
Responsive Services Policy

1. Policy Statement

- 1.1 The purpose of this policy is to ensure that MOONSTONE CARE UK provides a care service to service users which is responsive to their needs and preferences. It states some principles whereby we are able to meet the requirement to provide person-centred care.

2. Principles

- 2.1 MOONSTONE CARE UK LTD aims to make its services as responsive as possible to service users' needs and preferences, in accordance with the following principles:
- Reliability – we aim to ensure that our service can be absolutely depended on by service users
 - Flexibility – we are prepared at any time to adjust the service we provide to meet the changing needs and preferences of service users
 - Continuity – our service is planned to provide the maximum degree of continuity and the fewest possible changes for service users
 - Communication – we undertake to consult and communicate with service users and their representatives as fully as possible about their service

3. Legal Obligations

- 3.1 MOONSTONE CARE UK Ltd. will fulfil, and where possible exceed, all legal requirements governing the conduct of the provision of personal care within a domiciliary setting.

- 3.2 In line with good practice MOONSTONE CARE UK will:

- provide care workers who are reliable and dependable, arriving promptly and working the full period allocated
 - Offer a flexible service so that, for example care workers ask service users on each visit whether they have any particular needs or requirements
 - Only change care workers for a limited range of legitimate reasons
 - Consult service users or their representatives in advance about a significant change of care worker
 - Keep service users and their representatives fully informed on care matters

5 Changes of a Service User's Care or Support Workers

- 5.1 There are a limited range of legitimate reasons for interrupting continuity in relation to the workers who provide services to each service user. We therefore undertake specifically only to change a service user's care or support worker in one or more of the following situations:

- The worker is sick or on holiday
- The worker is undertaking training
- The worker ceases to be employed by MOONSTONE CARE UK Ltd.
- The service requirements change to an extent that the worker lacks the necessary skills, physical capacity or specialist training to continue to provide a service
- There is a requirement for additional hours or changed times of services which the worker cannot fulfil

- The service user makes a legitimate request for a change of worker
- A non-professional relationship has developed between the worker and the service user (see Professional Boundaries Policy)
- The work situation has become so stressful for a worker that they need relief
- The worker is suffering abuse or discrimination in the situation.