

MOONSTONE CARE UK – DOMICILIARY CARE

STATEMENT OF PURPOSE

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Copies of all Policies, Procedures and Forms referenced to in this document are available for inspection at MOONSTONE CARE UK: BIZNIZ POINT STRATFORD.BURRELL HOUSE 44 BROADWAY LONDON E15 1XH

Company Registration No: 11126884

Insurance Reg No: COVEA INSURANCE

POLICY NO: COV/21617146/314

CQC Provider ID: 1-127487484, Location ID 1-2237647508.

E-mail: info@highlandcaresuk.co.uk

Website: www.highlandcaresuk.co.uk

MOONSTONE CARE UK – Domiciliary Care

STATEMENT OF PURPOSE

1. OVERALL AIM

- 1.1 It is the aim of MOONSTONE CARE UK to provide care to all service users to a standard of excellence, which embraces fundamental principles of good care practice that supports and meet statutory regulations and quality standards. We aim to evaluate this through quality monitoring of care service provision.

2. OBJECTIVES

- 2.1 Sections 9-21 of this document cover in more detail how services are managed and arranged to meet the overall aim of the Agency and the following objectives:
- 2.2 To deliver a service of the highest quality that will improve and sustain the overall quality of life for service users in their home, or place of residence, that is designed to meet the requirements of the Health and Social Care Act 2008.
- 2.3 To ensure the domiciliary care service is delivered flexibly, attentively and in a non discriminatory fashion while respecting each service users right to independence, privacy, dignity, fulfilment and, where appropriate, the rights to make informed choices and to take risks.
- 2.4 To ensure that the domiciliary care service is delivered in accordance with agreed Contracts and Care Plans.
- 2.5 To manage and implement a formal programme of staff planning, selection, recruitment, training, and personal development to enable the domiciliary care needs of service users to be met.
- 2.6 To manage the domiciliary care service efficiently and effectively to make best use of resources and maximise value for money for service users.
- 2.7 To ensure all service users are given the opportunity to influence the way care is provided for them within their home, or place of residence.

3. SERVICE PROVISION & FACILITIES

- 3.1 MOONSTONE CARE UK is registered to provide personal care as required under the Health and Social Care Act 2008 and associated regulations.
- 3.2 A copy of the MOONSTONE CARE UK information pack for Placement Authorities can be obtained on request from the registered Manager, or by phoning 0203 4890 790, 07434 411611. E-mail: info@highlandcaresuk.co.uk.

CORPORATE IDENTITY

- 3.3 MOONSTONE CARE UK is registered as a UK Limited Company. Its registered address and offices are located at 2a Heigham Road, East Ham, Newham London E6 2JG
- 3.4 The Stratford office is resourced to administer the supply and demand for care services and is staffed as detailed in [Section 8](#) of the this document. Within the office property is a designated training room.

SERVICE SECTOR GROUP

- 3.5 MOONSTONE CARE UK will accept domiciliary care referrals for:
- a) Adults living in their own home
 - b) Adults living in sheltered/warden assisted housing, or residential care
 - c) Adults with learning disabilities
 - d) Adults with physical incapacity
 - e) Adults with sensory loss
 - f) Adults requiring supervised personal care in the absence of relatives
 - g) Adults requiring driver escorts
- 3.5b Children and Families
- a) Children living with family
 - b) Children with Learning Disability
 - c) Children with Physical Incapacity
 - d) Children with Sensory Loss
 - e) Children needing escort
 - f) Organising activities for children
- 3.6 Referrals that do meet any of the criteria listed in [Section 3.5](#) above will be considered on an individual basis against service capability and statutory regulation requirements.

CATEGORIES OF CARE

3.7 MOONSTONE CARE UK will offer to provide domiciliary care services that undertake activity, which requires a close degree of personal and physical contact with the person, who by the nature of their circumstances are unable to provide it themselves. These activities are divided into 5 categories:

CATEGORY A – HOME CARE

- Personal Care
- Practical & Social Support
- Domestic Tasks

Note: A full breakdown of care services for the above activities can be found in [Appendix 2](#) of this document.

3.8 Personal Care does not include any form of Nursing care, such as going injections, changing catheter or colostomy bags, treating open wounds, giving enemas or suppositories, answering problems or questions relating to medication or any form of invasive treatment.

