

Access To Service

Summary Of Information Handbook – Easy To Read Guide



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About our Organisation

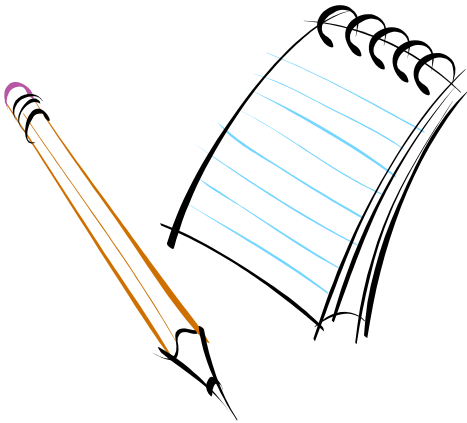


We provide housing.

We provide care and support.

For Adults with Autism, Learning Disability and other Disability.

Our staff will know how to care and support you.



Please ask a member of staff if you want to see the full text version of this guide.

What we want to do



We aim to provide the best care possible in your own home :

- You and your needs are the most important
- You can depend on us to keep our promises
- We will be flexible
- Respect your rights, privacy and dignity
- Promote your independence
- Help you to be happy and safe

Our Values and Principles



Our service is all about helping you.

We want you to be happy and safe.

We put you and your needs first.



We respect that everyone has different needs.

We will look at all of your needs and help support you for be happy and fulfilled in all areas of your life.



We work to make our care and support service even better.

We want you to have your say and tell us what works well and what does not.

We will also ask your friends and family and other people who support you about what they think.



Our staff are trained and have studied to help meet your care and support needs.

Our staff will treat you with respect and help you to enjoy life to the fullest.



We will always:

- Promote your independence
- Respect your privacy
- Make sure you your dignity
- Help you feel safe and secure
- Protect your rights as a citizen
- Help you to make choices and take control of your life
- Be happy and fulfilled in all areas of your life

The Services We Provide



We provide care and support in your home.

This is called Domiciliary Care.

We care for people who have a learning disability or a physical disability.

Learning About Your Needs



Your family, friends and advocate can support you when we ask about the things you would like help care or support to do.

We will usually do this before you decide to work with us.

All the people who support you will help make your needs assessment.

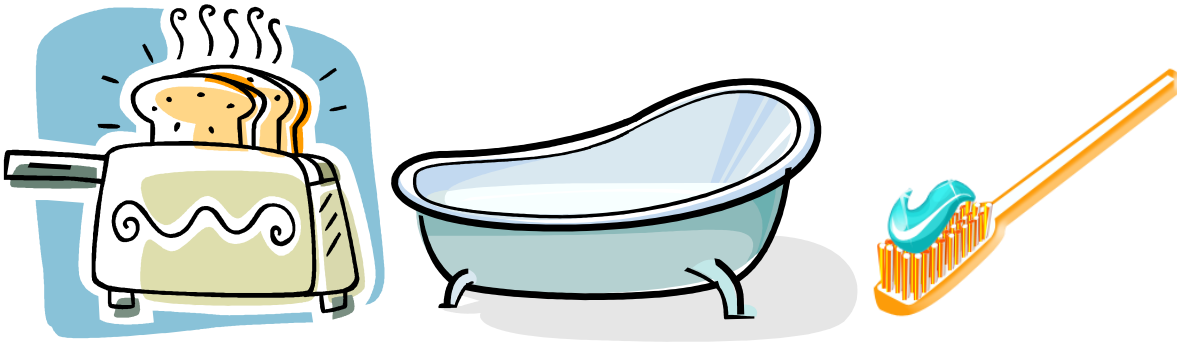
Making Your Person Centred Plan



We will learn all about the things you like to do and who is important in your life.

We will work with you to plan to make sure you have the care and support you need to be happy and fulfilled.

We can help with Daily Living Activities



Personal care and support with bodily functions:

- Eating and drinking
- Toileting and continence requirements
- Dressing and undressing
- Bathing, washing, shaving and oral hygiene

We will protect your dignity and privacy and help you to take control of your life.



