



**Superior  
Healthcare  
Group**

# Client Handbook

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# CLIENT HANDBOOK

## A WARM WELCOME TO SUPERIOR HEALTHCARE

We would like to take this opportunity to welcome you, your family and the people who are important to you, to Superior Healthcare - and thank you for entrusting us to provide your care.

We established Superior Healthcare in 2006 in response to our own experience of sourcing a care package for my brother, Alex, who has a brain injury. Our aim was to provide a high-quality, person-centred service for children, young people and adults who have complex health requirements.

Since then, we have become a well-established provider of complex healthcare, for clients receiving care at home, and we are trusted by clients and their families alike, as well as by commissioners including the NHS, case managers and solicitors acting on behalf of their clients, to deliver a valuable service. Of this, we are very proud.

We hope that you will be very satisfied with the service we give. We aim to provide you with a care package that keeps you safe and supports you to fulfil your goals and aspirations.

I am sure you will have many questions along the way, and our team will ensure that any queries you may have are answered quickly and thoroughly. In the meantime, the contents of this handbook may provide you with the answers to some of the most frequently asked questions.

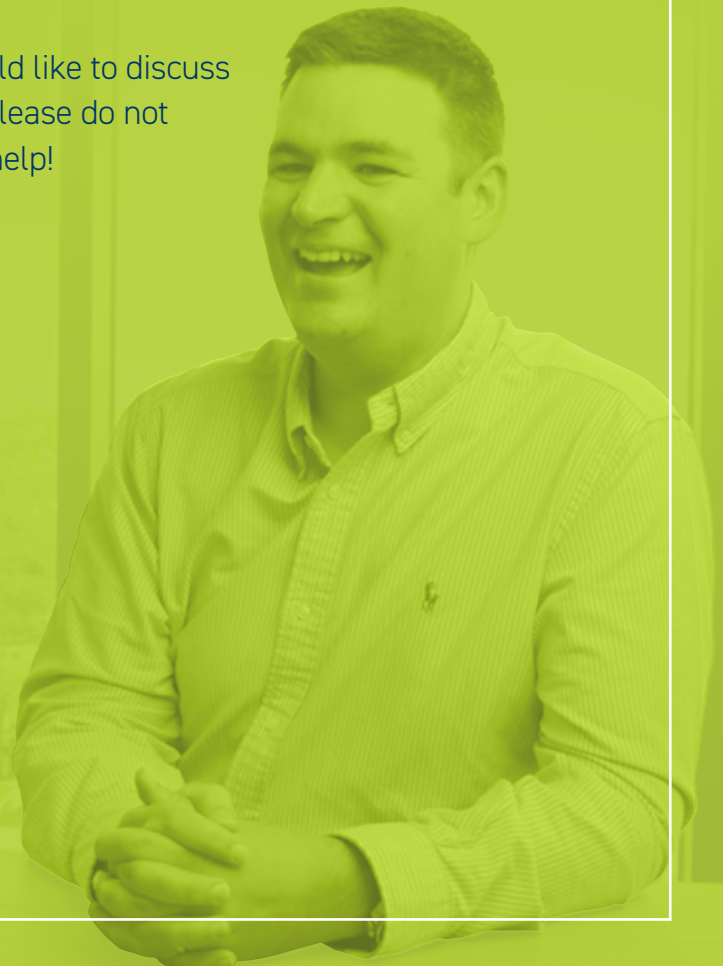
If your query remains unanswered or you would like to discuss Superior Healthcare's service in more detail, please do not hesitate to get in touch. Our team are here to help!

With kind regards,

**Stewart Thorp**  
CEO and Co-Founder  
Superior Healthcare



**Superior  
Healthcare  
Group**



# PURPOSE OF THIS CLIENT HANDBOOK

This client handbook should answer many of your questions, so please take the time to read the contents but if you have any further questions, we would be happy to answer them.

The main purposes of this handbook is to:

- ✓ Provide an introduction to Superior Healthcare.
- ✓ Tell you about the values that guide the provision of our services.
- ✓ Introduce you to the key members of the team that will be involved in the management of your care package.
- ✓ Explain how we will setup your care package.
- ✓ Explain how we will manage your care package on an ongoing basis.
- ✓ Offer some guidance as to how we operate
- ✓ Explain what you can do if you are dissatisfied with any aspect of the service that Superior Healthcare is providing.
- ✓ Explain how we will support you when Superior Healthcare's service comes to an end.

