

# Northwood Nursing & Care Services

**Northwood Nursing & Care Services Ltd**

**3 Warmair House, Green Lane, Northwood, Middlesex, HA6 2QB**

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## **SERVICE USER'S GUIDE**



**INVESTORS  
IN PEOPLE**

# Quality of Life

For improved quality of life, dignity and independence at difficult times

## Service User's Guide

*(Further details are as per our "Terms and Conditions for the Supply of Staff")*

Established in October 2000 by Mrs Fiona Cristol RN, RM, Dip.O.T.Sc. Northwood Nursing & Care Services Ltd (referred to as NNCS in the following text) provides high calibre nursing and care for Service Users in their own homes. NNCS ensures that Service Users are nursed and/or cared for to allow healing to take place in a safe and discreet manner without loss of dignity.

## People For Whom Our Service Is Provided

- Older people
- People recovering from surgery or injury
- People with physical disabilities
- People with sensory loss including dual sensory impairment
- People with mental health problems
- People with learning disabilities
- People who need companionship

## 24 Hour Service - Telephone: 01923 828902

Office hours are 9.00am-5.30pm, Monday to Friday.

Out of hours we are on call for **emergencies only**. Calls to our office number are diverted out of hours to our paging service.

In the unlikely event that your call is not returned, telephone our mobile number 07748 157 630.

## Categories of Staff Provided

**Registered Nurses** are registered with The Nursing and Midwifery Council and are governed by their code of professional conduct.

Nurses are capable of delivering all general nursing care. We do not provide midwives or paediatric trained nurses unless by special arrangement.

**Health Care Assistants** (referred to as Carers) have healthcare training and/or experience. The Carer may deliver all basic personal care such as bathing, dressing and transferring. Carers are not permitted to carry out invasive procedures or to give medication, other than from a Dossett Box.

## NNCS is registered by The Care Quality Commission.

Eastern Region Registration Team  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

Telephone: 03000 616161

Monday – Friday between 8.30am & 5.30pm

## Services Offered

Our staff can provide nursing and/or personal care and support.

Personal care can include bathing, dressing, preparing and assisting at meal times and bed times.

**Visits:** Normally from 1 to 5 hours. Longer visits can be arranged.

**Days:** From 6 through to 12 hours continuous care.

**Nights:** 8 to 12 hours continuous care.

**Sleepers:** 12-hour cover. The Nurse/Carer is expected to assist you at bedtime and with getting up in the morning. The Nurse/Carer is also expected to respond to you twice during the night.

Should the Nurse/Carer respond to your needs more than twice at night an additional hourly night rate for each occasion will be charged.

**Live-in:** Our Nurse/Carer requires 3 hours off for each of 6 days and 10 hours off on the 7th day. Should cover be required during the Nurse/Carer's time off an additional fee will be charged. NNCS must be notified at least 4 days in advance of arrangements for the Nurse/Carer's day off.

The Nurse/Carer is expected to respond to you twice through the night on the odd occasion. More than this will incur extra charges or may require extra cover by a second Nurse/Carer.

The Nurse/Carer must have sufficient rest breaks during the day and sleep at night to ensure your safety.

The Service User is expected to:

- Provide all food for a Nurse/Carer. If food cannot be provided, alternative arrangements and charges have to be agreed between the Service User and NNCS.

The Service User is not expected to:

- Provide any personal items for the Nurse/Carer.
- Pay for the Nurse/Carers private telephone calls.

## Wellness

Our aim is to help enhance the quality of life of people who are homebound.

We provide a holistic approach offering complimentary services at home such as physiotherapy, osteopathy, chiropody, reflexology, massage, aromatherapy, hairdressing and beauty therapy. We also assist with:-

- Hairwashing
- Meals and shopping
- Accompaniment on outings – medical or social
- Respite care for relatives

Sometimes we simply supply companionship to help break the monotony of the day for those who are lonely at home.

## Assessments and Visits

An office administrator will contact you to arrange a visit.

We will assess your needs and devise a care plan in consultation with you. A fee is charged for this service.

Following commencement of care, our office administrator will visit you from time to time to ensure your care plan is correct and that you are satisfied with our service.

## Time Sheets

Each Nurse/Carer completes a time sheet to confirm the hours worked. The time sheets have to be signed by the Service User. A copy is provided to you.

When a Service User is not capable of signing a time sheet, we seek alternative arrangements acceptable to the Service User or persons responsible for the Service User. Should the service be provided but the time sheet not signed, this does not negate the Service User's responsibility to pay for the applicable duties.

## Accounts

NNCS charges are specified in our Service User's Rates.

Our rates are inclusive of national insurance and holiday pay.

Our services are VAT exempt.

Invoices will be presented weekly and payment should be within 7 days.

We do not accept cash or credit cards.

## Manual Handling – Health and Safety

EU and UK law restricts the Nurse/Carer from lifting and transferring anyone or anything too heavy to be handled safely by one person.

(The Manual Handling Operations Regulations (MHOR) 1992)

There will be situations when it is necessary for the Nurse/Carer to have the assistance of a second skilled person or a hoist.

