- Brain Injury
- Dementia Care
- Learning Disabilities (LD)
- Mental Health
- Palliative and End of Life Care
- Physical disability
- Post-discharge Care
- PTSD
- Spinal Injury Care

Nursing Direct provides homecare services, assisting individuals to live independently at home while receiving necessary support to manage daily activities and health needs, preserving their quality of life.

To achieve this, Nursing Direct offers Service Users a range of support packages to meet both their personal care and specialist care needs.

As an indication, Nursing Direct can support;

- Complex Care – Adults and young people
- Paediatric Care
- Long term care
- Short-term Care
- Elderly Care
- High Profile Care
- Live-in Care
- Overnight Care
- Overseas Care and Repatriation
- Personal Care
- Private Nursing Care
- Rapid Response Care (within 24hrs)
- Respite Care
- Companionship



THE PEOPLE FOR WHO SERVICES ARE PROVIDED

Emphasising person-centred care is fundamental to our service delivery and Nursing Direct ensures this support is provided to every individual including;

- Elderly individuals requiring assistance with daily activities.
- People with disabilities needing support to live independently.
- Individuals recovering from surgery or illness who require temporary care at home.
- Patients with chronic conditions requiring ongoing medical assistance.
- Individuals with terminal illnesses receiving palliative care at home.
- Those with mental health needs benefiting from home-based support services.
- Children with complex medical needs receiving specialised care in their own environment.
- Adults requiring assistance due to cognitive impairments, such as dementia or Alzheimer's disease.
- Individuals needing short-term or respite care to provide relief for family caregivers.
- Those requiring end-of-life care preferences to remain at home surrounded by loved ones.

GEOGRAPHICAL REGIONS COVERED

Nursing Direct has defined its core operating market as being within London and the Home Counties.

Nursing Direct believes that it is fundamentally important to be in a position to carefully monitor the quality of the domiciliary services being delivered to Clients and Service Users and therefore only commit to providing care in areas that we can offer a high standard of support.

Please note, we may be able to offer support outside of our core area, particularly for live-in care services. If you or someone you know resides outside of our designated service area and is interested in utilising Nursing Direct's services, please contact our team to discuss your individual needs. We will assess our staffing availability in your area and provide further guidance accordingly.

THE PROCESS FOR THE DELIVERY OF CARE

At Nursing Direct we believe that the first step to ensuring that we meet Service User's needs is to work with the Service User, and/or any family members they choose, to prepare a personalised care plan which clarifies what their needs and preferences are, and how best these can be met.

To facilitate this, during the on-boarding process, Nursing Direct will complete following steps...

1. **Home Assessment:**

Nursing Direct will schedule a complimentary home assessment with one of our highly trained Clinical Leads to evaluate the Service User's needs, ahead of completing the person-centred Care Plan.

2. **Risk Assessment:**

The Clinical Lead will conduct a comprehensive risk assessment during the scheduled home visit, to ensure the safety and well-being of both Service Users and our care team.

3. **Care Plan:**

Once an agreed care plan has been produced, this will be shared with the Service User and Agency Workers who will be providing the day-to-day care.

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CARE AND SUPPORT SERVICES

4. **Dedicated Support:**

- Each Service User will be assigned a dedicated Homecare Manager, a Care Consultant to manage the package of care and a Clinical Lead to oversee the support provided.
- The Care Consultant will co-ordinate the day-to-day care, maintaining close communication with Service Users and their representatives.

5. **Introducing the Care Team:**

The Care Consultant will identify appropriately trained and compliant Agency Workers and assign them to the Service User's rota.

6. **Getting the Package of Care Started:**

The package of care will start on the agreed date

7. **Regular Care Plan Reviews:**

- The dedicated Clinical Lead will conduct quarterly visits at a minimum to ensure satisfaction with the services provided and make necessary adjustments to the care plan as required.
- The dedicated Clinical Lead will review each Service User's Care Plan at least once a quarter, or more frequently if needs change, with the possibility of monthly reviews in some cases.

8. **Feedback:**

Nursing Direct will encourage Service Users and their representatives to provide feedback, questions, or concerns to the Homecare Manager promptly, to ensure continuous improvement.