## OUR MISSION AND VALUES

### OUR MISSION STATEMENT

“Since 2006, it has been our mission to improve the lives of every person who comes in to contact with The Superior Healthcare Group. We aim to make our clients feel safe, to empower them to achieve their goals and put the minds of their families and loved ones at ease. We strive to be a clear choice for the people who commission us and to value and care for our team who make it happen.”

Stewart Thorp, CEO

### OUR VALUES

Our core values are at the heart of Superior Healthcare and they underpin everything we do.



#### Passion for Quality

- ✓ We love what we do and we strive for **excellence**.
- ✓ We are honest and we act with **integrity**.
- ✓ We are **reliable** and we deliver on our promise.



#### One Family

- ✓ We work **together** and support one another.
- ✓ We are proud of **our story** and who we are.
- ✓ We are kind and we treat everyone with dignity and **respect**.



#### Inspiring Leadership

- ✓ We **empower** and bring the best out of people.
- ✓ We are **ambitious** and innovative and lead by example.
- ✓ We are bold and brave, and we **take action**.

# INTRODUCTION TO OUR TEAM

## BOARD OF DIRECTORS

### Chief Executive



**Stewart Thorp** is Superior Healthcare's CEO. In 2006, along with his father, **Charles**, and their co-founder **Sarah Richards**, Superior Healthcare was founded following his family's experience of arranging care for his

brother, Alex, who was involved in a road traffic accident in 2001. Superior Healthcare was incorporated with the goal of providing high quality care, that would enable individuals with complex health needs to live safely at home. We are proud to say that our clients and care teams, of more than 500 carers and nurses, share our values. We are trusted by our clients and their families and commissioners including NHS ICBs, Local Authorities and Case Managers to provide round-the-clock care.

## CLINICAL MANAGEMENT TEAM

### Registered Manager



**Adele Hathorn** is Head of Complex Care and the CQC Registered Manager for Superior Healthcare. The Registered Manager is legally responsible for ensuring the quality and compliance of the services that

we provide. Adele has worked for Superior Healthcare since 2008 and is a Registered Nurse. She leads our team of Regional Nurse Managers and oversees clinical governance within the business, ensuring quality is maintained.

### Regional Nurse Managers

Superior Healthcare employs a team of Regional Nurse Managers who oversee the local team of Nurse Managers and Field Care Supervisors in the communities we serve.

A Nurse Manager is assigned to each care package we provide, serving as the primary contact for our clients, their families and the commissioning person or organisation. Regional Nurse Managers along with their team of Nurse Managers, oversee the Nurses and Carers working within our clients' care packages. This team ensure our client's care is well planned, personalised and delivered safely, with care teams receiving the necessary support.

### Field Care Supervisors

We employ a team of Field Care Supervisors who work closely with our Nurse Managers. Field Care Supervisors are skilled Healthcare Support Workers, who dedicate much of their time to supporting the management of our clients' care packages. Their responsibilities include attending meet and greets with new employees, participating in induction shifts, and conducting routine supervision and observations of our carers' practices. Occasionally they may fill vacancies due to sickness or holidays, but their primary focus is to support the regular care team.

### Carers and Nurses

Superior Healthcare employs a team of Healthcare Support Workers and Registered Nurses each carefully selected by our team of Recruiters and Nurse Managers, to join our clients' teams. Each member of our care team undergoes a comprehensive onboarding process that includes:

- ✓ An enhanced DBS disclosure which is renewed annually.
- ✓ Seeking professional references from all applicants' former employers which cover the three-year period that precedes their application to join Superior Healthcare.
- ✓ Completing occupational health screening for all new starters.
- ✓ Carrying out robust classroom-based induction training as well as completing the Care Certificate - an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sector.
- ✓ Complex Care Training including client specific training where necessary.



## SERVICE DELIVERY TEAM

### Head of Service Delivery



**Rebecca Duran** is Superior Healthcare's Head of Service Delivery and leads the team that is responsible for recruiting and coordinating our clients' care packages. Our Operations Manager works closely with Rebecca and the recruitment and coordination teams, ensuring that we have enough team members to provide a robust care team, allowing for contingency.

