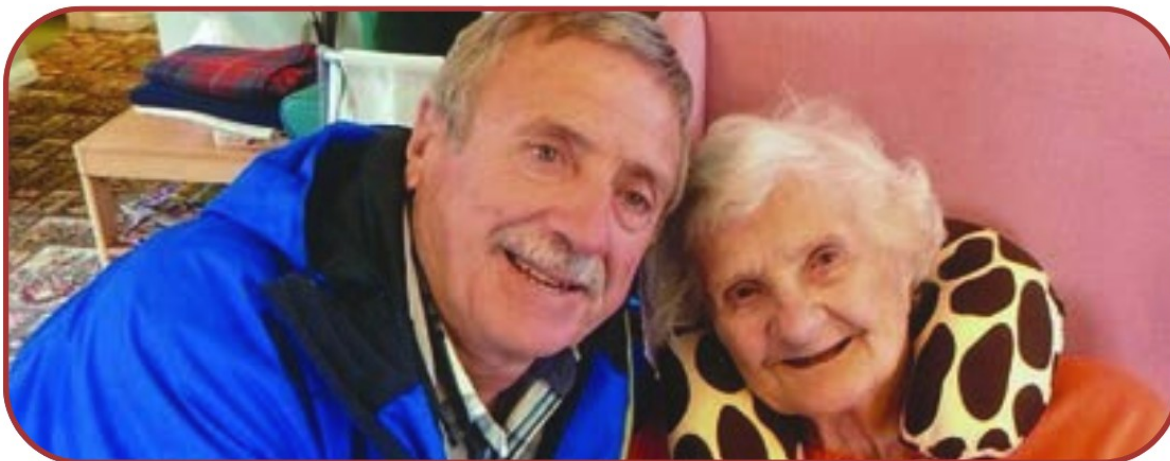


TogetherCare



In Partnership with
ST HELENS
BOROUGH COUNCIL

Regulated by



**Foundry Wharf
Extra Care**



**TogetherCare
Community Care**



**Heyeswood
Extra Care**

Domiciliary Care & Extra Care Service User Guide



01744 415415

**Option 5 for Heyeswood and Option 6 for
Foundry Wharf**

TogetherCare Community Care

Main Office

St. Helens Chambers

Salisbury Street

WA10 1FY

CQC ID: 1-527197208

 Telephone: 01744 415415

 Email: michael@together-care.co.uk

Foundry Wharf

Atlas St, Saint Helens WA9 1BY

CQC ID: 1-25410867845

 Direct: 01744 417177

 Email: foundrywharf@together-care.co.uk

Heyeswood

Heyes Ave, Haydock, St Helens, WA11 0XQ

CQC ID: 1-25412285215

 Direct: 01744 417175

 Email: heyewood@together-care.co.uk

Out of Hours (all services) - 01744 415415

Table of Contents

1. **Statement of Purpose**
2. **Introduction**
3. **Services We Offer**
4. **Your Rights**
5. **Your Care Plan**
6. **Safeguarding**
7. **Confidentiality and Data Protection**
8. **Complaints, Concerns, and Compliments**
9. **Additional Information**
10. **Regular Surveys and Feedback**
11. **Birdie Care App**
12. **Frequently Asked Questions (FAQ)**

Statement of Purpose

At TogetherCare, our mission is to provide compassionate, high-quality, and person-centred care services that empower individuals to live fulfilling, independent lives within their own homes and communities. With our main office in St Helens and extra care schemes at Heyeswood Extra Care and Foundry Wharf Extra Care, we proudly serve the St Helens area with a commitment to excellence, respect, and integrity.

Aims and Objectives

We aim to enhance the quality of life for our clients by delivering exceptional, tailored care. Our objectives include:

- Promoting independence and dignity.
- Providing support that ensures comfort and well-being.
- Complying with all regulatory requirements, including those set by the Care Quality Commission (CQC) and St Helens Council.

Philosophy and Values

Our philosophy emphasizes individualized care that prioritizes client preferences and goals. Through collaboration with clients and families, we create bespoke care plans that adapt to changing needs.

Our core values are:

- **Compassion:** We provide empathetic, understanding, and genuine care, approaching every situation with kindness and empathy.
- **Respect:** We honour individuality, valuing every person, and treating everyone with dignity.
- **Integrity:** We uphold honesty, transparency, and ethical practices in all aspects of our work.
- **Excellence:** We are committed to continuous improvement and delivering the highest standards of care.
- **Community:** We strengthen connections within the St Helens area, fostering a sense of belonging.
- **Safety:** We prioritize creating a secure and safe environment for all.
- **Collaboration:** We work together with clients, families, and professionals to achieve shared goals.
- **Empowerment:** We encourage independence and self-confidence, supporting clients to make their own choices.
- **Accountability:** We take responsibility for our actions, delivering on promises and maintaining trust.