Personal care and support with grooming:

- Make-up
- Manicure/pedicure

- Hairdressing
- Presentation, clothes co-ordination and personal style



Support with domestic or household tasks:

- Shopping for food and necessities
- Food preparation and cooking
- Cleaning, tidying, hoovering and dusting
- Changing of bed linen
- Laundering
- Plumbers, electricians, utilities board, workmen

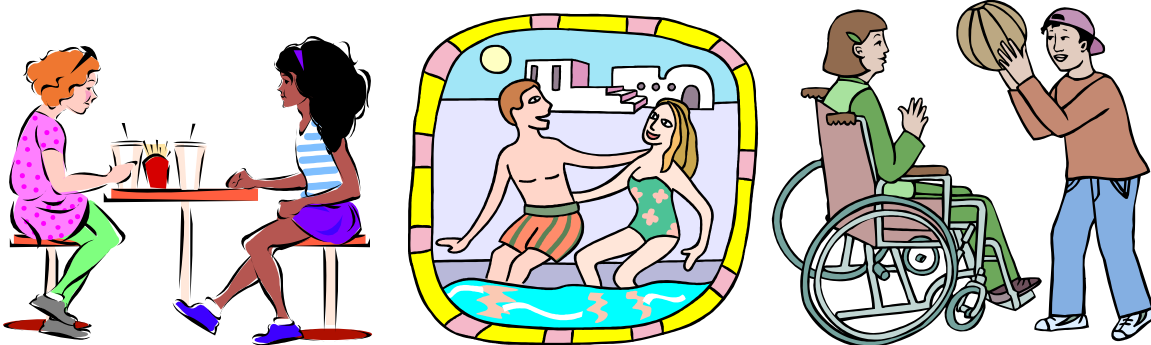
Physical well-being & Healthcare



Support with domestic or household tasks:

- Access information and advice
- Manage medical conditions
- See a Doctor and decide on your own health and medical treatment
- See the dentist, or optician for an eye test or other health services
- Go to hospital or see the Doctor
- Make sure your equipment is working ok - like wheelchairs and hearing aids
- Get your medicine on time and take it when you need to

Education, Employment, Personal, Family and Social Contacts



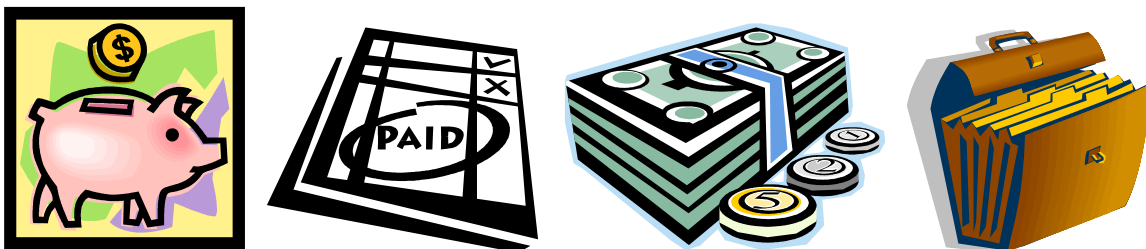
- We will help you to keep in touch with your family and friends
- Encourage and support you to make new friends
- Respect your right to Privacy
- Access transport so you can go out when you want to
- Help to go to local groups, clubs, places of worship or anywhere else you enjoy going
- Help you access educational and programmes of learning
- Help you achieve and maintain employment and other work experience

Citizen Rights



- Vote in the elections if you are old enough
- Keep a job, education or training
- Develop new skills
- Manage your money
- Know who you can ask for independent help or support

Personal and Financial Affairs



- Help to get money from the bank or post office
- Pay for services or bills and help with money
- Set up a bank account
- Access loyalty card schemes
- Accessing you files and records

How we Deliver Care and Support



You or someone you know will contact us.

We will speak with you and all other people, friends and family and professionals to learn about you and your needs.

Making a Full Assessment



- Sometimes your care manager or social worker will help us to learn about your needs
- We also need to ask you about what you want and things you like
- Tell you about the things we can do and the things we cant do
- Tell you all about our policies and procedures - the rules about how we support you

Risk Management



We will learn about the things that are a risk to you or to other people.