### Recruiters

Superior Healthcare employs a locally based team of Recruiters. They work closely with our Care Management Team including our team of Nurse Managers to recruit carers and nurses who are suitable for our clients' care teams.

### Care Coordinators

Our team of Care Coordinators, including Senior Care Coordinators, plan our clients' rotas to ensure that each of the visits you require are fulfilled by regular members of your team and by people who have the skills and availability to work with you.

### Quality Assurance Manager



**Julie Moore** is our Quality Assurance Manager and Designated Safeguarding Lead. Julie can be contacted with any safeguarding concerns, compliments or complaints and is a Registered Mental Health Nurse. She works closely with the Registered Manager to ensure our clients are listened to, and concerns are acted upon.

You will be given the contact details of your Nurse Manager, Care Coordinator, and Recruiter when the service begins. You will be given details of who to contact and when, including out of office hours.

## BEFORE WE BEGIN YOUR SERVICE

### Initial care assessment

Before we begin to introduce a care team to you, our local Nurse Manager (or the Nurse Manager with the most relevant skills and experience, taking into account your needs) will visit you at home, or in the location that you are currently staying, to discuss and plan your care in detail. There may be an initial call, this will be the first opportunity for us to establish a detailed understanding of your care requirements and to discuss the outcomes that you aim to achieve as a result of receiving Superior Healthcare's service. Superior Healthcare's responsibility is to ensure that we provide care which helps you to live safely at home, however, we hope that it will also be possible for us to help you to achieve your personal goals over time, no matter how big or small they might be.

At the initial meeting, as well as discussing your personalised care, the Nurse Manager will also let you know some of the things we expressly cannot do. This will include explaining the limitation of our service - for example, Superior Healthcare's care teams can only take limited responsibility for housekeeping or gardening duties. If you require support with tasks that care teams cannot assist with, we will aim to signpost you to alternative services where we can.

In some circumstances, we may identify during the Care Needs Assessment that we are unable to provide your care package. This could be because we identify that we may be unable to meet some of your needs or will be unable to support you to achieve your goals. It could be that you require immediate care, and we establish that we do not have enough suitably skilled employees within our team to reliably cover all the visits that you need within the given timeframe. We understand that this may prove disappointing, however ensuring you receive a service which meets your best interest is our priority.

## CONTACT INFORMATION

### ADELE HATHORN

*Head of Complex Care /  
Registered Manager*

**E:** [adelehathorn@superiorhealthcare.co.uk](mailto:adelehathorn@superiorhealthcare.co.uk)

**T:** 07706 299802

### REBECCA DURAN

*Head of Service Delivery*

**E:** [rebeccaduran@superiorhealthcare.co.uk](mailto:rebeccaduran@superiorhealthcare.co.uk)

**T:** 07921 396664

### JULIE MOORE

*Quality Assurance Manager /  
Designated Safeguarding Lead*

**E:** [julie.moore@superiorhealthcare.co.uk](mailto:julie.moore@superiorhealthcare.co.uk)

**T:** 07720 161983

## DEVELOPING YOUR PERSONALISED CARE PLAN

Once we confirm, as the result of the initial meeting, that we will be able to provide your care and that you wish to proceed with our service, we will need to prepare detailed care plans. The care plans will be person centred and take into consideration your wishes. We will include all relevant family or healthcare professionals in these discussions as necessary, this is essential for collaborative planning. We will gain your consent to allow us to communicate with healthcare professionals involved in your care.

Once your care plans have been prepared, we will ask you to review and agree them. It is important that we gain your agreement for the care plans and your consent to provide your care in accordance with those plans before we start to provide your service.

In circumstances where we start to provide your service at short notice because, for example, care is required urgently, it may not be possible to develop the detailed care plans. In these circumstances, we will prepare a shorter care plan document, it will provide all the urgent information that the carers or nurses who are assigned to your care will need in order to support you safely in the short term. Within the first seven days of service, the Nurse Manager will arrange for the full care plan to be prepared, agreed with you and placed in your home. There will also be an induction plan prepared for new team members to follow. This should reduce the impact on your service with new care workers.