- **Inclusivity:** We celebrate diversity and ensure equal opportunities for everyone, regardless of background or ability.
- **Sustainability:** We strive to make environmentally conscious choices that benefit future generations.
- **Professionalism:** We maintain the highest standards of conduct, ethics, and expertise in our work.
- **Transparency:** We are open and clear in all our communications and decision-making.
- **Kindness:** We foster a culture of care and compassion in every interaction.

Our Services

TogetherCare offers a comprehensive range of services designed to meet diverse needs, including:

- **Personal Care:** Assistance with bathing, dressing, grooming, and daily living activities.
- **Health & Well-being:** Medication management, health monitoring, and coordination with healthcare professionals.
- **Domestic Support:** Meal preparation, household tasks, and maintaining a clean and safe environment.
- **Social & Emotional Support:** Companionship to reduce isolation and promote mental well-being.
- **Specialized Care:** Tailored support for dementia care, mobility assistance, and palliative care.

Our Approach

We adopt a holistic, person-centred approach, fostering open communication and regularly reviewing care plans to ensure services remain relevant and responsive to each client's unique needs.

Commitment to Quality

Quality is at the heart of everything we do. We adhere to the highest care standards, guided by industry best practices and regulatory frameworks. Our team undergoes continuous training to maintain and enhance their skills, including manual handling, health and safety, safeguarding, and the Care Certificate.

2. Introduction to TogetherCare

Welcome to TogetherCare! TogetherCare is a family-run domiciliary care provider proudly serving the St Helens community since 2012. We are dedicated to delivering compassionate, person-centred care that empowers individuals to live independently and comfortably in their own homes.

Our Story TogetherCare was founded on a deep commitment to empathy, respect, and dignity, inspired by the experience of caring for "Nana Peggy" after her dementia diagnosis. This personal journey shaped our values and dedication to providing high-quality, individualized care.

Our Goals

- Enhance quality of life.
- Promote independence and self-reliance.
- Foster a sense of community and belonging.

About Our Team

Our trained and compassionate professionals work collaboratively to ensure safe, nurturing, and empowering care experiences. While we have grown to support many individuals across St Helens, we remain committed to delivering the personal touch and high standards that define our service.

Conclusion

TogetherCare is dedicated to making a meaningful difference in the lives of our clients. With our extra care schemes at Heyeswood and Foundry Wharf, we strive to provide compassionate, reliable, and high-quality care that empowers individuals to lead active, independent, and enriched lives. We look forward to being your trusted partner in care.

3. Services We Offer

TogetherCare provides a wide range of services tailored to your needs, including:

3.1 Personal Care

- Assistance with bathing, dressing, grooming, and toileting.
- Help with mobility and transfers.

3.2 Medication Management

- Safe administration of prescribed medication.
- Monitoring and support to ensure medication adherence.

3.3 Nutritional Support

- Meal planning and preparation based on dietary preferences or medical requirements.
- Assistance with eating and drinking.

3.4 Household Support

- Cleaning, laundry, and light housekeeping.
- Shopping and errands.

3.5 Emotional and Social Support

- Companionship and conversation.
- Support with hobbies and social activities.

3.6 Specialist Services

- Support for complex needs, including dementia care, learning disabilities, mental health and palliative care.
- Tailored services for physical disabilities or sensory impairments.

3.7 Night Sits and Care at Night

- Support for complex needs during the night such as night sits or pop in calls during the night.

4. Your Rights

As a service user, you have the right to:

4.1 Dignity and Respect

- Be treated as an individual with unique needs, preferences, and goals.

4.2 Involvement in Care Decisions

- Participate in creating and reviewing your care plan.
- Make choices about your care, including the right to refuse services.

4.3 Privacy and Confidentiality

- Have your personal information handled in line with GDPR and confidentiality standards.

4.4 Safety and Security

- Receive care in a safe and secure environment.
- Be free from abuse, neglect, or discrimination.

4.5 Feedback and Advocacy

- Provide feedback about our services.
- Access advocacy services to support your voice in decision-making.

TogetherCare is committed to equality, diversity and inclusion. We respect all cultures, religions, disabilities, backgrounds and lifestyles. Information can be provided in alternative formats such as large print or with family support where required.

4A. Mental Capacity and Consent

TogetherCare supports people to make their own decisions wherever possible. We work in line with the Mental Capacity Act 2005 and always seek consent before providing care and support. Where

someone may lack capacity to make a specific decision, we work with families and professionals to ensure decisions are made in the person's best interests using the least restrictive approach possible.

