



# A Guide To Right at Home Services



Right at Home Swindon

Welcome to Right at Home .....	3
Office Opening Times .....	3
Our Commitments to You.....	4
Our Ethics .....	5
Our Management .....	5
Our Services.....	5
Our CareGivers .....	7
Client Assessment and Support Plan .....	8
Visiting Your Home .....	8
CareGiver Absences.....	8
Length of Visits .....	8
Confidentiality .....	9
Safeguarding.....	9
How We Maintain Our Standards of Care .....	10
Our Fees, Financial Transactions and Contracts.....	11
Equipment .....	11
Cleaning Materials and Appliances.....	11
Meals and Accommodation.....	11
CareGivers Handling Your Money.....	11
Gifts and Hospitality .....	12
Bequests and Wills .....	12
Safekeeping of Keys.....	12
Support with Medication.....	12
Hiring Our CareGivers .....	12
Insurance .....	12
Having Your Say .....	12
Contact Details .....	13

### Welcome to Right at Home

Right at Home would like to welcome you to our service guide. If you are considering using our services, we hope that this document will give you all the information you need.

At Right at Home, we understand that there are many home care companies for you to choose from, and we would like to be sure that you have all the information you need to make an informed choice. We pride ourselves on delivering the highest quality support while maintaining the independence, dignity and wellbeing of our Clients. If you have any questions or would like to talk about any of our services in more detail, please do not hesitate to get in touch.

If you are just beginning to use our services, this booklet details our commitment to you and explains how we operate. If you have any further questions about any of our services, please let us know. We are always trying to improve our services and our Clients' views are very important to us.

---

“We pride ourselves on delivering the highest quality support while maintaining the independence, dignity and wellbeing of our Clients.”

---

### Contact Details

**Address:**

Right at Home Swindon  
Unit 21 Anchor Business Centre  
Frankland Road  
Swindon  
SN5 8YZ

**Telephone:** 01793 290029

**Email:** [swindon@rightathome.co.uk](mailto:swindon@rightathome.co.uk)

**Website:** [www.rightathome.co.uk/swindon](http://www.rightathome.co.uk/swindon)

### Office Opening Times

Support services in your home are available all day, every day.

Our usual office opening times are 08:30 - 17:30.

Please note that during out of office hours, we can only take emergency calls. We welcome calls for non-emergency matters during office hours. However, we do encourage you to call our out-of-hours number if

- you need to cancel your service and the office is not open to take your call
- you are concerned about the identity of your CareGiver and want to verify their identity before you allow them access into your home
- your CareGiver has not arrived within 15 minutes of their starting time and you have not been notified of a delay.

It is vital that you call us in these circumstances so that we can take immediate action to support you. Contact details can be found on page 13 of this document.

### Our Commitments to You

- As a valued Client, you will be treated with dignity and respect; your views and choices really matter to us.
- Other than in exceptional circumstances, we will always ensure that your CareGiver has been introduced to you by someone you have already met.
- Your preferences and choices are central to the service we provide.
- Decisions are made with you, not about you.
- You will not be discriminated against on the basis of age, race, ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, gender or sexual orientation.
- You can see all the information we retain about you, and we will share everything so that you remain in control.
- We will be upfront and transparent about costs, what you get for your money and the high standard of care and support you should expect to receive.
- You will be informed in advance of any changes in hours or CareGiver, and changes will be kept to a minimum.
- You can be assured that no personal or confidential information concerning your affairs will be disclosed to a third party without your express permission (unless there is a legal requirement to do so for your safety).
- You have the right to complain about any element of the service without fear of intimidation, recrimination or reprisals.
- You have the right to challenge the identity or compatibility of the CareGiver(s) providing direct care to you.

---

“Decisions are made with you, not about you.”

---

You can help us to fulfil these commitments by

- treating our employees in the way that you would like to be treated
- letting us know how you want us to contact you and how you would like to be addressed
- informing us if you have specific needs
- letting us know if things have gone wrong so that we have the opportunity to put it right
- making an appointment if you wish to meet with someone
- keeping appointments and letting us know if you need to cancel a service or receive it at a different time
- taking part in our surveys and reviews and being open and honest about what you think of the support you receive
- settling outstanding payments when they are due and letting us know as soon as possible if you have any queries or difficulties in making payment.

### Our Ethics

Thank you for considering Right at Home to provide you with the **right** care and support. Our support services are specifically designed together with you and are tailor made to support you to live as independently as possible in the comfort of your own home.