We will need to share your care plan with the people that we intend to introduce to your care team and will ask for your permission to do this. The purpose of sharing your care plan is to ensure that the people who we introduce to your care package are well informed of your needs before they are assigned to work with you.

We will share care plans on a strict "as required" basis and in a form that allows for access to be revoked - for example, by sending a "read only" copy of your care plan by secure email. It will be shared through a password restricted electronic care planning system or ideally, by inviting the employee to read your care plan in our office.

## ASSESSING THE RISKS

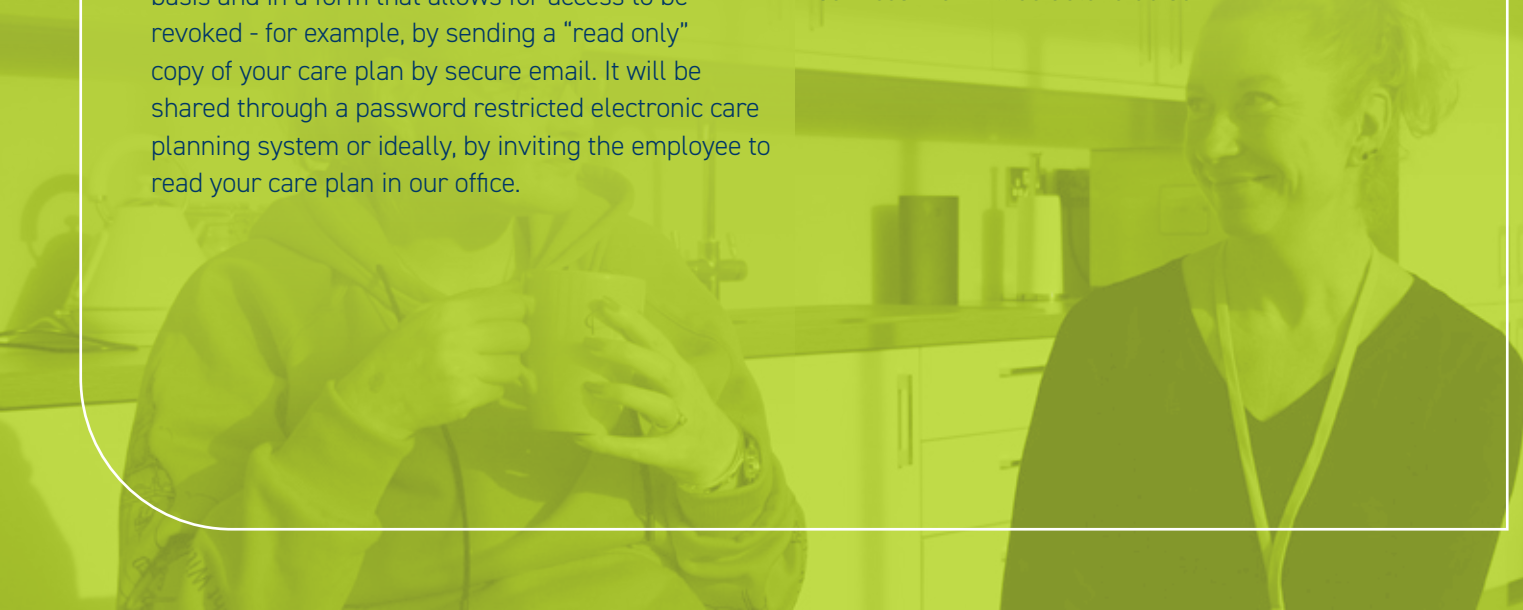
As part of preparing your care plan, we will identify if there are any risks associated with the provision of your care. These risks could relate to clinical aspects of your care or environmental issues - for example, at the time of starting your service, there may be limitations related to the premises in which we will provide your care.

The purpose of the risk assessment process is firstly to identify and raise awareness of the risks. Secondly, to find ways to minimise these risks which may include, for example, arranging equipment or specialist training for employees.

It will be impossible to eliminate all risks: instead, our aim is to minimise the risks to an acceptable level. As with the care assessment process, if we identify that we cannot reduce the risks related to the provision of your care to an acceptable level, we will let you know. This may mean that we will be unable to provide your service.

Risk assessment is an ongoing process, and it will be necessary to review risks on a regular basis and as the consequence of any changes or incidents. The aim of risk assessment will always be to minimise the risk to the lowest possible level.

