



SERVICE USER GUIDE

ANGELS HEALTHCARE SOLUTIONS LTD

Office Contact Number:	07723719904
Office Hours:	0900hrs-1800hrs
Emergency on Call:	24/7hrs
Email Address:	admin@angelshealth.co.uk
Website:	angelshealth.co.uk

PROPERTY OF: **ANGELS HEALTHCARE SOLUTIONS LTD**

Please DO NOT remove from the Service User's home

This guide is available in alternative formats, including Large Print, Easy Read (including pictures), audio version and on various coloured paper upon request.

Welcome to Angels Healthcare Solutions Ltd

On behalf of Angels Healthcare Solutions Ltd and all our staff, we welcome you, your family and others important to you. We hope that you will be happy with Angels Healthcare Solutions Ltd. We want to support you to enjoy your day-to-day life in the same way that you do at present.

There may be questions that you would like to ask, and our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below must provide you with the answers to some of the most frequently asked questions.

Useful Contact Information

- The Registered Manager is **Mrs. Farai Madondo**.
- The Registered Manager can be contacted on **07523650584**.
- The person responsible for Data Protection is **Farai Madondo**.
- The person responsible for compliments or comments and suggestions is Lynnette Lindsay, contacted **07785972844**.
- The person responsible for Infection Prevention and Control is **Farai Madondo**, Infection Control Lead.

Services Offered:

- Personal Care- All aspects of general hygiene and dressing.
- Companionship.
- Meal Preparation.
- Medication Assistance.
- Appointments.

We are unable to provide the following services

- Invasive Medical Procedures.
- Heavy Household Maintenance.
- Financial Management.

Length of Visits Offered:

We offer visits tailored to your individuals needs varying from 30 minutes to 24-hour care as discussed during your Pre-service Assessment and as outlined in your Service User Contract.

PART 1: About Angels Healthcare Solutions LTD

INTRODUCTION TO ANGELS HEALTHCARE SOLUTIONS LTD:

Welcome to ***Angels Healthcare Solutions LTD***, a promising startup company that brings a fresh perspective and wealth of collective expertise to the healthcare sector. Born out of a shared passion for making a positive impact on people's lives, our company is more than just a business venture; it's a dedication to providing top-tier services while upholding the highest moral values.

Founding Vision:

At Angels Healthcare Solutions Ltd, we are driven by a vision of a healthier and more compassionate world. Our founding team, comprised of individuals with diverse backgrounds in healthcare, brings together their hands-on experience, knowledge, and dedication to create a healthcare solution that is both effective and empathetic.

Experience that Matters:

What sets us apart is the fact that many of us have walked through halls of the healthcare industry. From clinicians to administrators, our team members have gained invaluable insights through their professional journeys. This collective understanding allows us to approach healthcare challenges with a unique blend of practicality and innovation.

Moral Values at Our Core:

As a company, we believe in doing well by doing good. Our moral values are not just words on paper; they shape every decision we make and every action we take. We understand that healthcare is not just about treatments and procedures; it's about caring for a individuals, families and communities. Compassion, integrity, and respect guide us in all our endeavours.

Commitment to Excellence:

While we may be startup, our commitment to excellence is unwavering. We are content with the status quo; instead, we constantly seek to push boundaries, innovate, and raise the bar in the healthcare sector. Our dedication to quality ensures that our services are not only effective but also forward-thinking.

Building Partnerships:

We recognise that achieving our vision requires collaboration. We are eager to build partnerships with healthcare professionals, institutions, and communities to collectively create a brighter healthcare landscape. Together, we can make a meaningful difference in the lives we touch.

Looking Ahead:

As we embark on this journey, we are excited about the possibilities that lie ahead. Our startup spirit, coupled with our deep-rooted understanding of healthcare, propels us forward with optimism and determination. We invite you to join us on this exciting adventure as we shape the future of healthcare, one compassionate step at a time. In Angels Healthcare Solutions Ltd, you'll find more than just a startup- you'll find a team that cares deeply, acts with purpose, and is driven to make a lasting positive impact. Welcome to a new era of healthcare excellence.