We will make a plan about how we can help keep you and other people safe and secure and do the things you enjoy.

Person Centred Client Plan



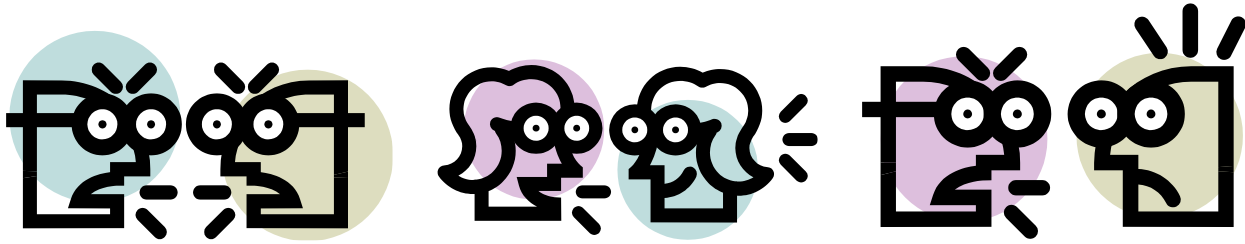
- We will look at your needs and risk assessment and make a plan
- Your plan is all about you and the things you want to be happy and safe
- Your plan tells everyone what you want and how to care and support you
- We will make sure that your plan is up to date
- You can ask for your plan to be changed anytime
- You can add things to your plan or take things away or review you plan anytime
- Your friends and family can help review your plan if you want,
- Other people who support you can help review your plan at least once every year

Staff Issues



- We will talk with you if your carer is not at work for any reason and make sure your needs are met
- We will try to replace them with staff you already know and will talk to you about this
- We will act quickly if staff break professional boundaries
- We will talk with you if your carer leaves the organisation
- We will discuss any changes to make to who supports you
- If staff feel abused or treated badly by you we will talk to you and make a plan that makes you and our staff happy

Comments, Compliments and Complaints



We want you and your family to tell us what we are doing well and what we are not doing well.

Complaints

- We have a handbook that tells our staff all about how to deal with a complaint
- We also have a Client Guide telling you all about how to complain
- The guide tells you what we will do when we get a complaint
- You can fill out a form - we have one you can use Or you can contact the manager
- We will send a letter to confirm we have your complaint
- We will investigate the complaint fully and talk to you
- We will try to make a decision in 28 days - we will let you know if we cannot do this any why

- An advocate can help to make sure your rights are being respected
 - We will explain in writing what the decision is and you can ask for someone else to listen to your complaint if you are not happy
 - We need to keep a record of your complaint for the inspector from the Care Quality Commission
 - You can complain to the Care Quality Commission anytime
 - If you pay for your own care you can also complain to Trading Standards or the Local Government Ombudsman - more details are available in our Complaints Handbook.

**Care Quality Commission
CQC London
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

Tel: 03000 616161

Email: enquiries.london@cqc.org.uk

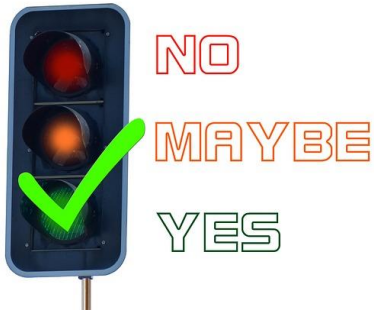
Quality Care and Support



- We have lots of checks to make sure we keep our promises
- If we are not doing something well, we will look at new and better ways to do it
- We will ask you what you think to our ideas and tell us your ideas
- We call this Quality Assurance
- We make sure our policies and procedures are all up to date and checked at least once every year
- Staff are trained and we check they are doing their job well
- We ask you to have your say anytime we think changes are needed to make things better for everyone
- You can ask to see any of our policy and procedure handbooks at any time
- We also have a range of Client Information Guides which have lots of useful information



Obtaining Your Consent



We will learn about the things you can or cannot consent to and we will share information with you explaining all about consent.