5. Your Care Plan

Your care plan is tailored to reflect your needs, preferences, and goals. It includes:

- A summary of your personal information, preferences, and health needs.
- Details of the services you will receive, including schedules.
- Goals to help you maintain independence and achieve well-being.

Your care plan is regularly reviewed and updated based on changes in your circumstances or feedback.

6. Safeguarding

Your safety is our top priority. If you feel unsafe or have concerns, please contact a member of our team immediately. Our staff are trained to recognize and report safeguarding concerns promptly and effectively. Abuse can include physical abuse, emotional abuse, financial abuse, neglect, discriminatory abuse, domestic abuse, organisational abuse, self-neglect, modern slavery and online exploitation or scams. If you are in immediate danger, please call 999.

To report abuse or concerns you can do any of the following:

- Contact the manager or head office on 01744 415415
 - Call St Helens Council Safeguarding on 01744 676767
 - If you are a Service User or a family member you should immediately report your concerns to a member of staff
-

7. Confidentiality and Data Protection

TogetherCare respects your privacy. We collect and store your personal information to deliver safe and effective care.

What You Can Expect:

- Your data will be used only for purposes related to your care.
- Access to your records is restricted to authorized personnel.
- You can request access to your personal data at any time.

TogetherCare manages information in line with UK GDPR and the Data Protection Act 2018. Records are securely stored electronically and only shared with authorised professionals involved in your care.

8. Complaints, Concerns, and Compliments

We welcome all feedback to improve our services.

Unfortunately, with the best will in the world we don't get things right all the time, and we need you to tell us when we fall short of expected standards. If you have a complaint please speak to your carer. If the problem cannot be solved to your satisfaction, please telephone our office and ask to speak to the Manager. We aim to acknowledge complaints within 2 working days and investigate concerns promptly and fairly. Complaints can be made verbally, in writing, anonymously, or through a family member or advocate. If you remain unhappy following our response, you may contact the Local Government & Social Care Ombudsman or the Care Quality Commission (CQC).

How to Make a Complaint to head office or the manager

1. To report a complaint, you can contact us 01744 415415 or email office@together-care.co.uk
2. We will provide you with also provide a copy of our complaint's procedure as well as contact you directly.

How to Share Compliments:

- Share your positive feedback directly with staff or the Care Manager or by ringing the office number so we can record this electronically.
 - Your compliments help us recognize and reward exceptional care.
-

9. Additional Information

9.1 Fees and Charges:

- Unless your care is direct payments or private, invoices will be sent direct to the local authority who pay your care directly to us. They will then in turn invoice directly if you pay towards your care. If you are direct payment or private then we will invoice you either 2 weekly or 4 weekly for your care.
- Please contact the Care Manager if you have any questions about billing or payments.

9.2 Advocacy Services:

- Advocacy services can support you in making decisions about your care. We can provide contact information for local advocacy organizations upon request.

9.3 Cultural and Religious Support:

- We strive to accommodate your cultural and religious needs, such as dietary preferences or religious observances.

9.4 Emergency Preparedness:

- TogetherCare has contingency plans to ensure continuity of care during emergencies, such as extreme weather or staff shortages.
-

10. Regular Surveys and Feedback

TogetherCare carries out regular quality assurance checks including audits, spot checks, care reviews, medication monitoring, observations and feedback surveys to continuously improve the quality and safety of our services.

11. Birdie Care App

The Birdie Care app is a user-friendly digital tool that enables carers to efficiently manage and document various aspects of your care. Carers use the app to access and update your care plans, ensuring that all tasks are completed according to your specific needs. They can record observations such as your mood, physical well-being, food intake, and any concerns that may arise during their visits. The app also facilitates accurate medication management by providing clear schedules and interactive body maps, ensuring medications are administered correctly and on time.

Additionally, carers can raise any issues directly through the app, allowing for prompt communication with the care management team. By utilizing the Birdie Care app, carers can deliver personalized and responsive care, keeping all relevant parties informed and involved in your well-being.

The Birdie Care app includes a Family App feature that allows your loved ones to stay informed about your care. With your consent, family members can access read-only information such as care logs, visit reports, observations, and medication records. This transparency keeps them updated on your well-being and the support you receive, fostering peace of mind and enhancing communication among everyone involved in your care.

At TogetherCare, we respect your preferences for managing care records. While we use the Birdie Care app by default for efficiency, we also can offer traditional paper records, providing the same detailed documentation to ensure your comfort and personalized care.

Birdie also supports live monitoring, GPS check-in and check-out, secure medication recording, management oversight and real-time communication to help ensure safe and effective care delivery.

