



katherine harriet
BESPOKE HOME CARE

Client Information Guide

Katherine Harriet Ltd
9 Broad Street, Hereford, HR4 9AP
T: 01432 483083 E: info@katherineharriet.care



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About Katherine Harriet

Katherine Harriet is a fresh style of home care in Herefordshire, where the wellbeing and life enrichment of a person is considered just as important as daily care.

Having established Katherine Harriet in January 2015, I am committed to making sure that we provide our Clients and their families with the highest standard of homecare and support as possible. I have created a team of talented and warm-hearted Wellbeing Assistants (WBAs) and local professionals to offer a first class, all-round service for clients needing support at home. Our founding principle of giving people choice and control in their home is as strong as ever.

Our bespoke service enables our clients to choose exactly what they want in their lives, with support available at any time of day or night. We provide day-to-day calls, 24-hour care and night time care also.

Our staff are highly trained in all areas of care, including dementia, mental, physical or learning disabilities, frailty, palliative, stroke support, post-hospital, reablement and much more. They are trained in other areas including stoma support, catheter support, PEG feeding and oxygen support.

We are regulated by the Care Quality Commission (CQC) and we are rated in all five areas currently as 'Good'. These areas are: Safe, Effective, Caring, Responsive and Well-Led.

Thank you for considering Katherine Harriet, the team and I very much look forward to being assistance to you.

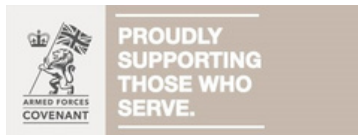
Hattie Hayes - Managing Director



Care LOCAL to you

Given that our roots are local, and have been for many years there is good chance that you may regularly see Katherine Harriet Wellbeing Assistants out and about in the Herefordshire community. Most of our Wellbeing Assistants are local to Hereford so they know our local towns, villages, ways and people well.

We are accredited by and have worked closely with our local Hereford Council and NHS since 2015 and have the experience and scope to support our local communities. With community teams covering the county, we support all private and some funded customers in Herefordshire.



Our Vision

Our Vision is to be recognised as an **outstanding provider** of personalised domiciliary care services in Herefordshire and an **outstanding employer**.

Our Mission

Our Mission is:

To **encourage, support and involve all members** of our organisation to enable us to go forward as an unbeatable team.

To **provide knowledge, training and conditions** that will embrace change and continuous improvement.

To **recognise and reward success, achievement and endeavour.**

To **achieve and maintain an outstanding rated** service.

Our Values, Aims and Objectives

Katherine Harriet's aim is to provide **outstanding personalised care and well-being support** for people who wish to live independently at home.

In order to achieve our aim, the company will:

Focus on **individuals' care needs**, choices and personal goals to create bespoke care and well-being support plans.

Advise and guide clients on optimum health, comfort and well-being to support their health status and achieve health goals.

Employ and fully support a team of **compassionate and caring care staff.**

Train our care staff to a **high care standard.**

Support our care staff to work towards **Levels 2/3 Diploma in Health & Social Care.**

Develop areas of specialism amongst our staff, to enable increased expertise on various health conditions, such as Dementia, Stroke, Diabetes, Parkinsons, Brain Injuries, MS and End of Life.

Our Values, Aims and Objectives

Form strong partnerships with community health, social care and well-being professionals to provide expert advice and support for clients to receive outstanding care and well-being support.

Provide additional **services for life enrichment and home support**, such as an exercise buddy, activity/outing companion, gardener, cleaner, hairdresser, handyman, social events and the opportunity to learn new things if they wish to (arts, crafts and computer/email use.)

Provide support and guidance for clients' family and friends, if they are involved in the clients' care through advice and good communication, if agreed with the client.

Strive for an outstanding CQC rating delivering excellence in all key lines of enquiry: Safe, Responsive, Caring, Effective and Well-led.

Services we offer

Personal Support

Personal Care

Mobility

Medication

Meals/Shopping

Companionship

Complex Care

Wellbeing

Mental Stimulation

Physical Exercise

Hair & Body Care

Arts & Crafts

Hobbies/Outings

Night Care

Home & Garden

Cleaning

Handyman

Gardening

Laundry/Ironing

Window Cleaning

Stoma / Catheter Care



Contacting Katherine Harriet

If ever you should have any questions or concerns about our service, or would like to speak to us about anything, please telephone, email or write to us:

Our **office is open between:** 9am - 5pm, Monday to Friday.