Property Location:

*Angels Healthcare Solutions Ltd,
Suite G2, Oaktree House,
Oakwood Lane, Leeds
LS8 3LG*

Angels Healthcare Solutions LTD Philosophy Care

Angels Healthcare Solutions Ltd- Our Core Values:

At Angels Healthcare Solutions Ltd our core values are the foundation upon which we build our company culture, make decisions, and interact with our clients, partners, and communities. These values guide our actions, inspire our team, and reflect our unwavering commitment to delivering exceptional healthcare solutions with integrity and compassion.

Compassion and Empathy:

- We believe that healthcare is fundamental about caring for individuals and their well-being.
- We approach every interaction with genuine empathy and understanding, striving to create a nurturing and supportive environment for all.

Excellence in Service:

- We provide the highest quality of service to our clients and partners.
- We aim for excellence in everything we do, from delivering innovative healthcare solutions to fostering a culture of continuous improvement.

Integrity and Ethics:

- Integrity is at the heart of our operations.
- We uphold the highest ethical standards, demonstrating honesty, transparency, and accountability in all our actions.
- Trust is paramount in healthcare, and we earn it through our consistent ethical conduct.

Collaboration and Partnership:

- We recognise that the best outcomes are achieved through collaboration.
- We actively seek partnerships with healthcare professionals, institutions, and communities to collectively create a healthier and more resilient future.

Innovation and Adaptability:

- The healthcare landscape is ever evolving, and we embrace change as an opportunity for growth.
- We value innovation and continuously seek creative solutions to address challenges and drive positive transformation.

Diversity and Inclusion:

- We celebrate the diversity of individuals and ideas, recognising that inclusive practices enrich our perspective and drive innovation.
- Our commitment to diversity extends to our team, our clients, and the communities we serve.

Patient- Centred Focus:

- Our ultimate priority is the well-being of our patients and their families.
- We put patients at the centre of everything we do, tailoring our solutions to meet their unique needs and providing them with the highest level of care.

Lifelong Learning:

- In the ever- evolving field of healthcare, learning is a constant journey.
- We encourage a culture of lifelong learning, where our team members are empowered to stay informed, adapt to new developments, and continuously enhance their skills.

Social Responsibility:

- We are deeply committed to making a positive impact beyond our business.
- We actively engage in social responsibility initiatives, supporting the communities we serve and contributing to the well-being of society at large.

Respect for Individuals:

- Respect is the cornerstone of all our interactions.
- We treat every individual with dignity, valuing their perspectives, contributions, and inherent worth.
- These values define who we are as a company and guide us as we work towards realising values are not just words- they are the principles that drive us to create lasting positive change in the healthcare sector and beyond.

We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the Registered Manager know.

Safe

Angels Healthcare Solutions LTD, will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm.

We do this by:

Ensuring that our staff are well trained and skilled to provide the right Care, can recognise signs of abuse and report them swiftly, whilst ensuring that lessons are learnt and improvements made to the service, when required.

Giving you the information, you need to make informed choices and take informed risks. Staff at Angels Healthcare Solutions Ltd understand and ensure the safety of you and of others

Identifying any hazards in your home and reducing the risk of infection.

Supporting you with any medication needs carefully to minimise the risk of errors or supporting you to continue to self-manage your medication safely.

Freedom from Discrimination:

Angels Healthcare Solutions LTD has a zero-tolerance approach to all forms of discrimination and will act when it is found.

- Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

Effective

We believe in Care that meets your needs because you are involved fully in your Care and its arrangement.

Each service user is celebrated and supported as an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

The service we provide is effective because:

We employ the right staff for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through care

We will ask for your views and ideas about how you wish for your care and support to be provided and enable you to contribute to any proposed changes

We will make information accessible in a way that you can understand, about your Care, medication and the services being offered and how you can tell us if there is something you do not like about our services

We will consult you on your wishes, history and preferences in the assessment and put this in your Care Plan. We will check that this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change

We will ask for your informed consent to Care and any changes to it in all decisions about your Care

The principles of the Mental Capacity Act will be followed and we will ensure that, where you cannot give consent, best decisions will be made following the

Mental Capacity Act principles

You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions

We will keep information about you confidential and will tell you how we use your personal information, store it and how long we keep it for. You can talk to our operations Manager if you are concerned about your personal information

Caring

Angels Healthcare Solutions LTD promotes a person-centered approach because:

Staff take an interest in what makes you, you; the things you want to share from memories, the things you like and do not like, current interests, needs and new pursuits

Staff treat you with dignity in the way they speak with you and the way they behave

We assist you in continuing to use your skills and in pursuing your interests.

