



KENILWORTH DOMICILIARY CARE LIMITED



SERVICE USERS GUIDE

BUSINESS ADDRESS: BERKELEY HOUSE, 6 THE SQUARE, KENILWORTH, WARWICKSHIRE, CV8 1EB. UNITED KINGDOM.

CONTACT NUMBERS and EMAIL ADDRESSES

Landline Number: **+44 1926858392.**

Mobile Number: **+44 7368127240**

Emergency, On-Call, Complain and Safeguarding Mobile Number: **+447359506101**

Email Address: info@kdcl.co.uk

Safeguarding and Complaint Email: support@kdcl.co.uk

Website: www.kdcl.co.uk

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Please Note: You can visit our website www.kdcl.co.uk and read/print this Service Users Guide.

WELCOME

Welcome to Kenilworth Domiciliary Care Limited

This Service Users Guide has been compiled in order to provide you with information so that you can make an informed decision on whether you feel we are able to meet your specific care needs at home.

This guide gives you information about what you can expect and what to do if you are unhappy with the service you are receiving.

We are regulated by The Care Quality Commission (CQC).

How to contact us:-

Kenilworth Domiciliary Care Limited,
Berkeley House,
6 The Square,
Kenilworth,
Warwickshire,
CV8 1EB.
United Kingdom.

Landline Number: +44 1926858392. **Mobile Number:** +44 7368127240

Emergency Contact Numbers: Mobile Number: +44 7368127240 and +447359506101

Email Address: info@kdcl.co.uk

Safeguarding and Complaint Email: support@kdcl.co.uk

About Us and Opening hours

Kenilworth Domiciliary Care Limited was formed in 2022 and we yet to be registered by the CQC, to provide care within your environment and help people to remain as independent as possible. Our Services are designed for younger adults aged 18-64 years and older persons over 65 years with physical disabilities, Dementia and Mental health, and to help them with Personal care, Domestic duties, Maintenance duties, Social duties and Monitoring duties.

Hours of operation

Kenilworth Domiciliary Care Limited provides services 24 hours per day throughout the year.

Office Opening Hours:

Monday to Friday: 08:30 to 17:00

Saturdays: 09:30 to 14:00

Care Operating Hours:

Monday to Sunday: 08:00 to 21:00

On-call mobile number: 07359506101

Note: *There is always duty officer on call outside these opening hours including weekends, bank holidays and any emergencies.*

Aims and objective

Kenilworth Domiciliary Care Limited is a small, friendly, and professional company providing health and social care services in the community.

We provide Health and Social care to adults and older people in the community and are registered with the Care Quality Commission to provide personal care from our office Kenilworth Domiciliary Care Limited under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. These regulations introduced the fundamental standards for the provision of regulated activities and the care our service users receive will never fall below these standards.

Kenilworth Domiciliary Care Limited also abides by the principles of “the mum test” to ensure that the service we provide would be fit for our loved ones.

Aims and Objectives of the Service

- Aims and Objectives for Statement of Purpose Kenilworth Domiciliary Care Limited aims to provide the highest quality of care to our Service Users, their families and/or representatives.
- We aim to ensure that our service is safe, caring, responsive, effective, and well-led. That each service user is assessed as an individual and to deliver their health and care needs in a person-centred way.
- To promote person-centre care; ensuring each individual's needs, choices and preferences are listened to when co-producing the care/support plan.
- To deliver a service that reflects each individual's needs, choices, and preferences to ensure their chosen outcomes are met.
- To ensure our service users are full members of the community in which they are living and to be active participants in community events.
- To treat all our service users as individuals and show them the dignity and respect that we expect for ourselves.
- To accept people from different cultural and social backgrounds and circumstances ensuring the service is non-discriminatory and celebrates diversity.
- To ensure the business abides by current legislation, regulations, standards, and guidelines to protect the well-being and safety of service users and staff.
- To promote a holistic approach by working collaboratively with external healthcare professionals, local businesses, service users' friends, and family - all working towards the same objective.
- To ensure that the core values of care are upheld – Privacy, Dignity, Independence, Choice, Rights, and Fulfilment. To fully encourage service users to pursue their hobbies and leisure interests both inside and outside their homes.
- To ensure staff have available information about the service users' faith and to enable service users to practice their religion.
- To encourage service users to contact their friends and relatives regularly.
- To support service users to maintain healthy personal relationships or seek out new relationships.
- To ensure that documents and personal information are updated, stored, and shared in line with regulatory/and data protection legal requirements. We will adhere to Schedule 3 of the Health and Social Care Act 2008; we will have robust recruitment and

selection policies and procedures guaranteeing the safety and welfare of service users and staff. We will encourage service users to Co-Produce our recruitment procedures and allow them to be active participants in the recruitment process. Our organization is committed to the principles of Safer Recruitment.