Our **office telephone number is:** 01432 483083

You can contact us outside of these hours for **EMERGENCIES** using our 'Out-of-Hours' service. The number is the same as our office number above (01432 483083).

Email: info@katherineharriet.care

Address: Katherine Harriet Ltd, 9 Broad Street, Hereford HR4 9AP.

Our Registered Manager / Head of Office manages the Office and Operations function.

Emergencies fall in categories including sickness, hospital admissions and other life threatening matters. **Please note:** The EMERGENCY line should only be used for these purposes. For rota matters, invoice or payment matters or staff matters please call the office from Monday to Friday, 9am - 5pm.



Our Care Process

Our care process is led by our **Registered Manager / Head of Care** who is responsible for ensuring that we are delivering a high-quality service to all our clients.

Following your care enquiry, where you will have been emailed, posted or upon Assessments our brochure pack including our Terms and Conditions, our latest CQC Report , Price List and this Client Information Guide, with your consent, a Katherine Harriet Manager and the Client Care Advisor will visit you in your home to discuss your care and wellbeing support needs and carry out necessary assessments. **You will NOT have a file in the home** - unless this is requested by yourselves.

Throughout this process we will ensure that you are fully involved. This visit will require us gaining an e signature from yourself or a family member, this will give consent for the care to proceed and consent to care. You may be asked to show documentation of any Lasting Powers of Attorney, Advanced Decisions and Mental Capacity/Best Interests if required. We will also carry out a Coronavirus Risk Assessment with you and other Risk Assessments.

Following this visit a bespoke **Care & Wellbeing Support Plan** will be written, personalised and agreed in relation to your needs at each support call. Your Care & Wellbeing Support Plan will be kept on our software system One Touch and the Wellbeing Assistants that visit you will be able to access this before attending your support call, along with any Moving & Handling guidelines and any Electronic Medication Record if required. The Wellbeing Assistants will need to complete their notes at the end of every visit, this will be done at the end of the call and will be a factual log of the events that have happened at the call.

As independence is vital in promoting good health and wellbeing, we always encourage our clients to try to do as much as they can for themselves, and for our staff to assist, guide, and provide care.

If you wish to or would like a family member to have access to One Touch so they are able to view these notes and the Care & Wellbeing Support Plan, please let us know and we will be able to email a link for this.

We will send you a schedule of your call times and names of your Wellbeing Assistants attending each call, on a weekly basis, via post or by email. These are posted out every Thursday and by email every Wednesday for the following week.

On Boarding

Welcome to Katherine Harriet and the 'Onboarding' process.

Our Registered Manager manages the Onboarding Process with our Care Team. Before your first call with us, we will explain your calls times and expectations for the next 6 weeks.

We will work with you in the coming weeks to ensure you have the right team at the right time to suit us all.

Scheduling Email Address: rotas@katherineharriet.care

Our **MORNING** calls are between: 7.00am – 11.30am

Our **LUNCHTIME** calls are between: 12.00pm – 3.00pm

Our **TEA TIME** calls are between: 4.00pm – 7.00pm

Our **EVENING** calls are between: 7.00pm – 10.00pm

You will be supplied with a bespoke pack that outlines your onboarding process and dates when this will commence and the end of the 6 weeks period. You will be checked in with, via phone, on certain weeks to ensure we are working towards your preferred timings with your team.

If you do have any queries or issues, please do not hesitate to contact the office to discuss these with the Scheduling Team.



Care Quality Commission

Care Quality Commission (CQC)

The CQC is a statutory organisation concerned with the regulation of providers of home care. They set out standards of care and quality which need to be met by care providers, including Katherine Harriet Ltd. All our staff follow the Codes of Practice, that describe the responsibilities and standards required by them in their delivery of home care. Please let us know if you would like a copy of the Codes of Practice.

Regulated Clients

This regulated activity involves supporting people in their homes (or where they're living at the time) with such tasks as washing, bathing or cleaning themselves, getting dressed or going to the toilet and personal care.

Non-Regulated

Non regulated activity involves supporting people in their homes (or where they're living at the time) with with such tasks, food preparation, household cleaning tasks and medication support.

Complex Care

Our staff are fully trained in complex care needs such as PEG feeds, stoma and catheter care and pressure area care.

Keeping You Safe

We make sure our team always have PPE and they will always wear this at your support calls. Masks, gloves and aprons will always be used. We also ensure good hand hygiene is followed and hand sanitiser is always used. As a business we carry out regular 'Workplace Observations' to ensure we are as safe as we possibly can be.