We uphold your right to privacy in all aspects of your care, personal affairs and belongings

All information about Service users is treated as confidential and only shared with members of staff, other professionals or organisations for the provision of care with your consent or your representative

Information about you will be protected and stored to meet legal requirements and only kept for as long as is necessary

We will make sure you understand information and what is said, providing you with the support you need and giving you the help that you require to make your voice heard

Responsive

Angels Healthcare Solutions LTD is responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

Care staff ensure that they are up to date with what is in your Care Plans and make changes when they are needed.

Angels Healthcare Solutions LTD welcomes complaints, compliments and issues raised and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer.

Staff work with other professionals to ensure that your Care is joined up.

Well-Led

- Angels Healthcare Solutions LTD is a well-led organisation, knowing its responsibilities and carrying them out.
- **The management staff of Angels Healthcare Solutions LTD are available and approachable** for Service users and staff alike.
- **Angels Healthcare Solutions LTD has the skills to monitor the service** and make changes when they are needed.
- When things go wrong, **Angels Healthcare Solutions LTD and its management staff are honest** with you and give solutions on how to put things right.
- **Angels Healthcare Solutions LTD welcomes feedback** from you to shape and improve the service.
- **Angels Healthcare Solutions LTD works in partnership with other agencies** for the provision of the service.

Statement of Purpose

We have a Statement of Purpose which we share with you, Mrs. Farai Madondo can help you with this.

Listening to the People who use our Services

We also share with you surveys from other people who use our services. We do not include them in this guide as they become out of date quickly.

Our Staff

The staff allocated to support you will be chosen in accordance with matching their skills with your needs, and to minimise travelling distances to support good time attendance. In addition to the direct support staff, the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are needs. Care staff work on a Rota system that ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees receive comprehensive company induction in line with Care Certificate Standards before they begin any work alone. Within 12 weeks of employment, care workers will receive in depth mandatory training on core subjects as well as being assessed on the Care Certificate Standards. We support our new care workers by taking them out to 'shadow' existing staff members completing their visits prior to any lone working. We manage and train our employees with the aim that all our care workers are offered to achieve a RQF diploma if they do not already have one or equivalent qualification. All other employees

receive the training appropriate to their work, for example food hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, autism and learning disability awareness as well as a range of other matters.

Our Services

The services we offer are listed below. If there is a service you require that is not listed, please do not hesitate to speak to the manager to see if it can be arranged:

Angels Healthcare Solutions LTD is registered to provide the following regulated activities:

Personal Care, Treatment of disease, disorder or injury

Angels Healthcare Solutions LTD is registered to provide the following service types:

Personal Care, Treatment of disease, disorder or injury

Angels Healthcare Solutions LTD is registered to support the following service user bands:

Under 65 and over 65

Friends, Family and the Community

- We will support you in keeping links with the community, maintain your network of friends and family and will help you to visit shops and places of interest, where agreed, as part of your Care Plan.

Activities

Angels Healthcare Solutions LTD actively promotes Service users' normal social networks and social activities, and the level of support required will be agreed as part of your Care Plan.

Each Service user's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that the service can ensure that these are a part of everyday life.

Privacy

We will always respect Service users' privacy. We will do this by making sure that:

- Discussion about Service users and their affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private.
- Records will be designed, used and stored safely and confidentially and UK GDPR and Data Protection Act 2018 principles for information sharing will be followed.
- We will ask you to keep your Care Plan safely in an agreed place so that your Care Workers can read it when they come to your home or we will create a Care Plan with you that is stored digitally, we will of course give you a copy of this to keep safe.