Our objective is to assist you in maintaining your independence while respecting your privacy and dignity at all times. We strive to add joy to your day by allowing you to make your own decisions, to live as full and interesting a lifestyle as you want and to have a CareGiver who suits your needs.

Right at Home UK was established in 2010 and now has an increasing number of offices trading across the UK. Our guiding principles are to provide care and support with compassion, competence and commitment through kindness and consistency. Above all, we are passionate about people. Our approach is simple – we get to know each Client and create a support plan based upon individual needs.

---

“Our guiding principles are to provide care and support with compassion, competence and commitment through kindness and consistency. Above all, we are passionate about people.”

---

### Our Management

**Managing Director:** Michael Bowen

**Registered Manager:** Abbie Gardner

### Our Services

Our services range from help with practical tasks to support with personal care. We aim to provide flexible care plans that are built around your specific needs and preferences.

**Practical tasks:**

- Making or changing your bed
- Emptying commodes
- Shopping and running errands
- Assistance with your laundry
- Preparing meals
- Light housework
- Assistance with your mail
- Companionship

**Personal tasks:**

- Bathing and washing
- Support with getting dressed
- Assistance with wake ups and bedtime
- Support with feeding
- Support with toileting
- Continence care
- Oral care and hygiene
- Support with medication

### Companionship

At Right at Home, we aim to maintain your independence through personalised care provided by friendly CareGivers who you can share your hobbies and interests with.

### Complex Care

We support Clients with a wide range of physical, learning and neurological needs through tailored support plans. Our complex care services also include palliative care.

### Specialist Dementia Care

People living with Alzheimer's and dementia often find that stable routines improve their quality of life. Our specially trained CareGivers can provide practical and emotional support to those living with Alzheimer's and dementia.

### Respite and Holiday Care

For a variety of reasons, family carers may occasionally be unable to provide care for short periods of time. We can provide short-term and flexible support to ensure that you are well looked after during these periods.

Our services will be delivered at times that suit you. Our preferred minimum visit time is one hour; we believe this is the minimum time required to deliver high quality care. We will not rush our Clients and will always work at their pace so that they are able to have things done in the order that they want.

Visits can be made several times a day at various lengths of at least one hour. CareGivers can provide an overnight sleep-in service or a waking overnight service where help or attention is required during the night. We can also provide 24-hour and live-in care and support if required.

### Excluded Services

There are some tasks our CareGivers cannot help you with. However, we will do all we can to find a person or organisation to help you should this situation arise. Some of these tasks may include

- providing medical advice or assistance
- lifting or moving heavy furniture or other items
- domestic work not outlined in your support plan
- providing services to other people in your home
- providing a service in a hazardous environment
- providing continence aids or specialist equipment.

### Personal Care

Our CareGivers can provide support with all areas of personal care and hygiene in a compassionate and caring manner, while respecting your privacy and dignity.

### Live-in Care

Our live-in care service enables you to maintain your regular routines and relationships by supporting you to live in your own home through a tailored plan of care and support.

### Hospital to Home

Reablement support after an operation or prolonged stay in hospital reduces the risk of reinjury and readmission. We offer supervision of discharge arrangements and assistance in moving safely back to the comfort of your own home.



### Our CareGivers

#### Recruiting CareGivers

We set high standards for those who provide care within Right at Home to ensure they bring peace of mind to our Clients and their families. We endeavour to make sure that your health, safety and care is in the very best of hands by going to great lengths to ensure we select reliable and caring CareGivers. We have a stringent checking process and only employ CareGivers once they have proven their honesty, integrity, skills, knowledge and experience.

All CareGivers are required to

- provide proof of their identity and their right to work in the UK
- provide satisfactory references from three sources, one of which must be their most recent employer
- complete a comprehensive induction training programme
- be subject to an Enhanced Disclosure and Barring Service check (criminal record check).

Each potential CareGiver undergoes a thorough interview conducted by our senior management team to ensure consistency and quality. Once we receive satisfactory references and background check results, each applicant undergoes a comprehensive induction training programme that includes working alongside an experienced CareGiver. They are then signed off as competent by a senior team member.

---

“Top-quality CareGivers provide top-quality care.”