- To be an employer that provides a safe, understanding, supportive, open, and interesting environment for our staff to prosper.
- To continually improve and develop the quality of our staff by training and continued professional development.
- To be a learning organisation that improves its services through robust quality management systems and acting on feedback and adopting the principles of continuous improvement. Support the local economy by purchasing from local businesses and sponsoring local community events.
- To respect the environment around us by employing sustainable business practices and reduce our impact on the environment by striving to reduce our carbon footprint.
- To be prudent in all our financial affairs to ensure business continuity and future investment in the business.
- To be a well-managed company that is open and transparent, complying with the principles of good corporate governance, the duty of candour, and the well-led principles as set out in the CQC 5 key domains.

The Types of Services Provided

Kenilworth Domiciliary Care Limited is registered with the Care Quality Commission for the delivery of Regulated Services to adults. [Personal care]

The defined Regulated Activities are delivered to a wide range of Service users

Which include the following:

- Older Persons (65+)
- Physical disabilities
- Dementia
- Mental Illness
- Younger Adults aged 18-64

Kenilworth Domiciliary Care Limited provides a service that is tailored to the needs of the individual service user who can no longer manage to maintain themselves without support. Our support services include:

Personal care to include:

1. Washing.
2. Dressing.
3. Bathing and
4. Toileting.

House Keeping/Domestic duties

1. Washing up
2. Cleaning.
3. Laundry, etc.

Maintenance duties to include:

1. Shopping.
2. Food Preparation and
3. Pension collection.
4. Feeding if needed

Social duties to include:

1. Engaging with clients.
2. Enabling.
3. Motivating, and
4. Friendship.

Monitoring duties to include:

1. Administering Medication
2. Health-related activities and
3. Recording daily fluid intake.
4. Recording day and night urine output if catheter is in used.
5. Recording appropriate daily tasks undertaken.

Live-in- care

Sleep-in care

Post-Hospital Care

Companionship,

Day to Day Errands

Palliative Care

Description of Location

Our office is opposite Specsaver and close to the Holiday Inn hotel in Kenilworth. Within the office there are desks and chairs, the office computers will be password protected and there will be lockable filing cabinets.

There are kitchen and bathroom facilities available for staff and visitors.

There is CCTV within the premises, there is key access to the main entrance as well as a video doorbell at front door facing the street, and there is key access only to the door of the office.

There is a car park for staff on the premises and another car park very close by to the location. The office is on the first floor, there is no lift available but there is a room on the ground level that can be accessed by us, for any visitors who are unable to use the stairs.

There is a room to hold confidential meetings with staff and visitors. There are also two conference rooms within the office building for holding staff supervisions.

The registered manager is Level 5 Qualified (Leadership and Management) with over 15 years- of experience adult and social care. He also has Biomedical Scientist Qualification and many years' experience in medical laboratory practice. Two other staff members are level 2 qualified and have 10 and 6 years of Health and Social care experience respectively.

Care staff will be trained to level 2/3 and those with no experience will complete the Care Certificate during their induction period. Staff will receive ongoing refresher training in subjects like adult safeguarding, medication, mental capacity act, infection control, and moving and handling. All staff will be encouraged on a path of continued professional development which will include specific skills to meet clients' needs.

Accessing our Service.

Anybody can refer anyone to Kenilworth Domiciliary Care. Referrals can come from the local authority, homecare reviews, word of mouth, the LA Care Directory, email enquiries. Anybody who needs support from a Domiciliary Service can be referred to us.

The services available via your local Authority Funded Service Users

Services available include support with;

Personal care

Domestic duties

Social activities

Accompanying to healthcare appointments

Support with independent living skills

Services available to self-funded service users

Services available include support with;

Personal care

Domestic duties

Social activities

Accompanying to healthcare appointments

Support with independent living skills

Services available to Direct Payment Service Users

Services available include support with;

Personal care

Domestic duties

Social activities

Accompanying to healthcare appointments

Support with independent living skills

Assessment and care planning system

We will be using our care planning documents, risk assessments, and digital software system to carry out our assessments. Care plans will be reviewed every 6 with the service user and/or their families, or as soon as there is a change in care needs.