3.9 **CATEGORY B – 24 Hour Live in Care Service**, for each day inclusive of all bank holidays, statutory holidays and weekends.

- These services are same as those listed in Category A, but over a 24 hour period.

3.10 **CATEGORY C – Night Sleeping Service**, Monday to Sunday for a set period from 10pm to 7am and for each day inclusive of all bank holidays, statutory holidays and weekends.

- To sleep in the service user's home. To provide services as those listed in Category A as necessary and to be available to be woken up no more than three times a night.

3.11 **CATEGORY D – Awake Night Care**, Monday to Sunday for a set period from 10pm to 7am and for each day inclusive of all bank holidays, statutory holidays and weekends.

- Attending the service user throughout the night by remaining on the same premises being readily available in order to provide those services as listed in Category A as necessary and in accordance with the care plan..

3.12 **CATEGORY E – CARERS SUPPORT AND CARERS BREAK SERVICE**, this will include providing a service in partnership with the Carer and the service user. Cover for when the Carer is sick, on holiday or require a break from their care role.

- Services will cover one or more of the whole range of tasks detailed in Categories A, B, C and D and will be negotiated and agreed as an individual service package.

GEOGRAPHICAL AREA

3.8 The types of domiciliary care service provision listed in [Section 3.7](#) will be provided and promoted in the following geographical areas:

- | | |
|---|--|
| <input type="checkbox"/> LB of Newham | <input type="checkbox"/> LB of Redbridge |
| <input type="checkbox"/> LB of Barking & Dagenham | <input type="checkbox"/> LB of Havering |
| <input type="checkbox"/> LB of Waltham Forest | <input type="checkbox"/> LB of Hackney |
| <input type="checkbox"/> LB of Camden | <input type="checkbox"/> LB of Haringey |
| <input type="checkbox"/> LB of Islington | <input type="checkbox"/> LB of Tower Hamlets |
| <input type="checkbox"/> LB of Lewisham | <input type="checkbox"/> LB of Greenwich |
| <input type="checkbox"/> LB of Bromley | <input type="checkbox"/> LB of Bexley |

3.9 Domiciliary Care service provision will still be considered for other geographical areas where a contractual opportunity is offered by a placement authority or organisation on a block contract basis where guaranteed hours for care are given.

TERMINATION OF SERVICE

3.10 The termination on behalf of MOONSTONE CARE UK of any contracted domiciliary care service will be compliant with the contractual procedure agreed with the placement authority.

3.11 Circumstances that might lead to termination of service provision include, but are not limited to:

- a) MOONSTONE CARE UK is no longer able to meet the care needs of the service user.
- b) The service user no longer requires the care service being provided.
- c) Persistent verbal, physical, mental abuse of harassment of the Agency's Care Worker by the service user, ([See "Harassment Policy" for further details](#)).

3.12 Before any termination of service provision is implemented appropriate notice will be given in writing to the placement authority, case worker and the service user, stating the reason.

KEY CONTRACTUAL TERMS

3.13 Each service user will be provided with a written individual contract that states the terms and conditions for the provision of care by MOONSTONE CARE UK, ([See Form Service User Contract](#)).

3.14 Each Placement Authority or organisation referring domiciliary care work will be requested to provide a written contract of their preferred terms and conditions. This will be examined by the appointed Directors of the Agency, and if acceptable, accepted and signed. If not acceptable this will be resolved through further discussion and negotiation to achieve a mutually acceptable solution.

3.15 No contract, or care plan will be accepted if it is felt that the care needs of the service user cannot be met, or the financial implications of the service provision is not viable for the Agency.

4. REGISTERED PROVIDER

- 4.1 The domiciliary care service is registered through the Care Quality Commission (CQC) under the name of “Supreme Company and Sons Ltd”
- 4.2 The head office for MOONSTONE CARE UK is 2a Heigham Road, East Ham, Newham London E6 2JGT. The proprietor of the company is the Director Ms Tutu Idris.