We participate in available vaccine programmes and we always ensure we follow strict UK infection control standards. Our **Registered Manager** will be able to **update you on this at your Assessment or Review.**





Reviews

Whilst ongoing care and support, we need to carry out regular reviews with you. These will include a **6 Monthly full Review** (in your home) and also a telephone review to review your Care & Wellbeing Support Plan and see if it needs any changes in between these times. This will also give you the opportunity to feedback any concerns, if you have any.

We will also update your **Care & Wellbeing Support Plan and any other Risk Assessments** including Moving and Handling, Medication and Coronavirus Risk Assessments.

For health and safety reasons, and a lawful requirement, we **need to carry out ad-hoc reviews and assessments whenever there is a 'change' to your circumstances** (health, mobility, environment). We will come to your home for this and we will ask you beforehand. There may be situations where we need to invite a District Nurse or Occupation Therapist to join the review. Again, we will always ask you first, for your agreement.

Anytime Feedback Forms. These can be found at the back of this guide and on our website, if you would like an additional copy please contact the office and we can post this out to you. These are for you to use if you ever have a concern you would like to put in writing, rather than call the office. Please send these forms to: Registered Manager, Katherine Harriet Ltd, 9 Broad Street, Hereford HR4 9AP

We will also ask you complete an **Six- Monthly Client Survey** about our support and service. This enables us to continually improve, adapt and generally better our service. We appreciate your time in completing this for us.

Your Team

We will assign you the **best team possible to support** you in your home.

We will endeavour to **keep this team as small as possible** to ensure care continuity and so that you get to know them really well. From time to time, a member of staff may become ill, or they may go on holiday.

When this happens, we may need to introduce a new member of staff into the team on a temporary basis. We will always inform you of this before the visit, and we would like to assure you that **ALL of our Wellbeing Assistants are fully trained**, very adaptable and are friendly, so please don't worry.

In 2022 a member of the team won '**Carer in the Home**' award at the Hereford Health and Social Care Awards. In 2020, Katherine Harriet won '**Employer of the Year**' at the Hereford Health and Social Care Awards. One of our specialist Trainers also won '**Care Trainer of the Year**' at the Hereford Health and Social Care Awards in 2019.

All Wellbeing Assistants have been trained in Person-Centred Care, Good Communication, Dignity and Respect, Equality and Diversity, Safe Handling of Medicines, Infection Control, Nutrition, Moving & Handling, Health & Safety, Safeguarding, Mental Capacity, Dementia and First Aid.

Please note:

Wellbeing Assistants are required to wear Gloves, aprons and masks for most care tasks (personal care).

All staff are obliged to follow company Policies & Procedures relating to the matters listed above.

We may, on occasion, with your consent, have a carer being 'shadowed' or 'supervised' in your home for training purposes. We will always ask you in advance.

Staff are not allowed to talk about colleagues or other clients in your home, as this breaches confidentiality.

Staff are not allowed to receive monetary gifts from clients.

Thank you for your understanding with these matters.



Data Protection

Under the Data Protection Act, all information that you have shared with us is confidential.

To enable Katherine Harriet Ltd to organise and provide appropriate support services, the information we have about you may need to be shared with members of Katherine Harriet's staff and professionals of other organisations involved in your support, on a 'need to know' basis only. We will need to obtain your consent for this at the point of initial assessment.

All your information will be kept in the Katherine Harriet Head Office as a digital file which is password protected and secure and will only be accessed by the office staff who need to access your information to support you. You can have access to these files at any time you so wish.

We are registered with the Information Commissioner's Office for the holding of our clients' information (upholding your rights in relation to your personal information).

Registration reference number: ZA107515.

We will provide you with a copy of our Privacy Notice, which clearly states how we use and store your information, and your rights regarding this. This is also available on our website.



Continuity of Care

There may be times where sickness, traffic incidents or poor weather may result in a Wellbeing Assistant not being able to get to your call. In these situations, Katherine Harriet will contact you to let you know of any delays or change in staff, as we will try to get another Wellbeing Assistant to you as soon as possible.

This may delay your call time, in which case we will let you know at what time the Wellbeing Assistant can get to you and the person's name. You will not be left without care, if you require it.

In the event of poor weather, again we will get someone out to you as soon as possible so that you are not left vulnerable. In extreme weather, such as floods or snow, we may need to contact your family/neighbours for assistance or use local rescue services to help us get to you.

