**Zenith Care Recruitment**

# Service User Guide

## Purpose

This document summarises basic information about Zenith Care Recruitment for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It can be produced in alternative formats in line with the Accessible Information Standard.

## Our Statement of Purpose

This Service User’s Guide should be read in conjunction with our Statement of Purpose, which sets out:

* our aims and objectives
* the nature of the services which we provide
* the names, addresses, qualifications and experience of the people who manage Zenith Care Recruitment.

## Services We Provide

Zenith Care is a care provider that cares for people with multiple disabilities and complex care needs. We offer person-centred support to adults (18 – 65 years) and adults (65+) groups in order for them to lead full and independent lives in their own homes.

Zenith Care provides support for young adults, adults and elderly with mental Health illness, Autism, dementia, learning disabilities from neurological conditions such as autistic spectrum disorder, spina bifida, cerebral palsy and mental health issues. And adults and the elderly with complex and multiple disorders which encompass both health and social care needs working with dementia, Alzheimer’s, motor neurone disease, muscular dystrophy, multiple sclerosis, cerebro-vascular accident and those with re-enablement needs after a fracture, fall or on hospital discharge.

List of our client groups include:

* older people
* people with physical disabilities
* people with sensory loss, including those with dual sensory impairment
* people with mental health problems
* people with learning disabilities
* children and their families
* personal or family carers.

## How We Deliver Care

We deliver care through initial referral, needs assessment, risk assessment, development of the service user plan, reviews of the care, and reassessments of need are done every three months. The information gathered from the initial assessment is then forwarded to the registered manager to review and put in place the risk assessment, care plan and the complete package of care.

The registered Manager was able to complete the package of care for the two other patients and review the third one on that same day; we then deployed from our pool of suitable, qualified, competent and experience staff who has gone through our recruitment procedure, have completed our induction programme and living closest to the project to commence the service delivery temporarily in order to meet the needs of the patients until we post permanent staff who then carry on and maintain continuity. In this particular case, only two support workers were needed to cover the rota.

## Initial Referral

When you realised that you needed care, you may have approached Zenith Care Recruitment direct; alternatively, you may have been referred to us by the social services department from which you initially sought help and which has accepted at least some financial responsibility. In either case, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to talk with you as the person who is going to be receiving the service, perhaps with your carer if there is one, and with the social services department which contacted us. At the very outset we need to be sure that the services we provide are going to be suitable for you.

## Assessing the Need

If someone comes to us from a social services department, the local authority care manager will have carried out an assessment of what you need before deciding that domiciliary care, that is a care service delivered to your own home, is going to meet your needs. A summary of this information, usually called a needs assessment, will have been passed to us.

If you have approached us direct, we need to make an assessment ourselves. To do this we will need to ask you quite a lot of questions, and probably to seek information from your carer, your doctor, and any other specialists who know about your health and needs. The assessment will be carried out by specially trained staff.

We hope that you do not find the process by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. Remember, all the information will be treated confidentially. Our aim is always to make sure that we understand what you need and what your preferences are about services, so that we can respond in ways which really suit you.

## Assessing the Risks

If you have decided to have care provided in your own home, you will know of course that this carries some risk. The care worker is unlikely to be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home. On the other hand, you retain your independence and many people find that, on balance, a measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. So, with you, we carry out a risk assessment, weighing up the risks to be taken with the advantages, and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimized

## We provide the following care service: visiting/home care, Living in care, Elderly care, Palliative care, Respite care, Emergency care, Domiciliary care, Personal care and Overnight care

## We supply well trained staff to the following client groups:

## The elderly, adults and young adult with mental health illness, Autism, learning difficulties, and People with dementia.

## We supply staff to the following areas:

## Support Workers and carers of all grades

## Health Care Assistants (include NVQ2 and NVQ3)

## Care Support Workers, Senior Care Support Workers

**Service User Plan**

Having assessed our service users’ needs and the risks in the situation, with carer and the service user been involved, we prepare a plan for the care we expect to deliver. This is called the Service User Plan because you as the service user really are central to it. It will specify the services we will provide, with details like timings of care worker visits and the special tasks to be performed, and will state what we all hope to be the objectives of providing the service and how we plan to achieve those objectives.

## Reassessing the Need and Reviewing the Care

Over time we know your s needs may change. They might need more or less care, the type or pattern of service varies, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, let us know.

## Terms, Conditions and Fees

Our fee will be spelled out fully in the contract but potential service users need to have an outline of what are likely to be their responsibilities, not least financially. The way that fees are calculated and the method of payment should be explained. It should also be pointed out that for service users who have been referred through a social services department, the fees will be covered by the local authority.

## Complaints and Compliments

Our complaints procedure is attached in the Service User’s Guide Pack.

Zenith Care Recruitment welcomes feedback on our services, especially from service users and their carers, whether these are compliments, complaints or suggestions for doing things better.

Service users should feel free to let the care workers working with them have any comments they wish to make.

If they prefer to take up the matter with someone else in the organisation or if they feel that a point that they have made is not taken seriously or acted on, they can ask to be put in touch with a manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the attached complaints procedure. If anyone feels that Zenith Care Recruitment has not dealt with a complaint to their satisfaction, they have the right to complain to report the matter to the Care Quality Commission, which regulates our service.

## Safeguarding

Zenith Care Recruitment will continue to give the safeguarding of its service users the utmost priority. It seeks to comply with all legal requirements in its safeguarding practices. It therefore works closely with the local safeguarding adults board over any issues relating to the safety of its service users from any kind of harm, and with the Care Quality Commission where involved.

## Quality Assurance

Zenith Care operates monitoring processes that measure the activity and performance of our organisation. The primary division of monitoring is between mechanisms operating at an organisational level and those operating at an individual service level. In order to ensure that Zenith Care Recruitment attends to the issue of performance monitoring at the appropriate committees and structures. we work continuously on our quality assurance procedure

We are always keen to provide the best possible service and to do this we continually check on what we are doing, talk with our staff and with outsiders who have opportunities to see and judge our work, and above all listen to our customers. This process is called quality assurance. It involves:

* an annual visit to all service users by a supervisor or a manager to hear your views at first hand
* regular supervision meetings between each care worker and their line manager
* an annual survey of service users, and where appropriate their relatives or representatives, to obtain views and opinions
* careful checks on all service user files, timesheets and other records.

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best placed to tell us.

## Useful Addresses

The Care Quality Commission can be contacted at Finsbury Tower, 103–105 Bunhill Row, London EC1Y 8TG (tel: 03000 616161).

Adult Social Care Department

Local Safeguarding Adults Board

General Social Care Council, The General Social Care Council can be contacted at 2 Hays Lane, Hays Galleria, London SE1 2HB (tel: 020 7397 5100).

**Complaints:**

To contact the Local Government Ombudsman:

Local Government Ombudsman- PO Box 4771, Coventry, CV4 0EH.

You can also call and speak to the Local Government Ombudsman Advice Team on 03000610614 or visit [www.lgo.org.uk](http://www.lgo.org.uk)

**Barking and Dagenham Safeguarding DOL Team**

The Adult Social Care Intake Team

By phone - 020 8227 2915

By email - Intaketeam@lbbd.gov.uk

Open 9am to 5pm Monday to Friday. In an emergency call

020 8594 8356

## How to Contact Us

***Zenith Care Recruitment***

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*Tel - 02038653963*

*Our hours of operation is 9am -5pm*

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## Details of Insurance Cover

*Hiscox Business Insurance -* Policy number:PL-PSC03009273587/03