For access to birdie or to request paper records, please contact the office on **01744 415415** or email office@together-care.co.uk

12. Frequently Asked Questions (FAQ) for Service Users

1. About TogetherCare

Q: What services do you provide?

A: We offer a wide range of services, including personal care, medication management, nutritional support, companionship, and specialized care such as dementia or palliative care.

2. Starting Care Services

Q: How do I begin receiving care services?

A: Contact us to schedule an initial assessment. Our Care Managers or review officers will meet with you to discuss your needs, preferences, and goals, and create a personalized care plan.

Q: Can I choose the type of care I receive?

A: Yes, we provide flexible care plans tailored to your specific needs and preferences. You are actively involved in all decisions about your care.

3. Care Plans

Q: What is a care plan?

A: A care plan is a personalized document outlining the type of support you will receive, how it will be delivered, and your preferences for care. It is regularly reviewed and updated as your needs change.

Q: How often is my care plan reviewed?

A: Your care plan is reviewed every four to six months or sooner if your needs or circumstances change.

4. Staff and Training

Q: Who will be providing my care?

A: Our care team consists of trained professionals who are compassionate and dedicated to meeting your needs. All staff undergo background checks and comprehensive training.

Q: Are staff trained to handle specific conditions, like dementia?

A: Yes, our staff receive specialized training in areas such as dementia care, medication management, and moving and handling.

5. Safety and Privacy

Q: How does TogetherCare ensure my safety?

A: We conduct regular risk assessments, train our staff in health and safety practices, and implement safeguarding measures to protect all service users.

Q: Is my personal information kept confidential?

A: Yes, we adhere to the Data Protection Act 2018 (GDPR) and maintain strict confidentiality. Your information is only shared with authorized individuals involved in your care.

6. Scheduling and Services

Q: Can I change my care schedule?

A: Yes, care schedules are flexible. If you need to change your schedule, please contact the office as soon as possible to discuss your requirements we can conduct reviews and arrange reviews for you with your designated St Helens Council social workers to update your care plan.

Q: What happens if my care worker is unavailable?

A: We have contingency plans in place to ensure continuity of care. Another trained member of our team will provide your care, we ensure regular carers for continuity and will introduce several carers you feel comfortable with

7. Fees and Payments

Q: How much do your services cost?

A: Fees depend on the type and frequency of care you require. However we aim to provide an all-inclusive hourly rate in line with the council.

Q: How can I pay for my care services?

A: Payment options include direct debit, bank transfer please also see section 10.1

8. Feedback and Concerns

Q: How can I provide feedback about the service?

A: You can share feedback with your care worker, call our office, or email us. We also conduct regular surveys to gather your opinions.

Q: What should I do if I'm unhappy with the service?

A: If you have concerns or wish to make a complaint, contact the Care Manager. We aim to resolve

complaints promptly and effectively.

9. Emergencies and Out-of-Hours Support

Q: What if I need help outside of office hours?

A: We provide out-of-hours support for urgent issues. Please call our emergency number: 01744 415415 or within an extra care scheme please use the site phone or pendant.

Q: What happens during emergencies, like bad weather?

A: TogetherCare has contingency plans to ensure care continuity during emergencies. We will communicate any changes to your care schedule promptly. Those in extra care will have carers internally situated.

10. Additional Support

Q: Do you accommodate cultural or religious needs?

A: Yes, we strive to respect and accommodate all cultural, religious, and dietary preferences. Please let us know your specific requirements.

10. Birdie Care App Access

Q: How do I access the birdie care app.

A: Please ask the office on 01744 415415 or email office@together-care.co.uk for access to be granted, we will where possible automatically share access at commencement of care with NOK or direct with you.

TogetherCare Supports Advocacy – Some common FAQs

Q: Do I have to pay for advocacy services?

A: Some advocacy services are free of charge. Other services may have costs. Some free services are listed below.

Q: Can I bring my own advocate?

A: Yes, you are welcome to choose your own advocate, whether it's a family member, friend, or professional.

Advocacy Useful Information

1. Contact social care services at your local council and ask about advocacy services.
2. POHWER is a charity that helps people to be involved in decisions being made about their care. Call 456 2370 for advice.
3. The Advocacy People gives advocacy support. Call 0330 440 9000 for advice
4. Contact your local Age UK to see if they have advocates in your area or call 0800 055 6112.

HOW TO CONTACT THE REGULATORY AUTHORITIES

Local Authority

St Helens Council, Contact Cares
Call 01744 676767 or emailing
contactcares@sthelens.gov.uk

CQC

CQC National Customer Service Centre
Service Centre
Citygate Gallowgate
Newcastle-Upon-Tyne
NE1 4PA
Telephone: 03000 616161