Please also **allow 15 minutes either side of your call time for our Wellbeing Assistants to get to you** as they may be held up in traffic or held up at an emergency - we appreciate your understanding on this.



Policies & Procedures

You can obtain copies of all **Katherine Harriet Company Policies & Procedures** at the start of your care or at any time you wish. These are all held on our QCS site and can be downloaded and printed at any time. These are reviewed every January as a whole however every month these Policies and Procedures are looked at and new ones raised as and when needed.

If you would like a copy of any of these this. If you have any questions regarding these, **please contact our Registered Manager, Head of Care** on 01432 483083.

The following Policies & Procedures can be obtained by contacting the office:

Consent to Care, Mental Capacity, Medication, Moving and Handling, Person-Centred Care, Quality Assurance, Risk Assessment and Safeguarding Adults.

If you would like to see any of our other Policies and Procedures (see some examples below), then please ask and we will send you copies:

Accidents, Incidents & Near-Misses, Care for the Dying, Confidentiality Policy, Continuity of Care, Data Protection, Equality & Diversity, Health & Safety, Skin Integrity, Fire Safety, First Aid, Security of Clients' Homes, Human Rights, Infection Control, Nutrition, Smoke-Free, Social Media, Whistle-Blowing, Handling Client's Money and Cleaning Policy.

Terms & Conditions

Our **Terms and Conditions** are provided upon Assessment and must be signed by yourself and by Katherine Harriet Ltd. The Terms and Conditions form part of your contract with Katherine Harriet Ltd when receiving services by the company and must be adhered to by all parties. These will be updated as and when necessary and we will advise you of which clauses have been updated.

Please note: Payment within 7 days upon receipt, unless other agreed payment terms are stated. Our cancellation of service is a 14 days notice period.

Safety at Home

Communication & Feedback

We will send you regular letters and a company Newsletter (Quarterly) to keep you up to date with Katherine Harriet news and developments. You will receive weekly updates in the post with your rota and invoices. A six-monthly client survey will also be sent to you for your valuable feedback.

Safety at Home

Our home assessment will highlight any areas of concern in relation to safety, and we may recommend that safety professionals are spoken to, such as Fire Safety Officers to install smoke or carbon monoxide alarms, a call system to provide you with a personal alarm or an OT to install any required handrails to help you, if you so wish.

In the assessment, we will ascertain with you, who will be responsible for testing your smoke and carbon monoxide alarms on a regular basis. If you are not able to do this yourself, perhaps you could ask a family member or friend to test it for you. If you live alone, and do not have a family member or friend nearby to do this, we can arrange support for this, with your consent we will make a Fire Safety Referral and they will come to your home and fit Smoke Alarms and Carbon Monoxide alarms, they will then return on a yearly basis to check the battery life in these.

Wellbeing Assistants are able to test Personal Alarms for you, and can do this on a regular basis to make sure the call system works for when you need it.

We also advise that you always ask someone for their identification if they knock on your door, before you let them in.

Our staff carry ID badges and will always show you these - they will also be in their KH uniform, unless agreed otherwise.



Safeguarding

Katherine Harriet has a '**Safeguarding Vulnerable Adults**' Policy which is in line with the West Midlands Safeguarding Policy and Procedure which covers Herefordshire.

As part of our duty of care and to protect our clients from harm, all our staff have been trained to recognise signs of abuse or neglect, and to report their concerns to Katherine Harriet Managers.

If you are subject to abuse, then our staff will talk to you in confidence, explain clearly how safeguarding can protect you, and others, from harm, and will seek your consent to inform a manager.

It is your right to decline this sharing of information, but if it is considered that you are serious risk of harm, or others may be at risk of harm, we will be required to contact the Herefordshire Safeguarding Team with our concern.

If you would like to raise your own concern regarding a safeguarding matter, then you can easily do this by phoning the Herefordshire Safeguarding Team direct on 01432 260715.

An out of hours/weekend telephone line is also available for raising a safeguarding alert: 0330 123 9309.

If you would like to discuss a safeguarding matter or concern with a manager at Katherine Harriet, please call the Registered Manager on 01432 483083.



Complaints

Please let us know if you are not happy about something, and we will respond swiftly and properly and we of course want you to be happy. You can call us anytime on 01432 483083 and speak to the Registered Manager, with your concern or complaint.

If you would like to put your complaint in writing, please send your letter of complaint to:

Registered Manager, Katherine Harriet Ltd, 9 Broad Street, Hereford, HR4 9AP

You can also email your letter of complaint to: becki@katherineharriet.care

Our Complaints Policy ensures that you will get a written response in writing within one week to acknowledge receipt of your complaint, and the steps we will take to investigate the issue fully.

