

Dignity in Care Action Plan 2012/13

Name of Team/Service: Care UK Kensington & Chelsea			
Name of Team Manager: Alison Wills		Title of Team Manager: Area Manager	
Signed:		Date: 20 th June 2012	

Examples of Best Practice:

Care UK best practice already embodies many of the tenets of the dignity challenge.

Safeguarding and Whistle blowing policies:

- Identifying and confronting all forms of abuse is achieved through induction and refresher training in SOVA and whistle blowing Policies and Procedures
- The whistle blowing policy is designed to reassure and encourage all employees and Service Users to raise any concerns in a safe and confidential manner. Posters are displayed in the office and training room and post cards are available as reminders.
- All staff are aware of the multiagency policy on abuse and all new staff are made aware of this at the earliest stages of the induction process.
- Training is scheduled for Coordinators to attend Tri-borough Safeguarding training
- All Safeguarding alerts are reported to CQC.
- All staff are CRB checked at the point of application.
- We are committed to promoting and encouraging independence and all employees are encouraged to support individual lifestyle choices.
- The majority of existing staff have undergone training or are updating training in SOVA awareness. SOVA training is now a fundamental aspect of the induction process.
- Care UK seeks to promote dignity amongst employees and service users.
- Care UK has a very person centred approach to care and to this end we seek to ensure that privacy and dignity are respected.
- All staff are aware of the need to be courteous and respectful at all times and that Care UK has a zero tolerance on inappropriate behaviour and remarks.
- All staff are encouraged to start from the premise that all services users have capacity unless otherwise informed.
- Care UK promotes dignity by focussing on diverse needs. All employees are aware that respect for the individuals diverse needs as part of best practice policy.
- Care UK is committed to equality and diversity across the board and to respecting the spiritual, cultural and religious needs of service uses and colleagues alike.
- The Quality Administrator has been appointed dignity champion.
- Care UK has a number of Equality and Diversity Champions.
- All employees are encouraged to make use of our open door policy and to feel confident to feedback any issues or concerns to seniors, line managers and branch managers.
- All service users are encouraged to feedback on the service they receive be it positive or negative. All new service users receive a welcome call from quality administrator. Telephone quality checks and our annual survey are all designed to promote feedback.
- Quality assurance is an essential part of Care UK best practice and quality administrator's work closely with quality manager to ensure that best practices is observed.

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Examples of Best Practice:

- All care staff have an annual appraisal and regular reviews/supervisions. All office staff participate in regular reviews along with an annual appraisal.
- We are constantly looking at ways to innovate our approach to the delivery of care practices.
- Robust complaints process that records all complaints and associated outcomes and responses.

- We have extended our specialist training for Care Workers and Coordinators and now offer the following courses:

Acquired Brain Injury
Challenging Behaviour
Diabetes
Epilepsy
Learning Disabilities
Mental Health
Multiple Sclerosis
Palliative Care
Parkinson
Sensory Loss
Stroke
Substance Misuse / Drug and Alcohol

- Person Centred Care Plans launched May 2012, Team Leader training commenced. All Care Plans will be reviewed during next 6 months, giving most an additional review.
- We have, are using a variety of methods including telephone surveys, postal surveys, quality visits and the newly launched quarterly service users forum.

Gaps in Service/Areas for Improvement:

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Gaps in Service/Areas for Improvement:

- **Effective and respectful communication (styles, skills) – to be addressed in Supervisions (1:1's), Team Meetings and through roll out of Customer Care training.**
- **Punctuality of Support workers, concerns have been raised around Support Workers arriving early or late. There is a window 15 minute of which allows workers to arrive within that window of the start time of the call. We will ensure that Service Users are reminded of this fact and that Coordinators work to ensure that Support Workers understand the need to communicate with the office if they are running late so that the Service User can be advised.**

What will you do differently in the future?	How will you do it (action)?	Who will do it?	When will you do it by?
1. Expansion of specialised training topics, new topics delivered May 2012 onwards.	Through Care UK in house training via Regional Specialist Trainer.	Regional Trainer	Commences May 2012
2. Increase contact between office staff and service users	Through encouraging field visits with field supervisor including participation in review meetings.	Coordinators/. Quality Administrator/ Care Manager	In progress
3. Dignity in Care audits to be undertaken on regular basis.	Undertake these on Quarterly basis	Quality Administrator	Starting August 2012
4. Dignity In Care cards have been sent to all new service users and are given to new Support Workers at induction.	Care workers will be encouraged to leave cards at service users and to work from the cards in line with our best practice policy.	All Team Leaders.	Continuous via induction.
5. Feeling listened to and respected Ensure all existing care workers and office staff take part in customer service training.	Customer Service Module was added to Induction training Sept 2011 for all new Support Workers. Supported by inclusion of appropriate communications styles session delivered in Team Meetings and during 1:1's and Home Visit Assessments of the Support Workers.	Coordinators/Team Leaders/Care Manager	Commencing June 2012
6. Consistency of Carers	Coordinators to:	Care Coordinators	June 2012

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What will you do differently in the future?	How will you do it (action)?	Who will do it?	When will you do it by?
	<p>prioritise packages with weaker consistency to rectify this situation.</p> <p>advise Service User when there is a change of Support Worker and wherever possible the reason for the change</p>		
7. Punctuality	<p>Through Team Meeting, 1:1s and HVA's Support Workers to be briefed to always call the office when running late so SU can be informed. To keep to their Rota times unless change has been agreed with Service User via Coordinator. Team Leaders to conduct additional spot checks of Support Workers. Training is booked for Coordinators in Managing Conduct and Absence.</p>	Team Leaders/Coordinators/Care Manager	<p>Continuously with immediate effect</p> <p>July 2012</p>
8. Meeting Service User Needs	<p>Coordinators and Team Leaders to work with Social Services to gain better definition of housework required. This is currently captured in Care Plans but in future will be more detailed by Team Leader during initial Risk Assessment of package. Coordinators to ensure that Support Workers new to a package are briefed as to what is required. Remind Support Workers of need to read Care Plan on arrival at Service Users premises</p>	Coordinators and Team Leaders	Continuously with immediate effect
9. Shopping	<p>Shopping visits are separate to Personal Care Calls and are defined by Social Services. When the need arises Care UK flag any time related issues to Social Services for their consideration. Brief Support Workers on need to find alternative ways to communicate with Service Users with Sensory Loss –</p>	Coordinator/ Team Leader/Trainer	<p>Immediately</p> <p>Next training session</p>

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What will you do differently in the future?	How will you do it (action)?	Who will do it?	When will you do it by?
	eg put change into visually impaired persons hand, allow them to feel shopping, showing of products and change to person with hearing loss. Sensory Loss specialist training is now in place will pass these comments to trainer.		
10. Personal Care	Person Centred Care Plans will be used to provider greater choice for the Service User. Investigate the potential to add theoretical Bath lift training to Induction	Area Manager	July 2012
11. Care Planning and Review	Person Centred Care Plans are being rolled out currently, this will provide an additional opportunity for a review.	Team Leaders	July 2012
12. Feedback and Communication	Continue to ensure that all Service Users and their circle of support are aware of the methods of providing feedback on the service.	Team Leaders	Immediately
13. Communication with the office	Full complement of staff in place has improved response time to calls. Planned customer service training and the imminent introduction of telephone number dedicated to Support Workers will further improve this situation.	Area Manager/Care Manager	End July