If at the time of your Care Needs Assessment you are staying somewhere other than in your own home - for example, if you are in hospital - we will need to undertake an environmental risk assessment in your own home before we can confirm that we will begin to provide your care. This is to ensure that the care that you need can be safely provided given any environmental constraints that may exist. In some cases, it may be necessary to arrange certain equipment or for adaptations to be made to your home before our service can commence - Superior Healthcare generally cannot provide equipment or make adaptations to your home but we will signpost services that will be able to do so.



## REVIEWING AND UPDATING YOUR CARE PACKAGE

We recognise that your care needs may evolve over time, which is why our Nurse Managers conduct monthly visits. These visits ensure your satisfaction with the service, address any concerns, and keep your care and associated risks up to date. Your feedback is just as important to us as these visits.

## CONSENT

To work together effectively, we will need your consent regarding your care and treatment. This enables us to collaborate with others involved in your care, such as GPs, specialist teams, hospitals, case managers, and commissioning teams.

If you are unable to make decisions independently, we will assist you in accessing an independent advocacy service. Should you be unable to make decisions during the planning of your care, any decisions made on your behalf will always prioritise your best interests, in collaboration with your loved ones and/or healthcare professionals involved in your care.

For children, we will involve parents or guardians in care planning. However, Superior Healthcare follows the Gillick guidelines, which means that if you are under 16 and able to make decisions, you will be supported to do so regarding your care.

When providing care to children, Superior Healthcare is legally required to act in the child's best interests. If there are concerns that decisions being made may not align with these interests, Superior Healthcare is obligated to raise the matter with the local authority, ensuring transparency through the duty of candour.

If you lack capacity or have designated a power of attorney, we request a copy of the relevant documentation for our records to ensure clear communication. We are also available to assist with appointing an independent advocate, discussing advanced care planning, or participating in best interest decisions when needed.

## COMMUNICATION

Effective communication is a key aspect of our service. We will make sure you know who to make contact with and when, and you will have a dedicated Nurse Manager who will get to know you and your family. Your feedback is vital, as it helps us evaluate and enhance our services. We encourage you to provide regular

feedback and participate in our annual surveys, which play a role in shaping the future of our services. We will also seek your input during monthly review meetings.

The Care Quality Commission (CQC) may reach out to you during service audits — please let us know if you would prefer not to be contacted.

For clients with cognitive or communication challenges, we provide language and communication support. Please do let us know if you need any documents in an accessible format.

## AGREEING THE START DATE FOR YOUR CARE PACKAGE

Once the Care Needs Assessment is complete, we will be able to discuss and agree on a start date for your care package. Superior Healthcare strives to recruit and assign a consistent team of carers/nurses to your care package, which may result in a lead-in time of 8 to 12 weeks from the assessment date. This period accounts for time that may be required to complete Criminal Record (DBS) checks, referencing, and training.

If an earlier start date is needed, we will review the availability of appropriately skilled individuals within our team and confirm if the requested start date can be met. In the short term, this may involve using our established team of Healthcare Support Workers, Nurses, Senior Carers, Rapid Response Team, Field Care Supervisors, and Nurse Managers. Please note, these people will not form a permanent part of your long-term team but will assist in training and inducting new team members over time. We want to clarify that this may lead to some changes in your care team during the initial phase of your care package.

By the time that your care package has been in place for twelve weeks, we expect that we will have recruited and assigned regular carers or nurses to each of the visits that you require. We recognise that providing a regular team is key to the success of your care package and we will confirm that a stable team has been recruited at the formal review meeting that we will arrange once your care package has been in place for twelve weeks.

## BUILDING YOUR TEAM

Your allocated Nurse Manager will take into consideration your clinical and social care requirements. We know it can be difficult to have a team in your own home, and we aim to ensure the established team are



very well matched in terms of having the required clinical skills and competencies necessary to care for you effectively, but also in terms of personality match. We encourage you to be part of this selection process.

## TRAINING

Prior to becoming compliant, allowing our teams to work in our care packages, our complex teams undergo mandatory and client specific training. If you would like to know details around this, please do ask and we can provide you with more information.