The Nurse/Carer is entitled to refuse to lift or transfer if he/she is incapable of doing so safely, to avoid the risk of injury. We strongly urge your co-operation in allowing the Nurse/Carer to use a hoist where necessary and/or seek the assistance of another skilled person, for which a further charge may be levied. We will undertake a risk assessment and advise and recommend solutions should areas of concern be identified.

## Working Time Directive

Working time regulations 1998.

Details below will help to clarify how the legislation will affect you as a user of our services.

**Paid annual leave** – All workers are entitled to 4.8 weeks paid annual leave (which will increase from 4.8 to 5.6 weeks, capped at 28 days, on 1st April 2009). Holiday pay is included in the rates we charge to you.

**48-hour limit** on working week. On average, your Nurse/Carer should not work more than 48 hours in a week. This is over a referencing period of 17 weeks where applicable. However if our staff agree to work more than this, the Nurse/Carer must agree this in writing with NNCS.

**Rest breaks** – All workers whose working day is longer than 6 hours are entitled to a rest break of 20 minutes.

**Night work** – On average, night workers should not work more than 8 hours in any period of 24 hours (taken over a referencing period of 17 weeks).

If your Nurse/Carer has agreed to work longer than a 48 hour week, they can work 12-hour nights.

**Daily rest** – All workers are entitled to 11 hours daily rest in 24.

**Weekly rest** – All workers are entitled to a minimum of 1 complete day of rest per week, or 2 days every 2 weeks.

## Quality Assurance

NNCS aims to provide excellence in Service User care. We welcome your comments whether positive or negative. A member of our team will contact you following commencement of care to ensure that you are happy with the service provided. Quality Assurance questionnaires will be sent to you annually or on completion of care.

## Policies and Procedures

We have company policies and procedures in order to comply with regulations specified in the Care Standards Act, copies are kept at our offices.

## Circumstances in which NNCS may withdraw Service

NNCS reserves the right to withdraw our service, should:

- Our staff be exposed to harassment or abusive behaviour of a verbal or physical nature by a Service User, their relative or someone to whom the Service User is associated.
- The Service User engages in conduct detrimental to the health, safety or interests of NNCS or its staff.
- The Service User fails to pay for services provided by NNCS.

NNCS will endeavour to meet the patient's needs as specified in our care plan. Should NNCS be unable to fulfil these needs, we reserve the right to withdraw from the case.

## Suggestions and Complaints

NNCS are committed to providing a safe, caring and professional service to all our Service Users. We always welcome comments about our services whether positive or negative. If you are dissatisfied with any part of our service this complaints procedure will assist you to have your issue resolved. It will also help us to improve our service.

### Stage 1

Please try to resolve your complaint with the staff member concerned. Many complaints can be resolved through an informal discussion.

### Stage 2

If an informal discussion has failed to resolve the complaint to your satisfaction, or you feel it is not appropriate to raise the issue with the person concerned, then please put the complaint in writing.

Include details of when the event took place and the name of the staff member involved. Send the written complaint to:

Mrs Fiona Cristol, Director,  
Northwood Nursing and Care Services Ltd.,  
3 Warmair House, Green Lane, Northwood,  
Middlesex, HA6 2QB

Your written complaint will be acknowledged and will be investigated.

All or some of the following actions may take place:

- a) We will meet with the Complainant.
- b) We will meet with the staff member who is the subject of the complaint.
- c) We will meet with other witnesses/persons who have either been mentioned by name or who may be able to help with the investigation process.
- d) The Complainant may be asked to attend a meeting with the staff member concerned in the presence of NNCS.

The Complainant has the right to have a witness of their choice attend such a meeting.

We will then write to you with details of any action we deem necessary to be taken.

### Stage 3

If you are not satisfied with our response you may appeal in writing within 10 days stating your reasons.

Further investigation may then be required.

Having reconsidered the case in its entirety, we will write to you informing you of the outcome of the appeal within 10 days of the receipt of your appeal letter.

#### **Please note:**

*Whilst the complaint procedure is being carried out and investigations made, the Nurse/Carer concerned may be withdrawn from the case.*

*Nurse/Carers will be promptly informed of complaints relating to themselves.*

## General

Should NNCS be unable to provide a Nurse/Carer we will notify the patient 24 hours in advance unless in the case of illness. Whilst every effort will be made to provide cover, there will be times when circumstances are beyond our control. At all times we will liaise with the patient and their family.

NNCS endeavours at all times to provide the Service User with staff whom they believe will be suitable with respect to personality and competency.

Should you be unhappy with the staff member assigned to you, please contact us.

## Changes to bookings by Service User

Nurses/Carers are booked in advance.

For Live-In staff, 14 days written notice is required.

For all other duties 24-hour notice is required.

Service User will be liable for all duties/services not cancelled within the required period unless agreed to in writing by NNCS.

## Termination of service by the Service User

14 days written notice is required.

The Service User will be liable for all services booked during this notice period.