---

#### CareGiver Responsibilities

We endeavour at all times to provide you with the highest possible standard of care. Our CareGivers must

- possess the knowledge, skills, compassion and commitment to provide you with high-quality care and support
- be polite and courteous and show respect towards you, your friends and family, and your home and its contents
- complete the tasks identified in your support plan diligently and with kindness
- arrive as near as possible to the time stated within your support plan. In cases of unavoidable delay, your CareGiver will notify the Right at Home office, and we will make every effort to contact you to keep you informed of when your CareGiver will arrive
- maintain a good standard of appearance and hygiene
- identify themselves to you by having our company photo identification card with them at all times
- respond quickly to changes in your needs
- keep your personal and financial matters strictly confidential at all times.

Our CareGivers complete training on a regular basis to ensure that they are up to date on industry best practice. This training covers areas including food hygiene, health and safety, moving and assisting, medication management and basic life support. All training is in line with the Care Certificate for Health and Social Care (a nationally recognised qualification), and to achieve this, each CareGiver is expected to demonstrate competence in the 15 standards set by Public Health England. Some of our CareGivers have achieved other valued qualifications in health and social care

that we recognise in addition to the Care Certificate. We encourage CareGivers to increase their skills and knowledge, because we know that top-quality CareGivers provide top-quality care.

We recognise that you will place a lot of trust in your CareGiver(s), and, for this reason, we always take great care to ensure that they are someone with whom you feel completely comfortable with. However, if you feel that your selected CareGiver is not completely right for you, then you may request a change at any time.

### Client Assessment and Support Plan

We endeavour to deliver the very highest standards of care to all our Clients. Whether you contact us directly, through the local authority or via friends or family members, we will always complete a thorough assessment of your situation.

In all cases, a member of the senior management team will visit you at your home and undertake a detailed initial assessment of your needs, including any areas that are particularly difficult for you that may put you at risk. We carry out the assessment with you to find out how you would like to be supported, what aspects you want help with and what outcomes you are looking to achieve. We also like to find out as much as we can about your background, history, personality, hobbies and interests. This helps us to match you up with your perfect CareGiver(s).

From this assessment, we will produce a support plan that tells our CareGivers exactly what to do and how to do it, according to your wishes and desired outcomes. A copy of the plan will be left in your home so that you, your family and friends (if you choose to share it with them), doctors, health visitors and other professionals who may be responsible for providing a health and social care service to you, can refer to it.

We generate records of visits, tasks performed and achievements on a daily basis. Our CareGivers have a duty of care, so if there is change in your health or ability, they will notify our office so that your support plan can be modified to accommodate your change in circumstances. You have the right to access the information we hold about you at any time, and we will never make any changes without discussing them with you first. For more information, please refer to our Privacy Policy.

We will check with you within one week of your care package starting to see how things are going and if there are any changes you would like to make. Your support plan and any risk management plans will be formally reviewed after the first six weeks by a member of the senior management team and at least every six months thereafter. Reviews may be carried out more frequently if it is thought that your needs have changed or if you request a review of your support plan.

### Visiting Your Home

When your CareGiver arrives at your home, they will always be carrying Right at Home identification so that they are identifiable to you. They will always knock on your door or ring the bell and will never try to gain entry without your permission. For your safety, our CareGivers are forbidden to attend your home with their partners, children, friends or pets.

### CareGiver Absences

There may be times when your usual CareGiver is on holiday, sick or for other reasons is unable to attend. You will be notified in advance with the name of the replacement CareGiver, and we will always endeavour to ensure that this person has been introduced to you. Only in exceptional circumstances will this not happen.

### Length of Visits

It is important that we spend the agreed amount of time with you. We therefore use an electronic call monitoring system called Pass. Our CareGivers will use their mobile phone to scan a QR code upon arrival and just before leaving your home at the end of the visit. The QR code will either be kept in your support plan folder or at another agreed



place within your home, e.g. by the front door. This is used to let us know when your CareGiver has arrived and when they have left so that we can ensure that scheduled visits are being completed and to monitor the safety of our CareGivers.

In some cases, at the end of each visit, your CareGiver will complete a time sheet and request that you or your representative sign it to confirm that support has been delivered at the times required. Failure to sign the time sheet will not affect your liability for payment. If you are unable to sign because of a physical disability or for any other reason, we will discuss alternative arrangements with you and/or your representative when we undertake the assessment.

### Confidentiality

Our CareGivers are bound by a strict code of conduct, which includes preserving the confidentiality of any information you divulge to us. We will only ask for information that is needed to safely provide you with care and support. We will only share information about you with professionals to support your health, safety and wellbeing. We treat everyone's information with respect, so CareGivers will never discuss other Clients or colleagues with you.