Who will be involved with the gathering of information

The registered manager will complete the initial assessment with the service user and gather all the information needed for the care plan. Information may also be sought from family members/friends and healthcare professionals when relevant and with consent from the service user.

When the service is available

Our Office opening times are Monday to Friday: 08:30 to 17:00 hours and Saturdays: 09:30 to 14:00 hours. Our Care Staff work between the hours of 08:00 to 21:00 Monday to Sunday. Our service will be available 24 hours a day, 7 days a week? Assessments will be carried out and will be completed between the hours of 09:30 and 16:30 Monday to Friday, we will offer evenings/weekends visits to carry out assessments

Delivery of Service

After completion of the care planning process Kenilworth Domiciliary Care Limited will ensure that all documentation is agreed upon and signed by all parties. Where applicable a contract will be issued.

On commencement of the service, the Service user will be kept fully informed of who will deliver the service e.g. key worker, regular care worker, or via a schedule of visits.

Philosophy of Service.

Kenilworth Domiciliary Care Limited seeks to maintain and promote the independence of the individual and regards itself as an enabling rather than a doing provider. We strive to work with Service users, their families, or their representatives to deliver a tailored and individual service.

Self-Care statement (Co-production)

Service users and their families or their representatives must engage with us in the promotion of self-care and independence of the Service user. Co-production is a way of working whereby citizens and decision-makers, or people who use services, family carers, and service providers work together to create a decision or service which works for them all. The approach is value-driven and built on the principle that those who use a service are best placed to help design it.

Infection Control Statement

As part of the new registration requirements, the Department of Health issued a Code of Practice on Infection Control which Kenilworth Domiciliary Care Limited has implemented in full. Our infection and Prevention Control lead is Nominated Individual. They are responsible for ensuring our compliance in this area. From time to time infection incidents occur such as localised outbreaks of Norovirus or diarrhoea and vomiting which mean the imposition of safeguards to prevent further infection will need to be put into place.

Where practical, Service users, their families, or representatives will be involved in any such discussions or arrangements to assist in controlling the further spread of infection.

As part of our registration and inspection regime, we have to comply with government legislation and our contractual obligations to Local Authorities. In addition, the protection and safeguarding of Service users are paramount.

Safeguarding Statement

As part of our duty of care to Service users and staff, their protection and safeguarding are at the core of all we deliver. From time to time incidents occur that need to be placed in a safeguarding context. When this happens Kenilworth Domiciliary Care Limited will work with multi-agency partners, Service users, and staff in any investigation which needs to take place. We are aware of how distressing such an investigation can be and will through support and assistance seek to minimise any such distress whilst fulfilling our duty of care and legal obligations.

Complaints Statement

So that we can continually strive to improve our services, complaints are a very useful barometer in evidencing the quality of our services. We, therefore, encourage service users, their families, or representatives to discuss openly with us any aspect of their care that in their experience falls short of the standards expected. Please do have the discussion and where we cannot resolve the issue together, we will support and assist you in taking the matter further. We respectfully remind you that unless we know what is wrong, we do not have the opportunity to put it right.

Consent

This organisation needs to ensure that suitable arrangements are in place for obtaining and acting, by the consent of service users concerning the care, treatment, and support they receive.

This organisation aims to provide an overview and understanding of consent, the process of gaining consent, and, with the Mental Capacity Act 2005, the importance of capacity about agreed consent. All staff within this organisation will be kept updated on any changes via legislation or guidance.

Data Protection

The UK GDPR sets out the following principles for which organisations are responsible and must meet. These require that personal data shall be:

- Processed lawfully, fairly, and in a transparent manner about individuals.
- Be collected for specified, explicit, and legitimate purposes, and not further processed in a manner that is incompatible with purposes, further processing for archiving purposes in the public interest, scientific or historical research. purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.
- Adequate, relevant and limited to what is necessary for the purposes for which they are processed.
- Accurate and where necessary kept up to date, every reasonable step must be taken that personal data that is inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.
- Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- Personal data may be stored for longer purposes in so far as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes subject to the appropriate technical and

organisational measures required by the GDPR (the safeguards) to safeguard the rights and freedoms of individuals.

- Processed in a manner that ensures appropriate security of personal data. Including protection against unauthorised or unlawful processing and accidental loss. Destruction or damage, using appropriate technical or organisational measures.