You will be asked to fill out a consent form.

Our Policies and Procedures



We need our policies and procedures to:

- Act within the law
- Are up to date with good practice
- Fulfil our promises
- Meet the rules of the inspectors
- Keep our Staff and Client safe
- Have happy Clients and happy staff
- Review them at least once every year
- Make sure only up to date information is given to our clients and staff

Our Policies and Procedures are in useful Handbooks:

- About Edenvale Care Ltd - Access to Services
- Risk Assessment & Risk Management
- Care and Support Service Delivery
- Comments Compliments and Complaints
- Data Protection Confidentiality and Record Keeping
- Security Health and Safety
- Client Involvement and Empowerment
- Protection from Abuse - Safeguarding Vulnerable Adults and Children
- Performance Management and Quality Monitoring

Your Contract with Marcus And Marcus Ltd



- Your person centred Client plan will be part of your contract with us
- Our staff carry out the duties in the plan
- Our staff will keep you and themselves safe
- Your care and support worker will be trained
- Your care worker cannot do things they are not trained to do
- Extra advice and support is given to staff and Clients who need it
- We will do everything possible to make sure you have care and support from people you already know
- Our staff must stick to the rules we have about Client's money and finances
- Staff must stick to the rules about not taking money or gifts from Clients
- Staff will report any broken or unsafe things in your home and assess any risks

Insurance



- You will need to pay for your own home and contents insurance
- The cost of our personal services will be agreed with you, your relatives and representatives
- If you pay for your own care and support we will issue you with a written contract
- We will also send invoices weekly for payment within 7 days
- If your care manager or Local Authority Social Services is responsible for paying for your care, they will agree the cost on your behalf and make payments to us directly

Marcus and Marcus Ltd Insurance Cover

We are insured and the law says we must have insurance and this includes:

- Public Liability - £5,000,000
- Medical Malpractice Liability - £5,000,000
- Products Liability - £5,000,000
- Employers Liability - £ 10 Million

Our Office



Address: Marcus and Marcus Ltd
142 St Marks Road,
London
EN1 1BJ

Email: Adminstration@marcusandmarcus.co.uk

Telephone: 02083668131

Office Hours



Monday to Friday

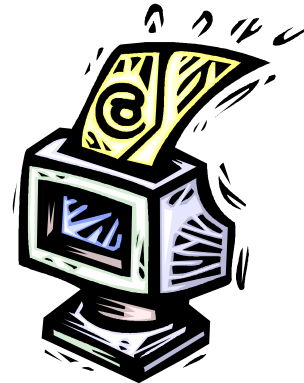
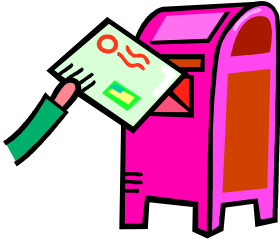
9.00 am – 5.00pm

Our General Manager



Sandra Pearce (CQC Registered)

Useful Contacts and Addresses



Care Quality Commission.

Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG
Tel: 03000 616161
E mail: enquiries@cqc.org.uk

Social Services, London Borough of Enfield

Adults Services, 2nd Floor, St Andrews Court,
1-4 River Front, Enfield EN1 3SY
Tel No: 020 8379 5039

Out of Hours Duty Social Worker: 020 8379 1000

North Middlesex University Hospital NHS Trust

North Middlesex Hospital Sterling Way
Edmonton N18 1QX
Tel No: 020 8887 2000

Barnet and Chase Farm Hospital NHS Trust

Barnet and Chase Farm Hospital

The Ridgeway, Enfield EN2 8JL

Tel No: 020 8366 6600

Enfield CCG

Cockfoster's Road

London EN4 ODR

Tel No: 0203 688 2849

Cheviots Children's Centre

Special Needs & Inclusion

31, Cheviot Close Enfield Middlesex

EN1 3UZ

Telephone:

Tel No: 020 8363 4047

Adult Learning Disability Team Enfield

St Andrews Court

1-4 River Front

Enfield

EN1 3SY

Tel No: 0208 379 5039