5. REGISTERED MANAGER

- 5.1 Mr Oshuntoki has been in the care Industry for over 12 years, he was once a Carer and he became a Manager in 1996. He has 10 years experience as a Manager and has NVQ4 in Management. Over the years, Adebayo has acquired a lot of experience in the Care Industry and he has cared for people with various needs in the Community.
- 5.2 The registered manager for the registered provider is Mr Adebayo Oshuntoki over the years, Adebayo has acquired a lot of experience in the Care Industry and he has cared for people with various needs in the Community. Adebayo Can be contacted at the office address of, 2a Heigham Road, East Ham, Newham London E6 2JG, 02034890790, 07434411611
- 5.3 In the event of an emergency outside normal working hours the registered manager can be contacted by calling 020 8221 2909.

6. STAFFING OF DOMICILIARY CARE SERVICE

RECRUITMENT & SELECTION

- 6.1 The well being, health and security of service users will be protected by the Agency policies and procedures on recruitment, and selection of staff and managers as detailed in [Policy “Recruitment & Selection Policy”](#)
- 6.2 The recruitment of staff will meet the requirements of legislation and anti-discriminatory practice. This will include face to face interview and documentary evidence to support the application for employment as contained in [Form “Registration for Employment Application Form”](#)
- 6.3 The recruitment of staff will include an enhanced criminal record check using the [Policy “Criminal Records Disclosure Policy”](#).
- 6.4 An offer of employment will only be made if the applicant can prove competence that meets the requirements of the Job Specification, ([See Form “Job Description for Care Worker”](#)).

- 6.5 New staff will be provided with a written contract of employment specifying the terms and conditions under which they are engaged using [Form "Contract for Employment for Agency Staff"](#). This will include a written job description as detailed in [Form "Job Description for Care Worker"](#).
- 6.6 All new staff will be issued with the Agency Code of Practice, ([Form, "Staff Code of Practice"](#)), an understanding of which will be assessed during their induction training preceding commencement of duties, and must all be checked by Disclosure barring service (DBS).
- 6.7 Induction training will follow [Policy "Induction Training Policy for Staff"](#) as outlined in [Section 7](#) of this document. To ensure all care staff without previous experience of care or relevant vocational qualification to undertake the care certificate training.

[RECRUITMENT OF MANAGERS AND OFFICE STAFF](#)

- 6.8 The recruitment of non-care staff, including managers, will adopt a similar procedure as for Agency Staff but with separate policy for employment contracts, job descriptions and job specifications.

[7. TRAINING AND DEVELOPMENT](#)

[SUPERVISION](#)

- 7.1 Staff will be supervised on a regular basis by the Monitoring Officer of the Agency, with a written record of each supervisory session held on their personnel file.
- 7.2. Similarly office staff and managers will be regularly supervised by the Agency's registered manager, Tutu Idris through monthly management performance review meetings.
- 7.3 An annual performance appraisal will be conducted on all Agency staff in the using [Form "Staff Appraisal Record"](#).

[TRAINING & DEVELOPMENT](#)