Kenilworth Domiciliary Care Limited is registered with the Information Commissioners Office (ICO) to obtain and process personal data our ICO Number is ZB672164

The lawful basis for obtaining and processing data is:

- Contract
- Legal Obligation

Quality Statement

As part of the regulatory requirements of the Health and Social Care Act 2008

(Regulations 2014), we are required to assess and monitor the quality of our service provision for inspection purposes. From time to time we, therefore, need to assess the quality of service and we use questionnaires and audits to ensure that we are gathering the information required. By interrogating the data, we can present this in a way that evidences our compliance and helps to continually improve our service.

Kenilworth Domiciliary Care Limited is aware of the difficulty of engaging Service users in quality monitoring and will seek with them to develop more initiative and user-friendly ways of measuring quality.

All quality reports are available to Service users, their families, or representatives on request and in a format suitable for their needs.

Policies and Procedures

1. Administration of Medicines
2. Auditing and Monitoring of Medication
3. Business Continuity
4. Consent to care, support and treatment
5. Control Drugs
6. Covert Medication
7. DBS/Disclosure
8. Duty of candour
9. Equality and Diversity
10. Equality, Diversity and Human Right
11. Governance
12. Health and safety
13. Homely Remedies and Self Care
14. Infection Control
15. Medication Away from Home
16. Medication Errors and Near Messes
17. Ordering and Collecting Prescription
18. Overarching Medication
19. Person-centred care Planning
20. Policy Management
21. Quality assurance
22. Recruitment
23. Risk management
24. Safe Disposal of Medication
25. Safeguarding
26. Service user care planning

- 27. Staff Training Matrix
- 28. Storage of Medication
- 29. Supervision
- 30. Training and competency on medication
- 31. Training plan

COMPLAINT

Steps for Making a Complaint to Kenilworth Domiciliary Care Limited

At Kenilworth Domiciliary Care Limited, we value your feedback and are committed to resolving any concerns you may have. If you wish to make a complaint, please follow these steps:

Step 1: Raise the Concern Informally

If possible, discuss your concern with the staff member involved or their supervisor. Many issues can be resolved quickly through open communication.

Step 2: Submit a Formal Complaint

If the issue is not resolved informally, you can submit a formal complaint in one of the following ways:

- **In Writing:** Send a letter or email outlining your complaint.
- **By Phone:** Call our office and request to speak to the complaints officer.
- **In Person:** Visit our office and speak to a manager.

Ensure your complaint includes:

- Your name and contact details
- A clear description of the issue
- Any relevant dates, times, and names of staff involved
- What resolution you are seeking

Step 3: Acknowledgment of Complaint

We will acknowledge receipt of your complaint within **3 working days** and provide you with a reference number for tracking.

Step 4: Investigation and Resolution

Our management team will investigate the complaint, which may include speaking to staff and reviewing records. This process usually takes **14 working days**, but we will inform you if more time is needed.

Step 5: Response and Outcome

Once the investigation is complete, we will provide a formal response detailing:

- Our findings
- Any actions taken to resolve the issue
- Any further steps available if you are unsatisfied with the outcome

Step 6: Escalation (If Needed)

If you are not satisfied with our response, you can escalate the complaint to:

- **Regulatory Body, the Care Quality Commission (CQC)**
- If you're not satisfied with the response from Kenilworth Domiciliary Care Limited or feel uncomfortable raising the issue directly with them, you can reach out to the Care Quality Commission (CQC). The CQC is the independent regulator of health and social care services in England. While they do not settle individual complaints, your feedback can inform their inspections and regulatory actions.
- **Telephone:** 03000 616161 Care Quality Commission.
- Lines are open Monday to Friday, 8:30 am to 5:30 pm, excluding bank holidays.

or

- **Local Government Ombudsman**
- **Contact the Local Government and Social Care Ombudsman**
- If you're dissatisfied with the responses from the service provider and the local authority, you can escalate your complaint to the Local Government and Social Care Ombudsman. They investigate unresolved complaints about adult social care services.
- **Telephone:** 0300 061 0614
- Lines are open Monday to Friday, 10:00 am to 4:00 pm.
- **Online Complaint Form:** Accessible via the Ombudsman's official website.
-
- **Local Authorities or Social Services**
- Reach Out to Warwickshire County Council
- If your care is funded or arranged by Warwickshire County Council, you can escalate your complaint to them.
- **Customer Relations Team:** 01926 410410
- **Online Complaints Form:** Available on the Warwickshire County Council website

- **Additional Notes:**
- **Documentation:** Keep detailed records of all communications, including dates, times, and the names of individuals you speak with.
-
- **Advocacy Support:** If you require assistance in making your complaint, consider seeking support from advocacy services. They can provide guidance and represent your interests throughout the process.

