

Averlea Community Care



Averlea Residential Home
Averlea Care

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Date of issue: _____

Averlea Community Care



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Aims and Objectives

To provide a complete high quality Care Service in the familiar surroundings of a Clients own home, and therefore promote a feeling of independence, confidence, safety and security.

To help maintain a Clients relationship with their family and friends, and to involve the Client and Clients family in any decision making about a Clients requirements.

To maintain a Clients dignity and to show respect to the Client at all times.

To monitor and keep records of a Clients health, hygiene and standards of living. Report any noticeable changes or concerns back to appropriate people, Doctors, Social Workers and Case Co-ordinators.

Maintain staff training and social skills to ensure that all staff are able to deal with any situation which may arise, and to give them all the necessary skills to provide the highest possible Care to the Client.

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A History of Averlea Community Care

Originally Mr & Mrs Evely provided care for the elderly at their care homes, Southdown House and Averlea Residential Home. Following a meeting with Social Services, which Mrs Evely attended, it became apparent that there was a need for a community care service in the area. Mr & Mrs Evely responded to this need by employing a member of staff specifically to work in the community. In the early days the agency provided care for five or six Clients living in the local community, and to help out with the work load at times it would 'borrow' staff from one or both of the care homes, which were also owned by Mr & Mrs Evely. From this time the agency has steadily grown in size in terms of its Clients and its Staff.

Averlea Care was originally formed in 1993 and was first known as Southdown Community Care. The agency is managed today by its first Care Assistant Mrs Debbie Clinton, over the past few years Debbie has developed her career firstly as a Care Assistant and later as a Manager. As Debbie developed in her career as a Manager she has also developed the company to meet all of the requirements made by the care needs for clients and members of staff alike. In 2002 the name of the agency was changed from Southdown Community Care to Averlea Community Care and the company became based at Averlea Residential Home in Polgooth. Over the years Averlea Community Care has steadily increased its data base of Clients and members of staff, and now has more than twenty members of staff and more than a hundred Clients.

One of the main objectives of the agency is to provide personal care to people who are either bed ridden or are in some other way unable to taken care of themselves. By providing this care, people are able to stay in their own homes and are able to maintain their independence. All members of care staff are proficient to carry out virtually all aspects of personal care such as, washing, dressing and the application of various medicated creams. Clients are treated with the greatest of respect for their privacy and dignity at all times whilst performing any personal care. All members of care staff of Averlea Community Care are trained to assist with medication, whether they be in tablet form, eye drops or body creams of any kind. As many Clients require help either bathing or in the shower, staff are able to support Clients so that they have the confidence to bath or shower themselves.

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A History of Averlea Community Care

Averlea Community Care can also provide other services such as laundry, cleaning, shopping and meals on wheels. A complete laundry service is offered by the agency, a Client only has to fill a special red antibacterial bag with soiled laundry and either phone the agency or let their Care Assistant know. The laundry will then be taken to Averlea Residential Home where it will be washed, ironed and folded ready to be delivered back to the Client. Averlea Community Care offers a cleaning service where virtually all aspects of daily cleaning in their homes are undertaken. Cleaning can be arranged as often or as little as a Client should require, or even just as a one-off. Shopping has also proved to be a very popular service, whether it be shopping for a Client or assisting a Client with their shopping. When shopping for a Client, firstly a Care Assistant will discuss shopping requirements with a Client, then after compiling a shopping list all the items will be collected then delivered back to the Client. As an alternative a Client can taken shopping and helped with any difficulties associated with the shopping.

Another service which Averlea Community Care has provided for a number of years is a 'meals on wheels service'. A hot or cold meal with a pudding is delivered to a Clients home where it can be simply handed over at the door, or if required it can be taken into the Clients home, unwrapped and placed in front of a Client. Any dirty crockery from any previously delivered meals are taken away by the person delivering the meals. It is also worth noting that whilst meals are being delivered a visual check of the Client is made as a lot of older people live alone.

As getting to and from hospital appointments, day care etc. can be difficult for some Clients, particularly those with no close family or friends living locally, Averlea Community Care can provide transport. It is also an advantage for many Clients to be accompanied to an appointment by someone that they know and trust. It is also worth noting that unless otherwise preferred a Client is not simply dropped off at an appointment, they are helped in and out of the place of the appointment such as a hospital.

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People for whom the service is provided

Older people

People with physical disabilities

People with mental health problems

People with sensory loss, including dual sensory impairment

Statement of Purpose, Inspection Reports and Policies

Averlea Community Care's Statement of Purpose, Inspection Reports and Policies are all available for viewing at the office of Averlea Community Care, Fore Street, Polgooth St Austell. A phone call either 01726 66892 or 07989586835 will enable us to arrange a suitable visiting time which is convenient for yourself and Averlea Community Care staff.

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Nature of Services Provided

Personal Care

- Help getting into and out of bed.
- Help with washing and dressing.
- Help getting to from the toilet.

Monitoring and Observing

- Keep a record of health.
- Report any changes or concerns back to the appropriate persons

General Care

- Cleaning in a Clients home.
- Cooking and help with eating a meal.

Additional Services

- Meals delivery service, a hot meal delivered to the door.
- Laundry service, laundry is collected, washed, ironed and delivered back.
- Night sitting service, either staying awake or sleeping in a Clients home.

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Name and Address of provider

Mr & Mrs Evely
Averlea Community Care
Averlea Residential Home
Fore Street,
Polgooth.
St Austell
PL26 7BP



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Relevant Qualifications and Experience

Registered Providers: Mr David Evely and Mrs Julia Evely

Registered Manager: Mrs Debbie Clinton

Qualifications and Experience

Mr Evely Registered with Royal College of Nursing. Mrs Evely has over 20 years of experience as a Care Worker and a Assessors Award. Both Mr and Mrs Evely have been running a Residential Care Home since 1984.

Mrs Debbie Clinton has a wealth of experience in the Community Care sector, with over 10 years as a Care Worker and has held the position of Care Manager since 2001. She has completed her NVQ level 2, NVQ level 3 and her Managers Award, she is currently working towards her NVQ level 4.

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Hours of Operation

Normal Office Hours	-	9:00 - 17:00	Monday - Friday
07989586835 or 01726 66892			
Out of Office Hours	-	17:00 - 22:30	Monday - Friday
07989586835			
Emergency Hours	-	24 Hours	7 Days per week
07989586835			

Insurance

Insurance cover is provided by:



The New India Assurance Co Ltd.
3rd Floor, Crown House, Crown Street,
Ipswich, Suffolk.
IP1 3HS

Policy Number: AERH/04/12357

Name of Policy Holder: Mr & Mrs Evelyn Averlea Domiciliary Care

Date of expiry: 9th December 2008

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The Terms and Conditions

Averlea Community Care will provide a quality service in accordance with the Aims and Objectives of the Company.

Averlea Community Care will try to provide the same Care Worker throughout all of your Care, other than filling in for sickness and holidays.

If a Client wishes to cancel a Care visit they will be required to give 24 hours notice to the Care Manager prior to the visit, if this is not done they will still be charged for the visit.

Any alterations to a Clients Care Package must be done through the Care Manager not the Client's Care Worker.

If a Client should pay any money to any member of staff of Averlea Community Care, there must be a signed record of the transaction entered into the Care Plan, if this is not done the responsibility for the money getting to it's destination stays with the Client.

If you are a privately paying Client the cost of your Care Package will be calculated using Averlea Community Care's most current price list, the price of your Care Package will then stay the same for 6 months or the length of your package, which ever comes first. If your Care Package should run beyond the 6 month period then your Care Package will be renewed using Averlea Community Care's most current price list at that time.

If your Care Package is to be partly funded by Social Services, you will be required to pay a contribution towards your Care Package. Your needs and financial status will be assessed by Social Services and your Care Package contribution will be calculated by them.

We aim to get a Care Worker to you as near to the agreed time as possible, if the Care Worker is running late for what ever reason you will receive a telephone call to explain the situation and to provide a possible solution.

You can pay for your Care Package either by cash, cheque or a direct transfer and you can pay weekly or monthly.

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The Complaints Procedure

Any complaints made to Averlea Community Care will be treated as an opportunity to improve our service to all our Service Users. Complaints made by Service Users, Service Users Relatives and Carers of Service Users will be dealt with promptly, and will be taken seriously.

Averlea Community Care will firstly attempt to deal with complaints informally.

Informal Procedure

If any Service User should have any complaint or concern about any of the services which they receive from Averlea Community Care or any complaint or concern about any member of staff employed by Averlea Community Care they should telephone either:

Debbie Clinton (Care Manager) 07989586835

Averlea Community Care (Office) 01726 66892

Your complaint or concern will be dealt with promptly and we will endeavour to resolve the matter quickly.

If your complaint or concern is not resolved to your satisfaction, or you are in some way dissatisfied with our efforts, we will move on to the Formal Procedure.

Formal Procedure

Your complaint will be fully investigated as per the requirements of Regulation 20 of the Domiciliary Care Agencies Regulations 2002. There will be a response within 28 days of the complaint being made, and a detailed record will be kept as per the requirements of Regulation 19(1) of the Domiciliary Care Agencies Regulations 2002.

Complaints should be made in writing and addressed to:

Averlea Residential Home
Fore Street,
Polgooth,
St Austell.
PL26 7BP

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The Complaints Procedure (Continued)

If you are still dissatisfied with the outcome then the matter should be referred to either of the following:

The Care Manager
(via your Case Co-ordinator)
Social Services,
Department of Adult Social Care
Sedgemoor Centre,
Priory Road,
St Austell.
PL25 5AB
Telephone: 01726 63582

C.S.C.I.
Colston 33,
33 Colston Avenue,
Bristol,
BS1 4UA

Telephone: 0117 930 7110
Email: enquiries.southwest@csci.gsi.gov.uk

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Address and Telephone number of Commission of Social Care Inspection Area Office

C.S.C.I.
Colston 33,
33 Colston Avenue,
Bristol,
BS1 4UA

Telephone: 0117 930 7110

Email: enquiries.southwest@csci.gsi.gov.uk