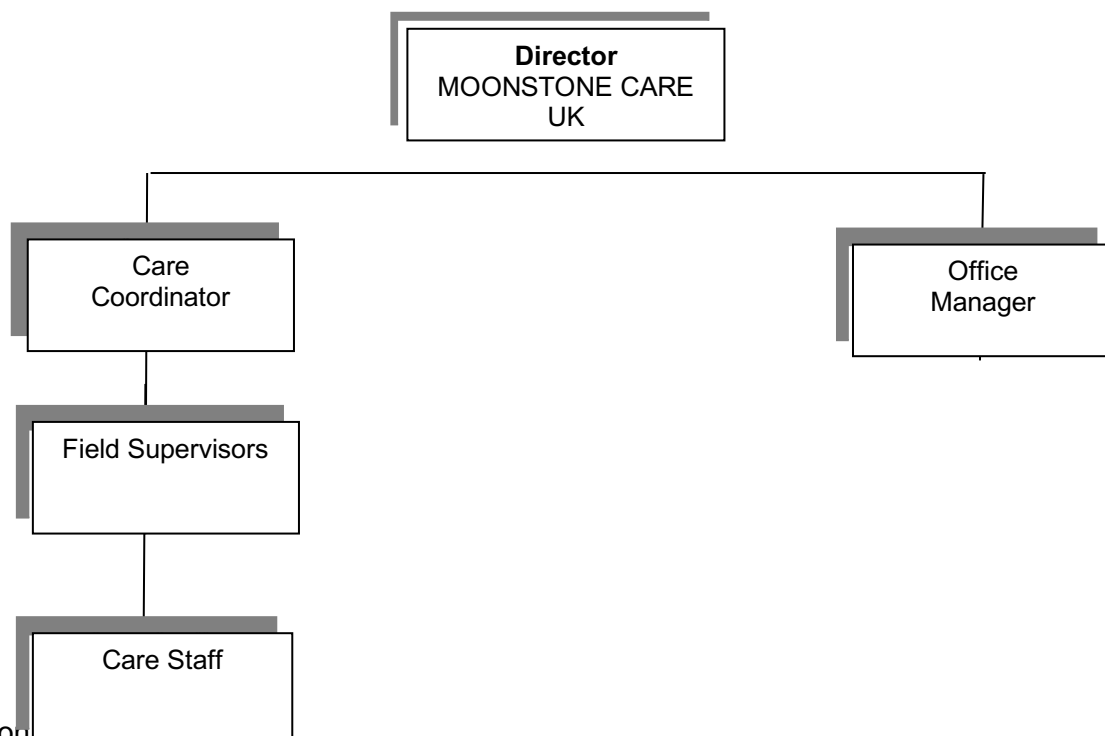
- 7.4 Staff must be suitably trained for each Service User Specialism covered by the Contract, to be able to perform tasks required of them in carrying out their duties with ongoing training as necessary and includes:
- Induction Training (Care certificate)
 - Induction to policies and procedures operated by the Agency
 - Safe moving and handling techniques, including risk assessment
 - Health & Safety Regulations
 - Assisting with all aspects of personal care
 - Precautions to be observed and use of protective clothing in dealing with body fluids and in relation to Hepatitis B and HIV/AIDS

- ❑ Complaints and grievance procedures
- ❑ Management of incontinence
- ❑ Care Ethos and Values
- ❑ Anti-discriminatory practice
- ❑ End of life Care

- 7.5 Training will be designed using the occupational standards and competences recognised by Skills for Care (the Sector Skills Council for Social Care). Details of training will be recorded on the Care Workers personal file.
- 7.6 All staff will be required to receive Induction training as detailed in [Policy "Staff Induction Training"](#).
- 7.7 All Agency staff will be required to have, NVQ Level 2 Care or be working towards, or hold the Diploma in Health and Social Care (QCF). This will be provided through the training programme detailed in [Policy "Training Policy"](#).
- 7.8 Appointed First-Aider training, Moving & Handling, Food Hygiene, and other bespoke specialist short training courses will be provided for specific staff that have had such skill needs identified through supervision and appraisal.

8. ORGANAGRAM

- 8.1 The following is a graphical representation of the management and staffing structure of domiciliary care provision for MOONSTONE CARE UK:



Version
Next review Jan 2017

9. DELIVERY OF CARE SERVICES

INITIAL REFERRAL

- 9.1 The placement authority wishing make a referral for domiciliary care will initially contact the Agency's Care Manager to confirm an expression or interest. Once confirmed the Placement Authority will forward in writing the Care Plan for the service user being referred that identifies the assessment of their need.

NEEDS ASSESSMENT

- 9.2 The Care Manager will use the service user's Care Plan to evaluate whether the assessed care needs can be met by the Agency. This will include availability of suitable Agency Staff to provide the service.
- 9.3 Confirmation and acceptance of the referral will be made by the Care manager using the placement authority's required procedure. A written record will be kept of this on the service user's personal file, including a copy of the Care Plan.
- 9.4 For private self-funding service users a single needs assessment will be made by the Monitoring Officer through a personal visit. A Care Plan will then be agreed with service user, and this will then be given to the Care manager to comply with [Section 9.1](#) of this document.

ALLOCATION OF CARE WORKER

- 9.5 The Care Manager will identify a specific Care Worker or workers to deliver the domiciliary care services required for the service user, as identified in the Care Plan.
- 9.6 A schedule of work will be confirmed to the selected Care Worker(s) detailing the hours, rate of pay. A copy of the Care Plan will also be provided.
- 9.7 The care manager will confirm to the service user, and if appropriate their Case Worker, the name of the Care Worker(s) selected and the time and day they will first undertake to provide the domiciliary care services requested.