For further assistance, please contact **Kenilworth Domiciliary Care Limited** at:

📍 **Office Address:** Berkeley House, 6 The Square, Kenilworth, Warwickshire,

CV8 1EB. UK

📞 **Contact Number:** +447359506101

✉️ **Email Address:** info@kdcl.co.uk OR support@kdcl.co.uk

By following these steps, you can ensure that your concerns about Kenilworth Domiciliary Care Limited are addressed through the appropriate channels.

Safeguarding Complaints and Reporting Procedure

At Kenilworth Domiciliary Care Limited, we are dedicated to ensuring the safety and well-being of all individuals under our care. We have a clear and effective procedure for handling safeguarding complaints and reporting concerns. Any concerns about abuse, neglect, or harm must be reported and addressed promptly.

1. Recognising a Safeguarding Concern

A safeguarding concern may involve:

- Physical, emotional, sexual, or financial abuse
- Neglect or self-neglect
- Exploitation or coercion
- Any other form of harm to a vulnerable person

If you suspect or witness any safeguarding issue, it must be reported immediately.

2. Reporting a Safeguarding Concern

Safeguarding concerns should be reported through the following steps:

- **Immediate Danger:** If a person is at immediate risk, call **999** for emergency assistance.
- **Internal Reporting:** Report the concern to the **Designated Safeguarding Lead (DSL)** or a senior manager as soon as possible.
- **Written Report:** Complete a safeguarding incident report form, detailing the nature of the concern, relevant dates, times, individuals involved, and any actions taken.

All concerns must be reported as soon as possible to ensure a timely response.

3. Investigation Process

Once a concern is reported:

- The **Designated Safeguarding Lead (DSL)** will assess the situation and determine the next steps.
- If necessary, the concern will be referred to the local **Safeguarding Adults or Children's Board**.
- An internal investigation may be conducted, and any necessary actions will be taken to ensure the safety of the individual.

Confidentiality will be maintained throughout the investigation process, and information will only be shared with relevant parties.

4. Outcome and Follow-Up

After an investigation:

- A formal response will be provided outlining the findings and any actions taken.
- If required, support services or safeguarding plans will be put in place.
- Any unresolved concerns can be escalated to external safeguarding authorities.

5. Escalation and External Reporting

If you are not satisfied with the internal response or believe further action is necessary, you may escalate your concern to:

- **Local Authority Safeguarding Team** – [Insert Contact Details]
- **Care Quality Commission (CQC)** – [Insert Contact Details]
- **Police (if criminal activity is suspected)** – **101** (non-emergency) or **999** (emergency)

For further guidance or to report a safeguarding concern, please contact:

📍 **Kenilworth Domiciliary Care Limited**

☎ **Contact Number:** +447368127240

Email Address: info@kdcl.co.uk OR support@kdcl.co.uk












📍 **Office Address:** Berkeley House, 6 The Square, Kenilworth, Warwickshire,
CV8 1EB. UK

Ensuring the safety of our service users is our top priority. We encourage all staff, service users, and family members to report any safeguarding concerns without hesitation.

Provider information.

Statement of Business

Kenilworth Domiciliary Care Limited was formed in 30th August 2022, the company has a senior management team and directors who manage the business on a day-to-day basis.

-  **Full Name of the Service Provider:** Kenilworth Domiciliary Care Limited
-  **The Registered Manager:** Albert Moses
-  **The Business Address:** Berkeley House, 6 The Square, Kenilworth, Warwickshire, CV8 1EB. UK
-  **Landline Number:** +44 1926858392.
-  **Mobile Number:** +44 7368127240
-  **On-Call, Complaint and Safeguarding Mobile Number:** +447359506101
-  **Regulatory Body:** Care Quality Commission (CQC)
-  **The Care Quality Commission Provider id:** 1-15217719223
-  **Employer and Public Liability registration number:** CHBS4363052XB
-  **Data Controller and Information Commissioner Office (ICO) Registration:** ZB672164
-  **Companies House registration:** 14325282