## HOW WE WILL INTRODUCE PEOPLE TO YOU

### STAGE 1 Staff Profiles

Before introducing any regular carer or nurse, we may provide you with a 'staff profile.' This profile will give a brief introduction to the individual, highlighting their training and experience.

The Nurse Manager will meet with the proposed carer or nurse to ensure they are a good fit for your team. By the time you meet them, you can be confident that your Nurse Manager has assessed them as a suitable addition to your care team.

### STAGE 2 Meet and Greets

'Meet and Greets' will take place at your earliest convenience. The purpose of the meet and greet is to offer a short meeting during which you will have the opportunity to meet the person we propose introducing to your team. They will always be accompanied by a Nurse Manager or Field Care Supervisor. Some clients prefer to move straight to Stage 3 without receiving profiles or having meet and greets – we will respect your wishes in this regard.

### STAGE 3 Induction Shifts

During the care planning phase, we will agree with you the induction shifts that newly introduced members of your nursing or care team should complete. An induction plan will be formulated to ensure the people who are recruited to support you at the beginning of the service are suitably trained. Following this plan closely, helps minimise disruption and ensures that carers learn your care needs within an appropriate timeframe. Where possible - we will introduce people to 'shadow' the team that is currently supporting you which may include hospital staff or the people who are employed by the outgoing care provider.

To ensure they fully understand your care requirements, the Nurse Manager and Field Care Supervisor will spend time with you before the service begins. This will provide an opportunity to build a rapport and allow them to gain a thorough understanding of your needs

It is important that we can arrange meet and greets and induction shifts in a timely manner. We ask for your cooperation, as cancellations can lead to delays in the start of your care package or create unexpected gaps on your rota.



# THE FIRST TWELVE WEEKS OF YOUR SERVICE

## Weeks 1-4

During the first four weeks of your service, you can expect to see increased involvement from the Nurse Manager and/or Field Care Supervisor overseeing your care package. Throughout this period, they will visit several times to support the induction of new carers and nurses, and to assess competencies. Once the Nurse Manager is satisfied that the new team member is clinically competent, they will be approved to work independently. These competency assessments are a key part of our service to ensure best practices are followed.

Initial shifts focus on ensuring the new care team can safely meet your clinical needs. Building on this takes time, and only by working with you can a solid trusting relationship be formed, and all the intricacies of your care be developed.

The Nurse Manager will keep your care plan under close review, identify changes and implement refinements that may need to be incorporated into your care plan to ensure that it accurately reflects your actual requirements of our service.

During this time, the Nurse Manager will ask you for regular feedback.

## Weeks 5-12

Between weeks five and 12 we hope that your care package will become well embedded and that the nursing or care team who have been assigned to your care package are now working regular shifts, and be well versed in your needs. Within this window of time, the practice of all employees will have been observed by a Nurse Manager or Field Care Supervisor - and any outstanding competency assessments, will be completed. Invariably, there may be some team members who whilst having the required competency level, may not 'fit' the team as much as others. In this instance we will look to re-recruit and replace them over the course of the next six - eight weeks.

## Three-month review

Once your care package has been in place for three months, we will undertake a formal review which will include a review of:

- ✓ The care being delivered.
- ✓ Your rota.
- ✓ Your team's skills, 'team fit' and competencies.

- ✓ Any identified concerns?
- ✓ Any suggestions to improve the induction process?

Compliments are also very important and we would be grateful, if you are pleased with the service you have received, that we also capture these. Regular feedback allows us to improve our service.

## HOW WE WILL MANAGE YOUR ONGOING CARE

### Finding the right team for you

It is of first and foremost importance for us to provide a team member to you who is trained and competent in the necessary skills to support your care needs. We do, however, understand that a good personality match is also important when receiving one-to-one care in your own home for long periods of time.

If you do not wish to continue working with a member of your team, we need to replace them with another regular team member this can take up to six weeks. We may need to train and induct them to ensure they are well versed in your care. Sometimes we are unable to replace the individual with immediate effect if we do not have a suitably trained alternative. We cannot immediately remove that individual if it causes gaps in care provision for you.

### How we will manage your rota

You will have a named coordinator who is responsible for the coordination and rostering of team members in your package of care.

As a matter of course, they will send you a copy of your rota by the 20th of each month. If there are any gaps within the rota, you should receive an explanation of the reasons for these gaps and the plan that the coordinator is working through to ensure you are being supported.