RISK ASSESSMENT

- 9.8 All new services users will have a risk assessment undertaken by the Monitoring Officer with the allocated Care Worker on the first visit to the service user's home. The exception to this will be where the Agency is acting as an agent in providing the Care Worker to a principal provider, e.g. a Residential Care Home, where responsibility for risk assessment will be that of the principal provider.
- 9.9 Risk Assessment will be conducted using policy "[Risk Assessment Policy](#)".

SERVICE DELIVERY

- 9.10 Care Workers will keep a written record of activity for audit purposes and to demonstrate they are meeting the identified domiciliary care needs of the service user. This record will be kept at the service user's home and made available for inspection if required by the Monitoring Officer, or Placement Authority.
- 9.11 Other records kept will include:
- a) Assistance with Medication
 - b) Financial transactions on behalf of the service user
 - c) Changes in the Care needs of the service user
 - d) Accidents or other untoward incidents
 - e) Any other information that will assist the services user's Social Worker at the next Case Review.
- 9.12 Service Users have full access to their records. After 3 months these records will be transferred, with permission from the service user, to the Agency's office and placed on the service user's personal file.

MONITORING

- 9.13 Monitoring of compliance with the contracted service provision will be the responsibility of the Monitoring Officer. All non-compliance identified will be brought to the attention of the Care Manager and the Managing Director.
- 9.14 In addition to the initial visit and risk assessment the Monitoring Officer will visit each service user twice per year, of which one visit will be when the Care Worker is not present.
- 9.15 The Monitoring officer will comply with policies and procedures that support the Quality Assurance process detailed in [Section 15](#) of this document.

CASE REVIEW

- 9.16 The Monitoring Officer will attend all Case Reviews held by the Placement Authority to evaluate the care needs of the service user and revise if necessary the Care Plan. The allocated Care Worker will only be requested to attend if this is felt to be appropriate, or will assist the person leading the review.

10. TIME SHEET MANAGEMENT

- 10.1 The Agency will provide each Care Worker with separate timesheets to record hours worked with each service user.
- 10.2 Confirmation of the hours worked, including arrival and departure times, will be signed off by either the service user, or designated responsible person.
- 10.3 All completed timesheets will be forwarded by the Care Worker to the Agency's office. Designated office staff will then collate the timesheet for each service user over a monthly period. These will then be used to raise a sales invoice to be sent to the placement authority.
- 10.4 All time sheets will be kept for minimum of 3 years and act as an auditable record of service provision provided.

11. TEMPORARY COVER ARRANGEMENTS

- 11.1 Every effort will be made to ensure the continuity of care in relation to the allocated Care Worker is maintained consistently. However there will be short periods when the Care Worker will require temporary cover. Responsibility for organising this will be that of the Care Manager.
- 11.2 Care Workers will only be changed, or covered for, if there is a legitimate reason, for example:
- a) The Care Worker is on holiday, off sick or undertaking training.
 - b) The service requirements change and the Care Worker does not have the necessary skills, or specialist training.
 - c) The Care Worker is unavailable for additional hours or changed times.
 - d) The service user requests a change of Care Worker.

12. AGENCY CHARGES

- 12.1 Charges for domiciliary care services will be negotiated with each placement authority on an individual spot purchasing, or block contract basis.
- 12.2 Charges will be kept competitive through market research and the relative pricing of other Agencies.
- 12.3 Charges will be costed on an hourly basis and be exclusive of VAT.

13. CARE PHILOSOPHY

- 13.1 The care philosophy of the registered Agency will be the driving force behind achieving its aims and objectives as detailed in section 1 and 2 of this document.
- 13.2 The care philosophy of the MOONSTONE CARE UK can be summarised as providing service users with a service to a standard of excellence, which embraces fundamental principals of good care practice
- 13.3 This will be achieved through developing care plans including programmes of activities designed to encourage mental alertness, self esteem, and social interaction with other people and with recognition of the following core values of care which are fundamental to the philosophy of the Agency:
- a) Privacy
 - b) Dignity
 - c) Independence
 - d) Choice
 - e) Rights
 - f) Fulfilment
 - g) Equality
- 13.4 A full copy of the Agency's Mission Statement & Care Philosophy is available on request.