---

“We endeavour to deliver the very  
highest standards of care to all our Clients.”

---

### Safeguarding

Safeguarding is defined as ‘protecting an adult’s right to live in safety, free from abuse and neglect’ (Care and support statutory guidance; section 14.7). Adult safeguarding is about preventing and responding to concerns of abuse, harm or neglect of adults. Right at Home believes in working in partnership with our Clients so that they are

- safe and able to protect themselves from abuse and neglect
- treated fairly and with dignity and respect
- protected when they need to be
- able to easily access the support, protection and services that they need.

All our CareGivers are trained to recognise and report any signs of abuse, but we also encourage our Clients, their families and their friends to be forthcoming with any concerns.

Concerns can always be raised with any employee from Right at Home, or you can contact the local safeguarding team directly. Alternatively, you can contact the Care Quality Commission (CQC). However, please note that the CQC does not investigate complaints. Contact details can be found on page 13 of this document.

### How We Maintain Our Standards of Care

#### Policies and Procedures

Every aspect of how we manage our service is set out in our comprehensive set of policies and procedures. These documents relate to all aspects of the support we provide, including CareGiver behaviour, management activities, financial arrangements and health and safety standards. They are regularly reviewed by a leading sector specialist to ensure that they are kept up to date and in line with the latest legislation and regulations. If you would like to see any of our policies and procedures, please ask your local office who will be more than happy to provide you with them.

#### Quality Assurance

We have robust systems in place to oversee the quality of our services. We welcome feedback from you, your family and friends, and other professionals so that we can continually monitor and make improvements. Your involvement in helping to shape and influence the quality of our services is just as important to us as our own spot checks and monthly audits. We are also subject to unannounced visits from the CQC, who are responsible for registering and monitoring all health and social care providers in England.

---

“We aim to maintain your privacy and independence by providing services in a compassionate and caring manner, while treating you with dignity and respect at all times.”

---

#### Involving You

At Right at Home, we believe that feedback on our services is essential as part of our ongoing commitment to continual improvement. We have identified the following opportunities to encourage feedback on our service:

- During the first year of your care, a member of our senior management team will contact you at least every three months to ensure that your needs are being met as agreed. After the first year, you will be contacted at least every six months. We will give you notice of any visits so that they are convenient, and you may include friends and family in the discussion if you wish.
- A member of our senior management team will also undertake regular quality control checks on our CareGivers by monitoring and assessing how they carry out their duties in your home. This may also give you the opportunity to give us feedback on other aspects of our service.
- As part of our ongoing commitment to quality, we will ask you at least yearly to complete a simple anonymous questionnaire about your views on our services. These results are collected on a national level and then fed back to each office. Our senior management team will share the results with you, including any necessary action.
- We would also like to give your friends and family the opportunity to provide feedback on our services. Should they wish to do so, please provide us with their details, so we can send them a simple questionnaire.

### Our Fees, Financial Transactions and Contracts

#### If you are paying for your own care and support

When your support plan is drawn up, we will give you a written quotation of the costs of our services. If you decide to go ahead with our services, we will provide you with a written contract, in which the fees will be detailed. The contract will set out how and when we will invoice you and how quickly we expect you to pay after an invoice has been issued. The full details of the contract, its contents and implications will be explained to you before you sign it.

In accordance with the law, once you have signed the contract, there is a two-week cooling-off period, during which you can change your mind without any ongoing obligation. Any care provided during this two-week period will still have to be paid for.

#### If you are not paying for your care or if you pay a contribution to the local authority

In these cases, our contract is with the local authority, so you will not be asked to make any payments. However, we can only provide the support that the local authority has approved and agreed to pay for. If you require more support, we can help you by providing it on a self-funded basis.

### Equipment

We provide our CareGivers with protective gloves and aprons. It is the responsibility of the Client receiving care and/or health and social care providers to provide any other equipment, including hoists, commodes and bath seats, ensuring they are all in good working order. Where possible, we will help you to access the appropriate services to acquire the right equipment for you. It is important that you are assessed by a suitably qualified professional, such as a physiotherapist or occupational therapist if additional equipment is required.

### Cleaning Materials and Appliances

While we provide protective gloves and aprons, we request that you provide all cleaning materials and appliances that might be used to undertake housework.