We are currently exploring the possibility of providing all clients with 'real-time' access to the latest version of the rota through our rostering system. This feature will enable clients to check for any gaps and see when they have been filled or if there are any staffing changes, though we will continue to communicate any changes with you verbally. We will share more details soon, but we

anticipate that this new service, also available to employees, will eliminate the need for paper rotas (which will only be provided upon request).

### **Ongoing management of the team**

To ensure the continuity of our services, it is essential to familiarise and "upskill" employees to enable them to work across client teams. From time-to-time it may be necessary for us to substitute a team member who is planned to complete your visit, with another skilled support worker or nurse who is fully competent with the skills required to provide your care. Whilst we appreciate this may not be the ideal situation, it is imperative that all our clients receive safe, satisfactory care with appropriately trained care workers, and this is only undertaken as a 'last resort' scenario. We will discuss this with you prior to any 'swapping of care workers' within your team.

Superior Healthcare employs a diverse team of senior carers, rapid response carers, nurses, field care supervisors, and nurse managers, all of whom play a vital role in providing contingency support for your care. However, there may be occasions when we cannot provide a member of our own team. In such instances, we will either engage a third-party nurse with the necessary skills to ensure your safety or implement your pre-arranged contingency plan, which has been discussed with the Nurse Manager and is regularly reviewed alongside your care plan. While we understand the preference for maintaining a core team, it is essential to have contingencies in place to

manage last minute changes effectively. We will work with you to agree on the contingency plan and keep it under regular review.

### **How we will recruit for your care package**

At Superior Healthcare, we utilise a variety of recruitment tools, such as online job boards, radio ads, and social media platforms, to find suitable candidates for our clients' teams. Based on our experience, tailored advertisements are particularly effective for recruiting specific teams. Although these ads are anonymised, we invite clients and their families to contribute to creating engaging content. While our Nurse Managers will provide a summary of your requirements to our dedicated recruitment team, a Recruitment Specialist may contact you directly to discuss your individual needs. If you would prefer, you can also meet potential team members during the recruitment process. Your Nurse Manager will consult with you about your level of involvement in the recruitment process when we begin your care and during reviews.

### **How we will review your care package**

You will have a formal review every month, which includes a visit from your Nurse Manager. This is an important aspect of our service and provides you with the opportunity to share what is going well and what could be improved. During this review, your medical and care needs will be assessed to ensure that we are delivering



person-centred care that aligns with your goals. Additionally, care plans and risk assessments will undergo formal reviews every six months. We will also assess your medication and arrange an annual GP review if one has not yet been completed. If you would like a visit from the Registered Manager to discuss any aspect of our service at any time, please let us know.

### **Mutual respect and employee concerns**

At Superior Healthcare, we follow a strict “zero tolerance policy” to ensure that our team members can provide care in a safe, respectful environment, free from threats, rudeness, discrimination, or abuse. We believe that mutual respect between our teams, clients, and their families is key to providing the best possible care. Our teams are dedicated to being polite, helpful, and sensitive to each client’s individual needs, always upholding our core values.

You can expect to be treated with fairness, dignity, and respect, and we’ll always support your choices and independence. We kindly remind everyone that our teams may sometimes be handling multiple or challenging tasks at once. We understand that in these moments, emotions can run high, and people may not always respond in their usual way. We take this into consideration when addressing any misunderstandings or concerns.

### **Supervision**

We take great pride in the quality of our service, which is reflected in the level of supervision we provide to our

care teams. At times, this may result in two or three people being on shift. This is a necessary step to ensure that you or your loved ones are receiving the best possible care. This may especially occur when setting up a new care package. We will always let you know when Supervisors will be working with you, though there may be occasional unannounced ‘spot checks’ as part of our ongoing commitment to high standards.

### **Digital care planning**

The CQC (Care Quality Commission) want to see care providers plan, manage and monitor care using digital care planning software. Aside from that, they need evidence that care plans are person-centred, accessible, legible and accurate, which is more difficult with paper care plans. We are working towards introducing digital care planning with the following benefits for you:

- ✓ Improved safety in clinical care - providing a documented record that is always available to authorised carers.
- ✓ Reduced hospital admissions - health and care professionals have more information about you when making their professional decisions.
- ✓ Improved data security and digital audit trail.
- ✓ Access to your information is available at any time to relevant healthcare professionals, meaning care providers are better informed to deliver quality care.