Service users' Dignity

Your dignity is a matter of the utmost importance to us and all staff will have received training in this area.

We ask you what you would like to be called, this will be recorded on your Care Plan and used by all staff.

In the absence of information on what you want our staff to call you, staff will address you formally, using your title and surname.

Staff are trained to support you with dignity always and will ensure that support is given in a dignified way, whether you are alone or in company.

Staff are trained to knock and wait for your invitation before entering your home, unless there is an alternative arrangement agreed.

Complaints, Suggestions and Compliments 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 that 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 Leeds City Council Adult Safeguarding Team. The Leeds City Council Safeguarding Team will decide how to investigate and monitor outcomes.

How to Tell us what we Need to Improve

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, their friends or family, can tell us how we can improve. First, you must speak to Mrs. Farai Madondo or Lynnette Lindsay.

If the suggestion is something that Angels Healthcare Solutions LTD as a company needs to consider, you can send it to:

Registered Care Manager Angels Healthcare Solutions LTD

Angels Healthcare Solutions Ltd,
Suit G2, 408 Oaktree House
Oakwood, Leeds
LS8 3LGG

Making a Complaint

Angels Healthcare Solutions LTD aims 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 confidentially.

Angels Healthcare Solutions LTD 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 Angels Healthcare Solutions LTD provides services can make a complaint. A representative may complain about 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 to us or write to us on your behalf, we will be happy to find 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 or by letter
- By email
- Through a member of our staff Through an advocate or representative

Angels Healthcare Solutions LTD will support individuals who wish to lodge a complaint by ensuring accessibility and providing the necessary assistance. Angels Healthcare Solutions LTD commits to offering information in various accessible formats such as easy read documents, audio versions, and translated materials through interpreters.

We will acknowledge all complaints, whether verbally or in writing, within 3 working days.

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details so that we can tell you the outcome of our investigation.

Responsibility

Mrs. Farai Madondo 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; or Advice on where you may get that help

How we Handle Complaints

Mrs. Farai Madondo 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 complainant; there may be times when external representative may engage in handling the complaint.

We will make a complaint within **3 working days** and give you the name and contact details of the person investigating it.

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 on a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings Any action we have taken

- Our proposals to resolve your complaint Lessons learned

Time Limits

You must as soon as you can after the date on which the event occurred or come to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had 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

At any stage during the process, if you are not happy with the way the service deals with your complaint you can contact Mrs. Farai Madondo at:

Angels Healthcare Solutions LTD

Angels Healthcare Solutions Ltd,
Suit G2, 408 Oaktree House,
Oakwood Lane, Leeds
LS8 3LG

07723719904

You can also raise your complaint or concern with:

Director of Social Services:

0113 222 4401

general.enquiries@leeds.gov.uk

[Adult Social Care \(Leeds City Council\)](#)

Or if your care is funded by the Health Authority, you can contact:

Integrated Care Board:

<https://www.westyorkshire.icb.nhs.uk/>

For further detail please refer to our Complaints, Suggestions and Compliments policy and procedure.

Once your complaint has been fully dealt with by Angels Healthcare Solutions LTD, if you are not satisfied with the outcome you can refer to 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).

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: 03000 616161
Fax: 03000 616171

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. Mrs. Farai Madondo will be happy to provide information on local advocacy groups and other support networks.

Lasting Power of Attorney

Angels Healthcare Solutions LTD understands that some Service users have Lasting Power of Attorney in place for finance, health and well-being or both, if they may require support or help for decision making. This is an individual or group of individuals such as relatives or very close friends that the Service user trusts to make an informed decision on their behalf should the occasion ever arise. 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 people and work in partnership to ensure that the Service user's best outcomes are met.

Insurance

Angels Healthcare Solutions LTD 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. Please do not make private arrangements with our staff because this will not be covered under our insurance policy.

Associates and Affiliates

Angels Healthcare Solutions LTD works with the following associates to ensure the quality of your care and support.

Leeds City Council
NHS
Doncaster City Council
Bradford City Council
Kirklees City Council