14. SERVICE USER CONSULTATION

- 14.1 MOONSTONE CARE UK recognises the need for effective communication and consultation with service users receiving domiciliary care. The views, opinion and feedback of service users will be taken into account when planning and deciding upon key policy changes by the Agency and form part of the Quality Assurance system to monitor service user satisfaction with the care provided to them as detailed in Section 15 of this document.
- 14.2 Consultation over issues relating to specific individual service users will take place on a one-to-one basis when required. Where possible this will take place between the Care Worker and the service user during their visit to the home.
- 14.3 The Care Worker will encourage service users to make their own decisions in relation to their lives, providing information, assistance and support where needed to achieve this.
- 14.4 Limitations on choice or human rights to prevent self harm self neglect or abuse or harm to others, are made only in the service users best interest, consistent with the Agency's responsibilities in law.
- 14.5 Changes requested by the Service User to the personal support plan are discussed with the placement authority and their prior agreement sought.

15. QUALITY ASSURANCE

- 15.1 MOONSTONE CARE UK will provide an effective system for Quality Assurance based on the outcomes for service users, in which standards and indicators to be achieved are clearly defined.
- 15.2 The responsibility for quality assurance will be managed by the Monitoring Officer using the Agency's policies and procedures as a benchmark against which service quality will be measured. This will include a process for consulting with service users and their Care Workers on a regular basis by undertaking the following activity:
- Minimum of 2 visits to service users per year, one of which when the Care Worker is not present.
 - Checks on documentation, records and timesheets, etc
 - Annual survey of service users, their carers and where appropriate gain their views and opinions on the service.
 - Regular meetings with office staff and the Managing Director of the Agency to discuss and agree changes to improve on quality.
- 15.3 The procedure and record keeping required to administer Quality Assurance is detailed in [Policy "Quality Assurance Management"](#).

16. HEALTH & SAFETY

- 16.1 MOONSTONE CARE UK will ensure that systems and procedures in place to comply with the requirements of the Health and Safety legislation including:
- a) Management of Health and Safety at Work Regulations 1999 (Management Regulations)
 - b) Manual Handling Operations Regulations 1992
 - c) Control of Substances Hazardous to Health Regulations (COSHH).
 - d) Reporting of Injuries, Diseases and dangerous Occurrences (Amendment) Regulations 2012/1999 (RIDDOR)
 - e) Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - f) Provision and use of Work Equipment Regulations 1998 (PUWER)
 - g) Health and Safety at Work Act 1974
- 16.2 MOONSTONE CARE UK has a comprehensive health and safety policy, and written procedures for health and safety management defining:
- a) Individual and organisational responsibilities for health & safety matters.
 - b) Responsibilities and arrangements for risk assessment under the requirements of the Management of Health and Safety at Work Regulations 1999 (Management regulations).

- c) Arrangements to implement safe systems of work to safeguard the health & welfare of service users, staff and others involved in the provision of domiciliary care, taking into account the findings of the risk assessments
 - d) Procedures to be followed when safe systems of work identified as necessary to safeguard the service users, staff and others involved in the provision of domiciliary care, cannot be implemented
 - e) Responsibility and procedure for reporting and investigating accidents and dangerous occurrences including those specified under RIDDOR for both service users and staff
 - f) Action to be taken when either a service user or a member of staff has a known transmittable disease or infection
 - g) Procedures for managing threats or violence to staff
 - h) Content of training on health and safety to be given to care and support workers
- 11.3 The registered manager will appoint one or more competent persons to assist the agency in complying with health and safety duties and responsibilities including:
- a) Identifying hazards and assessing risks
 - b) Preparing health and safety policy statements
 - c) Introducing risk control measures
 - d) Providing adequate training
- 11.4 All records relating to health and safety matters will be kept accurate and kept up to date.

17. ADMINISTRATION OF MEDICINE

- 17.1 MOONSTONE CARE UK has a clear written policy that identifies parameters and circumstances for assisting with medication and health related tasks. This also identifies the limits to assistance and tasks, which may not be undertaken without specialist training, ([See Policy "Administration of Medicine Policy"](#))
- 17.2 Also within this policy the procedure is given for keeping records of medication given and any changes that are observed or concerns arising. Details of dosage, medication type, where medication is kept in the service user's home will be detailed on their personal file.

18. SERVICE USERS PROTECTION

FINANCIAL PROTECTION

- 18.1 The money and property of service users will be protected at all times through the adherence to the Agency's [Policy "Service User Finances and Property"](#).
- 18.2 MOONSTONE CARE UK will ensure all Care Workers adhere to policy and procedure for accepting gifts from service users, and recording financial transactions accurately for auditing purposes.