### Meals and Accommodation

CareGivers may sometimes be required to provide care and support overnight at your home or to work a shift of four or more hours. When a CareGiver is required to provide support overnight, we ask that adequate facilities for sleep and rest are made available and request that you allow them the use of your kitchen and bathroom facilities. When a CareGiver works a shift of four or more hours, you may provide the CareGiver with a meal at your discretion, and this will be agreed as part of your support plan.

### CareGivers Handling Your Money

For your protection, CareGivers cannot handle financial transactions on your behalf unless this is identified as part of your support plan. Any financial transactions not identified during your assessment will need to be authorised by the Right at Home office. Examples of financial transactions include shopping and paying bills.

CareGivers handling your money will be issued with a financial transaction form, which will detail any financial transactions made on your behalf. This will be shared with either you, a nominated person or someone who is legally able to act on your behalf, for example, a person with Deputyship.

### Gifts and Hospitality

We understand that, at times, you may wish to thank your CareGiver or your local Right at Home office with a gift. However, to maintain a professional service, we prefer not to allow any of our employees to accept gifts or money. We enjoy our work and are rewarded when we receive compliments and comments of high satisfaction. We appreciate your understanding in this matter.

### Bequests and Wills

To safeguard you and your family, we have strict rules regarding employees not being allowed to accept bequests under wills or act as witnesses to wills or any other legal documents regarding our Clients.

### Safekeeping of Keys

Right at Home does not allow CareGivers to hold keys to your property. Only in an emergency situation will Right at Home hold keys for a short period of time until arrangements are made to install a door entry system or key safe. In such circumstances, we require a signed agreement setting out the boundaries for the safe keeping of your keys and emergency arrangements.

### Support with Medication

All support with medication must be clearly detailed in your support plan. CareGivers are trained to provide support at different levels, and this will be discussed with you at your assessment. CareGivers may only administer medicines from the original, labelled container supplied by the pharmacist or the dispensing doctor, and they may not administer medicines from compliance devices filled by relatives or any other person. Right at Home will work to the guidelines of prescribing health professionals.

### Hiring Our CareGivers

Right at Home takes great pride in the quality of the CareGivers we recruit and our investment in their training. Recruiting, training and insuring our CareGivers is a costly process. Therefore, if a Client engages one of our CareGivers independently, there is a one-off fee of £2,500.00. Your Client contract will contain further details.

### Insurance

Insurance is important for both our business management and your peace of mind. We therefore hold full insurance cover.

Our cover is with AVIVA and our policy includes:

<b>Public/Products Liability, including Malpractice, cover of</b>	£10,000,000.00
<b>Malpractice and Treatment Risks cover of</b>	£5,000,000.00
<b>Employers Liability cover of</b>	£10,000,000.00

### Having Your Say

#### Comments, Compliments and Complaints

At Right at Home, we attach a great deal of importance to getting it right first time, but we recognise that there may be occasions when this does not happen. We value your comments on how we can improve our service. We welcome feedback and aim to resolve any complaints and act on your feedback as quickly as possible. We will always acknowledge what you have to say, whether by phone or in writing, and endeavour to make an initial response to you within one week.

You can make your views known in a variety of ways, including

- talking to our CareGivers on an individual basis
- contacting the office by telephone
- contacting the office by letter
- contacting the office by email.

You can also make a complaint to the Local Government and Social Care Ombudsman. Contact details can be found below. Alternatively, you can obtain advice from your local Citizen's Advice Bureau (CAB).

### Contact Details

#### Right at Home Swindon:

Telephone: 01793 290029  
Email: [swindon@rightathome.co.uk](mailto:swindon@rightathome.co.uk)  
Website: [www.rightathomeuk.co.uk/swindon](http://www.rightathomeuk.co.uk/swindon)  
Address: Right at Home Swindon  
Unit 21 Anchor Business Centre  
Frankland Road  
Swindon  
SN5 8YZ

#### Local Government and Social Care Ombudsman:

Telephone: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)  
Address: PO Box 4771  
Coventry  
CV4 0EH

#### Care Quality Commission (CQC):

Telephone: 03000 616161  
Address: Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

#### Local Safeguarding Team:

Telephone: 01793 463555  
Email: [adultsafeguarding@swindon.gov.uk](mailto:adultsafeguarding@swindon.gov.uk)  
Address: Civic Offices  
Euclid Street  
Swindon  
SN1 2JH

#### Out-of-hours Emergency Service:

Telephone: 01793 290029