OUR AGENCY WORKERS

At Nursing Direct, we carefully select and register Agency Workers who demonstrate a genuine passion for assisting service users in their own homes. We prioritise clear communication skills, ensuring that all our Agency Workers can effectively communicate. While some Agency Workers may possess formal training, such as nursing degrees, others have gained experience through community work or providing care to family and friends. Our care team is as diverse as our service users, each bringing unique qualities and experiences to their role. Our success lies in pairing each Service User with the right Agency Worker, emphasising the importance of building personal connections for effective support. Despite varying backgrounds, you will find that all our Agency Workers share a compassionate dedication to improving the quality of life for our Service Users.

TRAINING AND DEVELOPMENT AT NURSING DIRECT

Nursing Direct is proud to have a dedicated compliance team responsible for overseeing the completion of our rigorous in-house induction and internal training programs by all Agency Workers. Moreover, our commitment to comprehensive support is evident in our dedicated training academy, which offers opportunities for further skill development and career advancement for those eager to grow, enhance their skills and develop their careers.



STANDARD TERMS OF CARE

The below details the terms under which services will be provided by Nursing Direct Healthcare Limited ("Nursing Direct") to the intended Service User.

MEDICATION AND HEALTHCARE RELATED ACTIVITIES

- Nursing Direct understands the importance of having accurate and up-to-date information about a Service User's medication at all times. Agency Workers will administer medication but only when it has been documented in the Care Plan and a MAR Chart has been produced for the 'sign off' of prescribed and 'over the counter' medication, including the application of lotions and creams. Both prescription and 'over the counter' remedies must be agreed before the start of care due to the risk of any 'side effects'.
- Your Agency Worker will record any medication administered on a MAR Chart (Medication Administration Record) each time they provide any medication administration support. Any verbal reminders or physical assistance in relation to medication will also be recorded on the MAR Chart. No assistance can be provided by family members that has not been formally agreed and detailed in the Care Plan.
- All Agency Workers are trained, assessed and competent in the administration of medication, and this is regularly reviewed by the dedicated Clinical Lead. Any health-related activities requiring supervision are also performed with appropriate training and approval from the dedicated Clinical Lead.
- Administration of medicines will form part of training for Agency Workers and covers policy, legal position, safe procedure, informed consent, record keeping, and support of self-administering, administration aids, reporting problems, and possible side effects of commonly used medicines.
- Agency Workers are instructed to administer medication exclusively from original containers dispensed by pharmacists. Use of medication from family-filled dispensers is prohibited.
- Medication Administration Procedures;
 - Ensure proper dosing, timing, and technique for various medications.
 - Administer oral medications with water, injections with appropriate technique, and topical creams with gentle massage.
 - Instruct on inhaler use, including shaking before use and rinsing the mouth if needed.
 - Follow specific instructions for other forms like nasal sprays or eye drops.
- Monitor for adverse effects and document all administrations accurately.
- Agency Workers are prohibited from recommending or initiating any medication changes and are not authorised to administer controlled drugs without pre-authorisation including full documentation of the controlled drugs in the Care Plan and on the MAR Chart.
- Proper medication storage is crucial for maintaining effectiveness and preventing misuse. Keep medications in a cool, dry place, ideally in a locked cabinet, to ensure they remain secure and potent. Avoid exposure to sunlight, moisture, and mixing different medications. Regularly check expiration dates to maintain safety and efficacy. These practices promote a safe environment within households.
- Compliance with policies, legal requirements, and safety procedures ensures the highest standard of care for Nursing Direct service users.

INFECTION CONTROL

Agency Workers are supplied with suitable Personal Protective Equipment (i.e. gloves, aprons etc) which they will wear when they carry out personal care duties to prevent the spread of infection. Agency Workers are also expected to wash their hands upon entering your home as well as before and after direct care, before administering medications or any other clinical care duties, and after any activities which could have contaminated their hands.

Agency Workers are strictly prohibited from undertaking private work for Service Users and are not covered by our insurance to be in your home outside of scheduled visits agreed upon with Nursing Direct Healthcare Limited.

ADVOCATES

All Service Users have the right to access an advocate who will act in their interests to help them solve problems, discuss concerns, and understand information. Nursing Direct will be happy to provide information on local advocacy groups and other support networks.

LASTING POWER OF ATTORNEY

Nursing Direct Healthcare Limited understands that some Service Users have Lasting Power of Attorney in place for finance, health, and well-being or both, in the event that they may require support or help for decision making. As a company we ask you for these details and request your permission to share information with them on your behalf should you wish. There are circumstances where our service provision begins once a Lasting Power of Attorney has come into play, we will liaise with the appropriate individuals and work in partnership to ensure that the Service User's best outcomes are met.

INSURANCE COVER

Nursing Direct Healthcare Limited carries Public Liability Insurance and Employers Liability Insurance up to £10,000,000 for any one claim. The insurance covers all aspects of its undertakings. However, the insurance does not take the place of normal household insurance cover for accidental breakage or damage to household items. As per our Care Service Agreement;

- Service users must have in place suitable building and contents insurance to cover accidental damage to the location or its contents
- Where the Services include a Healthcare Professional driving the Service Users motor vehicle, that there is suitable motor insurance in place to cover damage caused by the use of the motor vehicle by the Healthcare Professional to passengers the vehicle and/or anyone else or their property.

Any private arrangements should not be made with our Agency Workers, however, if a private arrangement is made, these will not be covered under our insurance policy.

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STANDARD TERMS OF CARE

CANCELLATIONS AND CHANGES

We kindly request that you provide us with ample notice if you need to cancel a scheduled visit. To cancel, please notify Nursing Direct at least 24 hours in advance. Cancellations made with less than 24 hours' notice, including instances where you are unexpectedly unavailable or refuse entry during a booked visit, will incur charges at the normal rate for the entire scheduled visit.

WITHDRAWAL OF SERVICE

In cases where termination of the contract becomes necessary, Nursing Direct will ensure a minimum notice period of 28 days, unless immediate departure is warranted due to safety concerns. While Nursing Direct will exhaust all efforts to address issues, there are circumstances that necessitate the consideration of service withdrawal, including:

- Physical violence towards Agency Workers
- Serious verbal abuse towards Agency Workers, including racist or sexist remarks meant to cause offense
- Failure to comply with established risk control measures, jeopardizing the safety of both service users and Agency Workers
- Continued risks to Agency Workers safety without viable control measures

Other factors that may lead to service withdrawal include persistent demands on staff to perform tasks outside the agreed Care Plan and ongoing undermining of staff or threats of violence. Failure to meet financial obligations to Nursing Direct may also prompt consideration of service withdrawal.



KEY POLICIES

It is our goal to ensure that you have access to all necessary information throughout the duration of your care with Nursing Direct. To achieve this, we have provided an overview of our key policies and procedures, to give you an idea of how we work. Please note that the policies and procedures outlined below are summarised for your convenience. Should you require further clarification on any aspect, feel free to contact the Homecare Manager or our office team, who will be able to provide you with the complete policy.

IDENTITY CARDS

At Nursing Direct we recognise the importance of ensuring the safety and well-being of Service Users and that they know who is visiting them in their home. All Nursing Direct Agency Workers carry laminated company ID cards with their name, photograph, agency logo, contact details, and expiration date. We strongly advise Service Users to verify the identity of anyone entering their home and assure them that we will inform them of any changes in carers.

If an unfamiliar individual arrives claiming to represent Nursing Direct, Service Users should ask to see their ID card. If there are doubts about the person's identity or if they lack an ID card, Service Users should not let them in and should contact Nursing Direct to verify their identity.

DOCUMENTING YOUR CARE

Your Agency Worker will diligently document their care provision activities throughout their shift. Nursing Direct requires Agency Workers to maintain daily care records using our digital-based record system. Any necessary monitoring charts, such as medication logs, fluid charts and body maps will be recorded either electronically or on paper, depending on the specific care plan in place. All records or care are either kept in a file in a safe place in your home or kept digitally on our software system.

All Agency Workers understand that when they complete records, these serve dual purposes as both legal documentation and as tools for audit, review, and service improvement. We encourage our Agency Workers to communicate openly with you during care delivery about what they are recording. Additionally, you and/or your advocate have full access to this information upon request at any time.

Nursing Direct prioritise the rights and privacy of our service users. We meticulously ensure that their personal information is handled with the utmost care and in strict compliance with applicable laws and regulations governing confidentiality and data protection. To this end, we maintain stringent data protection protocols, guaranteeing that service users' records are securely stored and accessible only to authorised personnel on a need-to-know basis.

GENDER CHOICE

Due to the personal nature of the service we deliver, Nursing Direct are committed to providing Service Users with the opportunity to express their preferences regarding the gender of the Agency Workers responsible for their personal care. This commitment aligns with the principles outlined in the Equality Act 2010 and the Human Rights Act 1998, ensuring that individuals receive care that respects their dignity and autonomy. Recognising the importance of tailoring services to meet diverse needs, we also strive to offer care that aligns with Service Users' age, as well as their social and cultural beliefs.

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KEY POLICIES

Please be advised that there may be instances where accommodating your preferences could impact our ability to deliver care at your preferred time.

KEYS AND KEY SAFES

Agency Workers typically do not hold the house keys of the individuals they visit. However, if there is a specific need for this, it must be formally recorded in accordance with Nursing Direct's Management of Keys and Key Safe Security Policy and Procedure.

When necessary, Agency Workers may be provided with key safe combination numbers, which are securely managed according to company policy.

While Nursing Direct can manage keys upon request, this practice is not actively encouraged. Any arrangements regarding key holding, including those for live-in carers, must be discussed directly with the Service User's care manager and documented in their file.

Service Users or family members should not provide keys to Nursing Direct Agency Workers without prior discussion and completion of a Key Holder Authorisation Form for our records.

HANDLING MONEY

When Agency Workers handle financial transactions on your behalf, such as shopping or paying bills, they will document the details on the financial record sheet in your home. Receipts for shopping will be retained, and change will be counted out to you. However, Agency Workers are prohibited from being given cash cards or PIN numbers for bank withdrawals on your behalf. Only financial arrangements outlined and agreed upon in the Care Plan can be executed.

Nursing Direct recognises the importance of safeguarding vulnerable individuals in their homes and putting effective systems and procedures in place are essential. Although support from Nursing Direct can enhance safety, it is important to acknowledge that complete protection is not always feasible, and unforeseen events may occur.

If you have any concerns, it is important that you contact the Registered Manager at your earliest convenience.

GIFTS, DONATIONS, WILLS AND BEQUESTS

Nursing Direct aims to make sure that you receive a care service of the highest possible standard, to make sure our Agency Workers always work professionally and to protect you and our Agency Workers from any allegation of financial or material abuse.

As part of our policy, Agency Workers are;

- Prohibited from accepting gifts, loans, or gratuities from Service Users, their relatives, or friends.
- Not to become involved in the creation of Service Users' Wills or soliciting any form of bequest or legacy from a Service User.
- Forbidden from lending money to Service Users, borrowing money from them, or influencing them to lend or borrow from third parties.

These policies are in place to uphold ethical standards and maintain the integrity of our care services. While we appreciate the desire to show gratitude towards our Agency Workers, it is essential to maintain clear boundaries due to the close relationships often formed between Agency Workers and those they support. Therefore, we respectfully ask Service Users and their families to refrain from giving gifts or including team members in bequests. If someone strongly wishes to express appreciation, they are encouraged to discuss it with the Registered Manager.

SMOKE FREE LAW

Nursing Direct is committed to promoting the health, safety and well-being of all Service Users and their Agency Workers, complying with its statutory obligations under the Health Act 2006 and associated regulations.

Legislation states that a private dwelling is not defined as smoke free unless used as a place of work. At certain points in the day your home becomes a place of work for our Agency Workers. For the health and safety of our Agency Workers, we ask you and anyone else present in your home, to refrain from smoking and ventilate any room that will be used for your care, for at least one hour before the agreed shift start time.

If you smoke while your Agency Worker is with you, Agency Worker will be obliged to leave your home for the duration of your smoking. Any additional requirements or any variation to this clause will be specified in your Care Plan.

At the time of engaging the services of Nursing Direct the Service User's Clinical Lead will ascertain if the Service User is a smoker or whether they regularly come in close contact with smokers. If the Service User is a smoker or regularly comes in close contact with smokers, then a risk assessment will be completed to ascertain the risks to both the Service User and the carer and identify ways to reduce the risk wherever level is reasonably practical.

EQUALITY AND DIVERSITY

Nursing Direct maintains a zero-tolerance policy and is committed to fostering a work environment and providing services that are free from discrimination, bullying, harassment, and victimisation. This commitment extends to all individuals, whether they are a service user, an Agency Worker or any other individual. Agency workers are expected to adhere to this policy, and any breach will result in disciplinary action.

Nursing Direct provides services to all individuals regardless of their cultural background, race, ethnicity, colour, religion, political beliefs, sexual orientation, marital status, disability, or health condition. We firmly uphold the following beliefs:

- You have the right to freely practice your beliefs, religion, or cultural customs without facing restrictive or discriminatory practices.
- You have the right to express your sexuality without fear of discrimination based on sexual orientation. Additionally, you have the autonomy to make informed decisions regarding your sexuality, sexual orientation, and gender identity, free from coercion or prejudice.

Any complaints regarding discriminatory practices are taken seriously and thoroughly investigated. All complaints will be documented to identify any recurring issues effectively. We are committed to addressing any issues and fostering an environment where everyone feels valued and respected.

CONFIDENTIALITY AND DATA PROTECTION

Data is stored securely, whether in paper or electronic form, and used for quality care, service improvement, complaint resolution, and audits.

It is vital to prioritise the security and accessibility of all documentation within your home. Choose a designated secure location within your home where important documents can be stored. This area should be easily reachable by authorised Agency Workers while ensuring protection against unauthorised access.

Our policy ensures strict confidentiality of your information, prioritising trust. Relevant information may be shared with supporting Agency Workers, but you will be consulted, where appropriate, before information is shared.

Nursing Direct respects the confidentiality of personal information obtained from you, family, or professionals involved in your care.

All information provided to Nursing Direct is treated as confidential and Nursing Direct will only release as much information as is necessary for the purpose.

We may share your information with healthcare professionals, social workers, and regulatory bodies, as necessary. Our data management policies comply with UK regulations, including GDPR and the Data Protection Act 2018. You can speak to HR Department for further information.

If you ever have any concerns about how the Nursing Direct Team handles the information available to them, please feel free to contact the Registered Manager as soon as possible. Your feedback is important to us.

On occasions, the CQC may contact you to ensure we are delivering services as required. We will share your name, address, and phone number with the CQC, but we will not disclose any personal details regarding the care provided. If you prefer that we do not share this information, please inform us directly.

SAFEGUARDING: PROTECTING YOU FROM HARM

Nursing Direct recognises the definition of safeguarding as the actions taken to protect a service user's health, well-being and human rights whilst enabling them to live free from harm, abuse neglect and maltreatment when delivering care support and treatment.

Safeguarding is a collective responsibility and Nursing Direct requires its Agency Workers and others involved to understand the importance of working together in partnership to make sure that Service Users of all ages are safe through collective and proactive approaches to safeguarding.

Nursing Direct will ensure that Agency Workers receive training in recognising and responding to incidents, allegations or concerns of abuse or harm as part of their induction programme as well as within their yearly refresher training.

If you suspect abuse or are worried about potentially experiencing it, it is crucial to report these concerns to Nursing Direct's management team promptly. If you feel uncomfortable about reporting directly to Nursing Direct, you have the option to contact your Local Authority. Alternatively, other avenues of support are accessible to you...

Police

In an emergency: 999
In a non-emergency: 101

Care Quality Commission (CQC)

Phone: 03000 61 61 61
Web: www.cqc.org.uk

Silverline Confidential 24-Hour Helpline

Phone: 0800 4 70 80 90
Web: <https://www.thesilverline.org.uk>
Providing friendship, conversation, and support 24 hours a day, 7 days a week.

PRIVACY & DIGNITY

We are committed to upholding the privacy of our Service Users in every aspect, including their personal affairs, data, and belongings. Our Agency Workers are dedicated to upholding the human rights of individuals and adhering to professional codes of conduct, as well as strict compliance with UK GDPR and Data Protection policies and procedures.

During discussions with our Service Users regarding their affairs, our focus is solely on managing and enhancing their care. These discussions are always conducted in private settings to ensure confidentiality.

Nursing Direct is fully committed to treating you with dignity and respect at all times, as mandated by Regulation 10 of the Health and Social Care Act 2008 Regulations 2014. We prioritise providing care in a compassionate and respectful manner, while also maintaining your autonomy and privacy as required.

All of our Agency Workers have undergone comprehensive training in privacy and dignity protocols. They possess a clear understanding of these principles and are equipped to implement them effectively in the Service User's home.

QUALITY ASSURANCE

At Nursing Direct, we firmly believe in the continuous improvement of our services through actively seeking feedback from Service Users, Team Members, and relevant stakeholders. Your input is highly valued as we aim to gain a comprehensive understanding of your views and experiences. Quality Assurance is how we monitor and evaluate our service to make sure it is delivering high quality care.

Quality assurance activities encompass a range of processes and procedures designed to ensure that our service meets specified requirements and standards. Quality assurance is a shared responsibility among all stakeholders. For instance:

- Agency Workers are tasked with maintaining high-quality practice standards.
- Clinical Leads and Care Coordinators oversee their care teams to ensure adherence to these standards.
- Management ensures regular quality assurance activities and shares the findings.
- Additionally, management ensures that insights gleaned from quality assurance activities are integrated into the performance of Agency Workers.

In conclusion, quality assurance is at the core of our commitment to delivering exceptional homecare complex care services. Through meticulous planning, rigorous control measures, continuous improvement initiatives, and attentive customer feedback, we ensure that every aspect of our services meets and exceeds the highest standards, fostering trust and confidence in every interaction.

COMPLAINTS PROCEDURE

We always aim to provide a high standard of care in all our services. Our Service Users' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know. If a complaint alerts us to possible abuse or neglect, we will tell the Local Authority's Adult Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

MAKING A SUGGESTION

Often people feel more comfortable suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services, or their friends/family.

To make a suggestion you can:

1. Speak to the Homecare Manager or the allocated Clinical Lead by calling the office on 0330 056 6000.
2. If the suggestion is something that Nursing Direct as a company needs to consider you can send it to: Registered Manager, Nursing Direct Healthcare Limited, Galago House, 163 Brighton Road, Coulsdon, Surrey, CR5 2YH. Alternatively, you can email **info@nursingdirect.co.uk**

MAKING A COMPLAINT

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Nursing Direct assures Service Users and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

WHO CAN COMPLAIN

Anyone affected by the way Nursing Direct provides its services can make a complaint. A representative can make a complaint for the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to support you with finding someone from an independent organisation to act as an advocate for you.

HOW YOU CAN MAKE A COMPLAINT

You can complain:

- In person
- By telephone
- In writing
- Through an advocate or representative

Where someone complains verbally, we will make a record in our reporting system and formally acknowledge a complaint within 3 working days via email.

ANONYMOUS COMPLAINTS

We deal with anonymous complaints under the same procedure. However, it should be noted, if you provide contact details, we can update you on the outcome of our investigation.

RESPONSIBILITY

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure
- Advice on where you may get that help
- Information about making a complaint in a way you can understand

HOW WE HANDLE COMPLAINTS

The Registered Manager may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will formally acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating the complaint.

We will keep you informed about the progress of the investigation.

We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

SERVICE USER GUIDE

COMPLAINTS PROCEDURE

TIME LIMITS

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. However, we will consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

FURTHER STEPS

1. At any stage during the process, if you are not happy with the way Nursing Direct is dealing with your complaint you can contact the Registered Manager, Leanne Harris, at:

Nursing Direct Healthcare Limited
Galago House
163 Brighton Road
Coulsdon
CR5 2YH

0330 056 6000
info@nursingdirect.co.uk

You can also contact your Local Authority Complaints Team to complain.

You can contact the Local Authority Complaints Team at:
Local Authority Complaints Team: **csab@croydon.gov.uk**

2. Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to 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.

3. The services of Nursing Direct are registered with, and regulated by, the Care Quality Commission. The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time. 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: 0300 061 6161
Fax: 0300 061 6171
Website: www.cqc.org.uk

We believe this procedure will help Nursing Direct achieve top satisfaction by maintaining service quality. If you have any suggestions on how we can improve this process or any of our services, we would greatly appreciate your feedback.

Once your complaint has been fully dealt with by Nursing Direct, if you are not satisfied with the outcome, you can refer your complaint to the Local Government and Social Care Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614

W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC).

The CQC cannot get involved in individual complaints about providers but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission (CQC)
National Correspondence Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 0300 061 6161
Fax: 0300 061 6171

CONTACTS PAGE

NURSING DIRECT HEALTHCARE LIMITED

Galago House
163 Brighton Road
Coulsdon
CR5 2YH

OFFICE HOURS:	Monday–Sunday, 05.30 – 22:30 (including Bank Holidays)
TELEPHONE:	0330 056 6000
EMAIL:	info@nursingdirect.co.uk
WEBSITE:	www.nursingdirect.co.uk
OUT OF HOURS: of these hours)	0330 056 6000 (please call the emergency 'on-call' number outside
THE REGISTERED PROVIDER:	NURSING DIRECT HEALTHCARE LIMITED
ADDRESS:	Galago House, 163 Brighton Road, Coulsdon, CR5 2YH
THE REGISTERED MANAGER:	Ms. Leanne Harris
THE RESPONSIBLE INDIVIDUAL:	Mr. Marc Stiff

THE CARE QUALITY COMMISSION (CQC)

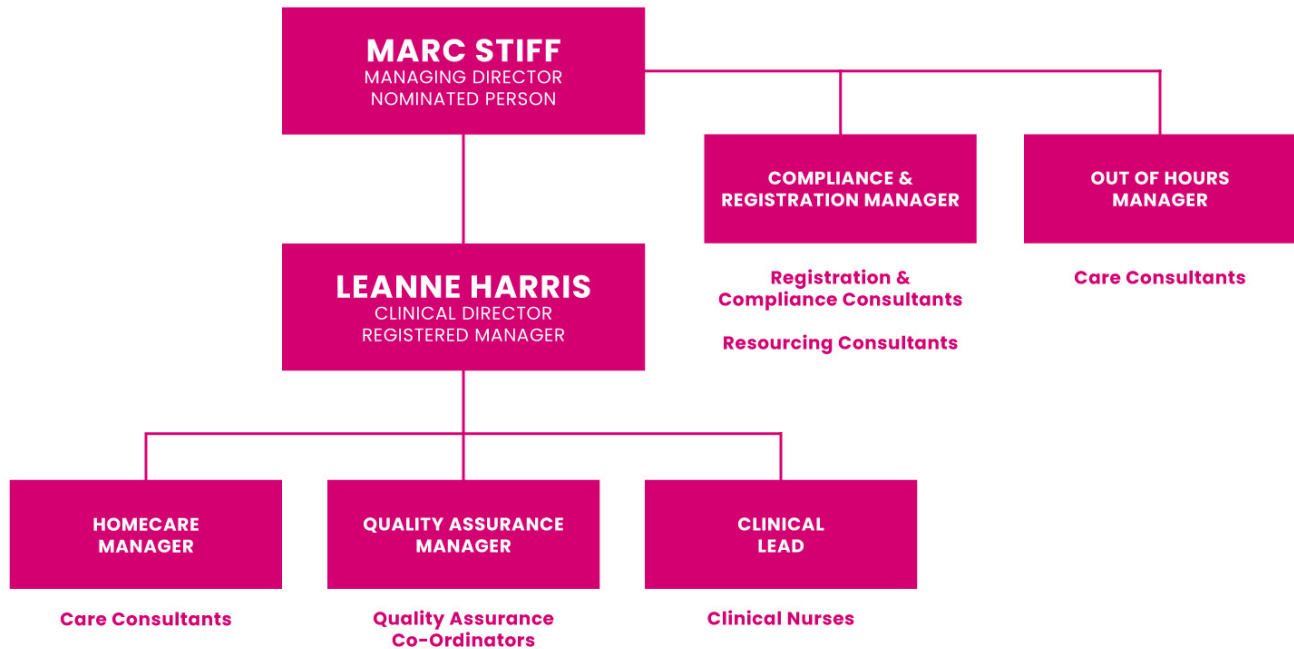
National Correspondence
Citygate
Gallowgate
Newcastle-upon-Tyne
Tyne and Wear
NE1 4PA

TELEPHONE:	0300 061 6161 (Phone lines are open Monday to Friday, 8.30am to 5.30pm, excluding bank holidays)
WEBSITE:	www.cqc.org.uk

HEMOCARE ASSOCIATION

(The UK's membership body for homecare providers)
Mercury House
117 Waterloo Road
London
SE1 8UL

TELEPHONE:	020 8661 8188
EMAIL:	enquiries@homecareassociation.org.uk
WEBSITE:	www.homecareassociation.org.uk



NursingDirect