We will then write to you within three weeks with full details and outcomes of our investigation, actions we have taken and our proposals to resolve your complaint.

If you are not satisfied with our response, and want to take things further, you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed.

You can contact the LGO for advice and information, or to register your complaint:

Telephone: 0300 061 0614 / Email: advice@lgo.org.uk / Website: www.lgo.org.uk

The LGO will not usually investigate until the care provider has had a chance to respond and resolve matters.

Our service is regulated by the CQC, who is happy to receive information about care providers, if you aren't happy with the service. They do not get involved with resolving complaints though.

Care Quality Commission National Correspondence, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Telephone: 03000 616161

Anytime Feedback

Please fill in this form if you have any concerns, annoyances, complaints, compliments, ideas, feedback and any changes you would like to notify Katherine Harriet about.

Please tear this form out and put this into a stamped addressed envelope and post to Katherine Harriet's Registered Manager, Rebecca Tilby- on the address below.

We will respond to this within 48 hours of receiving your feedback.

Your Name:	
Nature of your feedback:	
Details of feedback:	
Your signature:	
Date:	

Address: Katherine Harriet Ltd, 9 Broad Street, Hereford, HR4 9AP
Office Phone Number: 01432 483083

End of Care

If you have sadly lost the person for whom we supported and cared for care will end with immediate effect or if their needs have escalated and we can no longer care for them at home, then our services will of course come to an end.

If your loved one can no longer remain at home with the support of Katherine Harriet and their care needs to cease we would ask for 14 days notice as per our Terms and Conditions

This can be a difficult time for everyone and you can of course, talk to us during this time. We would also ask that you complete the 'End of Care Feedback Form below' so we know what worked well for you and what didn't work as well to enable us to improve our service.

Your Name:	
Reason for End of Care:	
How did you find your experience with Katherine Harriet:	
Would you recommend Katherine Harriet to friends / relatives:	
Would you like to provide us with a testimony?:	
Do you have any further comments on your experience with Katherine Harriet:	

Testimonials



A massive call out goes to Katherine Harriet and their carers without who this would not be possible - their professionalism is second to none and clearly the company ethic of care is at the forefront of what they do. You are all amazing and thank you - We are looking forward to your support again this coming Christmas.'

Mr IP

"A well organised and caring company with the individual who needs help, is put at the centre of their approach."

Mr PW

"I feel the Wellbeing Assistants have got to know my needs, they are all respectful and considerate. It really helps me to have the same regular carers and nothing is too much trouble to them."

Mrs GH

"Top class carers and I am so grateful for all your help, we wouldn't be able to keep mum at home where she wants to be, without you'

Mr GE

"The quality of service that Katherine Harriet provides gives me great peace of mind that my husband is well cared for"

The Charity we support.

Yeleni Therapy & Support is a Complementary therapy & Reiki training centre. Yeleni is also a registered charity and provide free therapy sessions to anyone living with any cancer at any stage within Herefordshire. Therapies and beauty treatments are also available to the general public. They are an independent and local charity who we like to support whenever we can.

Working In partnership

Our Partnerships

We work with both local and general partnerships at Katherine Harriet to be able to provide the highest quality of service to our Clients.

Local Authority / Herefordshire Council

We work closely with Social Workers and support with providing packages for Clients.



Herefordshire and Worcestershire CCG

We work closely with specialist nurses and support with providing packages for Clients.



Herefordshire and Worcestershire Fire Services

Providing referrals for home equipment and safety advice.



Armed Forces Covenant

We signed our pledge to the Armed Forces Covenant to promise to treat those who have served in the army fairly.



SSAFA

We work to support with packages of care and with sources of funding.



Information Commission Officer - ICO

We hold registration to ensure we regulate our information under the Data Protection Act.





SERVICES WE OFFER

Personal Support / Medication Support / Meal Preparation and Shopping / Companionship / 24 Hour Care / Night Time Care - Sleeping Nights & Waking Nights / Hospital Reablement

Wellbeing / Arts & Crafts / Hair and Body Care / Hobbies / Outings / Concerts / Cinema Trips / Theatre Trips / Day Centre Outings

Home & Garden / Lawn Mowing / Hedge Cutting / Cleaning / Handyman Services / Laundry / Ironing / Window Cleaning



If you would like to find out more, please call the office on 01432 483083

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