PROTECTION AGAINST ABUSE

- 18.3 Service users will be safeguarded from any form of abuse or exploitation including physical, financial, psychological, sexual abuse, neglect, discriminatory abuse or self harm through the adoption of the Agency's policy "[Adult Abuse, Discrimination and Harassment Policy](#)"
- 18.4 Policies to protect service users from abuse will include procedures for notifying concerns to the CQC in accordance with the Public Interest Disclosure Act 1998 and the Department of Health "No Secrets"

SECURITY OF THE HOME

- 18.5 Care Workers will maintain the security and safety of the service user's home at all time when delivering the care service package. Clear protocols will be adhered to by the adoption of policy "[Service Users Finances & Property Policy](#)".
- 18.6 Identity Cards will be provided to all Care Workers who enter the service user's home, which will include a photograph. Bespoke arrangements for identifying Agency Staff will be devised for services users with special sensory or communication requirements.

NOTIFICATION OF SIGNIFICANT EVENTS

- 18.7 MOONSTONE CARE UK will notify the CQC In accordance with the CQC (Registration) regulations 2009. which can be found in the Agency's policy "[Notification of Significant Events Policy](#)"
- 18.8 Care Workers will follow the Agencies policy and procedure for recording and communicating fruitless visits, death of a service user and untoward incidents and concerns, as detailed in [Policy "Notification of Significant Events Policy"](#).

19. COMPLAINTS

- 19.1 Complaints regarding MOONSTONE CARE UK will be treated as an opportunity to improve upon the quality of existing service provision.
- 19.2 Complaints may originate from the service user, their family, social worker, or through a responsible authority such as a Day Centre, or local GP. Complaints may be received both verbally and in writing.
- 19.3 Each instance of complaint must be reported / routed to the Care Manager. Upon receipt the Care Manager will follow the procedure as detailed in [Policy "Complaints Policy"](#).
- 19.4 On most occasions it is hoped that a complaint can be resolved promptly by staff within the Service user's home without the need for formality. But a written record in the log book of the service user who made the complaint, will be kept.

- 19.5 Completed Complaints Record Forms will be reviewed every 3 months for apparent adverse trends in service quality and be used as part of the Management Performance Review for the Agency.

20. CARE REVIEWS

- 23.1 Care Reviews will be carried out when requested by the placement authority, with the Case Worker, Service User and Monitoring Officer Present. A record of the review will be produced by the Case Worker and kept on the service user's Personal Record File.
- 23.2 The Monitoring Officer will provide an up to date copy of the service user's Care Plan at the review, including personal record forms that have been kept, such as the service user's log book.
- 23.3 Any changes to the care needs of the Service User will result in the Care Plan being updated, with a copy provided to the service user and their Case Worker. Areas of disagreement will also be noted and recorded.

21. EQUAL OPPORTUNITIES & HUMAN RIGHTS

- 25.1 The MOONSTONE CARE UK is fully committed to the principals of Equal Opportunities and non-discriminatory practice. This will be achieved through the adoption of [Policy "Equal Opportunities"](#).
- 25.2 The MOONSTONE CARE UK recognises the right of the individual Service User to live the lifestyle of their choosing, subject to compliance with the law, and an appropriate health & safety risk assessment.

22. CONTACTING STATUTORY AND LOCAL AUTHORITY ORGANISATIONS

- 22.1 The Agency is contracted with several local authorities to provide domiciliary care services these are:
- a) **London Borough of Waltham Forest**
Contract Officer – Mary Bedford Tel: 020 8496 3612
 - b) **London Borough of Newham**
Contract Officer – Mick Jones Tel: 020 8430 5219
 - c) **London Borough of Redbridge (CCG)**
Contract Officer- Brokerage officer Tel: 020 8591 9595

22.2 The Care Quality Commission are a regulatory body responsible for monitoring compliance of Domiciliary Care Providers with the Health & Social Act 2008. The local Area Office contact details are:

Care Quality Commission (CQC)
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 0300 016161

Agreement date: 01/01/2017

Next review date: 01/01/2018

Name: Mr Adebayo Oshuntoki
Registered manager

Signed: