

Service User Guide

For Supported Living & Domiciliary Care Service



DOMICILIARY CARE SERVICE

Providing specialist care for deaf adults
with autism and learning disabilities

Service User Guide | Supported Living & Domiciliary Care Service

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About Us

Thank you for taking the time to read through this document, it is aimed at providing guidance and relevant information about the Domiciliary Care Service provided by The Broad Group. The Broadbent family have been associated with The Broad Group since 1989 when its first residential service for deaf autistic adults was set up.



Ted and Roma

In 1989 Ted and Roma Broadbent opened 85 Bath Road to provide residential care for young adults with autism and learning difficulties. Prior to setting up the Care Home, both of them taught deaf children with autism. When they retired their son David and his wife Kirsty took over the running of the business and set up the Supported Living Service.

In August 2017 the Domiciliary Care Service was set up to provide specialist support to deaf adults with autism and learning disabilities in their own home. This service is registered with the Care Quality Commission.



David and Kirsty

In 2019 Kirsty and David's eldest son Noah took over as Managing Director when he completed his Business and Sustainability MSc at the University of Leeds. Noah, joined the family business at a young age, working part-time as a Support Worker whilst studying Business Management at Worcester University.



Noah

We believe that our core values underpin the whole philosophy of the care we provide and we aim to respect the fundamental rights of each service user.

Our approach is person-centred, we pride ourselves in providing a warm, friendly professional service with the highest quality of care where the welfare and wellbeing our service users is at the heart of what we do, our strapline is.

“Something rather specialan ordinary life”

Our Team

Our well-established team of both full and part-time staff comprise of people with a wide range of skills, experience and qualifications. They are all trained to work with autistic adults that display challenging behaviour.

All staff new complete the 'Care Certificate Induction Programme'. The Broad Group is committed to the training and development of all staff. Each staff member has their individual training needs identified and the appropriate training is planned and certificated. All staff either hold or are working towards BSL Stage 1



Our staff team is small and staff turnover is very low. Our team is made up of individuals who care about the people they look after, they are enthusiastic, friendly and have a wide range of skills, experience and qualifications.

We are committed to being a diverse workforce that promotes disabilities in a positive way, and so we do recruit staff with disabilities, both sensory and functional. The team are all totally committed to ensuring our service users lead a fulfilling and contented life.

All staff are specially trained to support service users who have an Autistic Spectrum Disorder and who present challenging behaviours.

Our Registered Manager



Brett Lee is our Registered Manager for the Domiciliary Care Service, he also manages the Supported Living Service. Brett has worked for the Company since 2002. He holds a Level 5 Diploma in Leadership and Management in Health and Social Care and a Diploma in Welfare Studies. He has a natural ability to build effective relationships promoting and supporting adults with autism and learning disabilities. Brett also has CIEH Supervising Health and Safety level 3 merit and has completed his BSL stage One.

Our Service



Potential Service Users have their needs thoroughly assessed so they can make informed choices about their future. For potential Service Users who are already in touch with a Social Service Department, the initial assessment is undertaken as part of the Care Management process. We also need to assure ourselves and that we can meet the required expectations of the Service User.



For potential service users who approach the service directly, appropriately trained staff will make a full assessment of need. This process enables us, to make sure that we can meet the needs of the individual and to make a plan of support. We will provide prospective service users with as much information as possible about the service to assist in their decision.



We can offer a wide range of activities to suit each individual both in their own homes, at our day opportunities and out in the community. All service users are involved in the development of their daily plans, choosing from a range of options tailored to their individual likes and needs and we would aim to continue any existing activities and interests they may already be involved in.

Typical activities may include:

- Life skills training including domestic chores such as cooking, laundry, cleaning.
- Exercise to include swimming, going for walks, attending dance and yoga classes etc.
- Going to sporting events
- Shopping or personal items or household groceries
- Recreational activities such as visits to restaurants or pubs, going bowling.
- Attending appointments; medical, beauty, financial
- Regulated activities such as personal care



The list above is not exhaustive.

Charges and Contracts

Charges

We charge £20 to £25 per hour for 1:1 support, with a minimum duration of one hour per visit. Should support be given in a group setting, then this will be charged at £10 to £12.50 per hour. Any additional support will be charged pro-rata and according to identified and assessed needs. Fees are to be paid four weekly: two weeks in advance and two weeks in arrears by direct credit (via standing order) or by Cheque or bankers order.

Termination of Contract

The support contract shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the service user leave the service without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required.

Our Approach

Ethos

We work in a way that is open, positive and inclusive and welcome comments and suggestions from Service Users and their representatives, friends and relatives. Positive comments help us to identify where we are doing well and to build on that success. However, we can also learn from comments that are critical of the service or the staff. We undertake to investigate negative comments or complaints, as quickly as possible and to provide a response, which we hope, will satisfy the person who has complained.

The 'Service User Plan' sets out the objectives of care, how they will be met, and is an ever-evolving document, reviewed on a regular basis to ensure the needs of an individual are continually met allowing for change and development. As far as possible all Service Users are encouraged to participate in the care planning process.



Upon joining our service, a 3-to-6-month trial period is agreed with the service user. It is during this time that the service user will receive an ongoing assessment, be monitored and reviewed against their initial 'service user support plan'.

Subsequent reviews take place at quarterly intervals, reducing to annually with professional agency input. The support plan sets out the objectives of support, how they will be met and is an ever-evolving document, reviewed on a regular basis to ensure the needs of an individual are continually met allowing for change and development. As far as possible all service users are encouraged to participate in the support planning process so that we can meet your choices and wishes after all this support is for you.

Feedback

We always try to do our best to provide a high standard of care to the people we support. We send out satisfaction questionnaires on an annual basis to gather feedback on how we are doing. The results are summarised and copies can be requested from the office.

Complaints Procedure

Our Approach

This service endeavours to work in a way that is open, positive and inclusive. We therefore welcome comments and suggestions from Service Users and their representatives, friends and relatives. Positive comments help us to identify where we are doing well and to build on that success. However, we can also learn from comments that are critical of the service or the staff. We undertake to investigate negative comments or complaints, as quickly as possible and to provide a response, which we hope, will satisfy the person who has complained.

Dealing with Complaints Informally

Anyone who feels dissatisfied with any aspect of the service should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond to the point and if necessary to apologise. If the complaint is about the behaviour of a particular member of staff, and the complainant feels uncomfortable about raising it with them directly, the complaint should be made to someone more senior.

Any staff member receiving a complaint about themselves, or a colleague will try to sort out the matter as quickly as possible.

Making a Formal Complaint

If anyone who is dissatisfied with any aspect of the service feels that when they raised the matter informally it was not dealt with to their satisfaction, or the matter is too serious to be handled informally, or they feel uncomfortable about dealing with the matter on an informal basis, they should inform the Manager of the service that they wish to make a formal complaint. The Manager will then make arrangements to handle the complaint personally. The person who is handling the complaint will then interview the complainant and will either set down the details in writing or provide the complainant with a form for them to fill in themselves.

Recording and Investigating a Complaint

The written record of a complaint on a complaint's form, whether it is completed by the person handling the complaint or by the complainant themselves, must be signed by the complainant. The complainant will be provided with a copy of this completed form, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding, explaining that the complainant has the right at any stage to pursue the matter with the Care Quality Commission of how the CQC can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation.

The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant.

The person investigating the complaint will report back to the complainant, as soon as possible, explaining what they have found and providing them with a written copy of their report.

Action following an investigation into a complaint

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

Complaints who are not satisfied

Service Users or their representatives are encouraged to ask any member of staff for further information on matters which they genuinely do not understand and want rectified. If it is felt that the response has not been adequate, and the complaint has not been dealt with then it is important to seek an answer from the Director at the earliest possible time. He can be contacted via post:

Noah Broadbent, The Broad Group Ltd, 12 Astwood Road Worcester WR3 8ET or Phone: 01905 330600 or email: noah.broadbent@thebroadgroup.co.uk

The Director will then investigate the circumstances and attempt to resolve the problem(s). In the event of the problem being unsatisfactorily resolved, the issue may be serious enough to involve the local authority.

If it is felt that the problem has not been resolved by the local Authority, the final steps need to be with the local Commissioner for Administration (Ombudsman):

The Local Government Ombudsman PO Box 4771, Coventry, CV4 0EH Tel: 0300 061 0614 or 08456021983 Fax: 024 7682 0001