Upon implementation, your care team will require access to an electrical socket and the internet to connect the tablet in order to complete the appropriate documentation and ensure it is shared with the server on an ongoing basis. You will also have access to your care records.



## IMPORTANT INFORMATION

### Timesheets

Timesheets are used to monitor when a care worker starts and finishes a shift with you. Healthcare teams will ask you to authorise their timesheets at the end of a shift. It is important we receive these timesheets to pay our employees. If you are unable to sign the timesheet, we will agree an alternative with our commissioners.

Please let us know if team members are consistently late to shift and we can address this, the expectation is that the team should arrive at least 10 minutes prior to the start of the shift.

### Record keeping

We currently have a legal requirement to keep contemporaneous notes and records with regards to the care delivered. These notes legally belong to Superior Healthcare, but we want you to have access to your care notes at any point should you wish to do so. Please ensure the notes are available for the team to refer to at any point during the shift. The Nurse Managers audit your care records monthly to ensure our record keeping is of a high standard. We would be happy to speak with you if you feel there are any discrepancies or problems with the notes.

### Handling money

When care workers make financial transactions on your behalf to purchase items such as shopping, ordering online, excursions in the community or assisting to pay your bills, they will enter the details on the financial record sheet kept in your home. Receipts for shopping should be kept and cash books are audited to ensure there are no discrepancies. Care workers should not routinely be given cash cards or PIN numbers to obtain money from a bank on your behalf. Only financial arrangements that have been formally agreed and written in the care plan can be

carried out for you. Please contact the Nurse Manager about any needs you have that are not being met, or if you are unsure they are being met.

### Gifts and wills

Superior Healthcare aims to make sure that you receive a care service of the highest possible standard. To make sure our teams always work professionally and to protect you and our employees from any allegation of financial abuse, our care and nursing team:

- ✓ Are not allowed to accept monetary gifts. They are not permitted to accept gifts or other presents without seeking approval from management first.
- ✓ Are not allowed to accept loans.
- ✓ Must not buy you lottery tickets or sell you raffle tickets.
- ✓ Must not sell to you from mail order catalogues.
- ✓ Must not ask for sponsorship or for donations to charitable organisations or good causes.
- ✓ Should not routinely buy you presents and vice versa.
- ✓ Are not allowed to act as witness to legal documents and wills.
- ✓ Are not allowed to benefit from wills.
- ✓ Are not allowed to recommend tradesmen or a member of their family or friends to carry out work in your home.

### Employment of family members

Although we are aware of the incredible work and support that family members provide, we have a policy of not employing family members and close friends to work within your care package. If a family member works within your care package and you are transferring from another provider, please make your Nurse Manager aware so we can talk through options with you and them.



## Parental responsibility (Children's care packages only)

We have a joint duty to keep your child safe. For this reason, if you wish to leave your child at home with the care team, you should discuss with your Nurse Manager whether this is possible prior to doing so. In this circumstance there would need to be another responsible adult in the home able to make decisions in an emergency. Some of the organisations who commission our services have strict 'Parental responsibility' rules, we can discuss and agree what applies to you and your child. Having a care package does not need to be restrictive but does need to be safe.

## Driving a client vehicle

If you would like your care team to drive your vehicle, we will need to carry out some background DVLA and insurance checks for the team to do this. We will also need to have a copy of your vehicles' insurance and MOT on file. This can be discussed with your Nurse Manager.

## Mobile phones and social media

Care workers should not be using their personal mobile phones when working on shift unless you have given them permission to do so. You should not share your contact numbers with team members, nor befriend them on social media platforms. On occasion, we do look to purchase work mobile phones for the team to enable communication between clients and the team when out in the community. This should be discussed with your Nurse Manager.

## Smoking and vaping

Smoking or vaping is not allowed on any of our clients' premises except where it is expressly permitted.

## Bullying and harassment

We are committed to encouraging equality (treating everyone fairly) and diversity (valuing people's differences), and we are committed to providing an environment that is free from discrimination, harassment, bullying and victimisation.

Should you have any concerns, please raise them directly with us.

## Alcohol and drugs policy

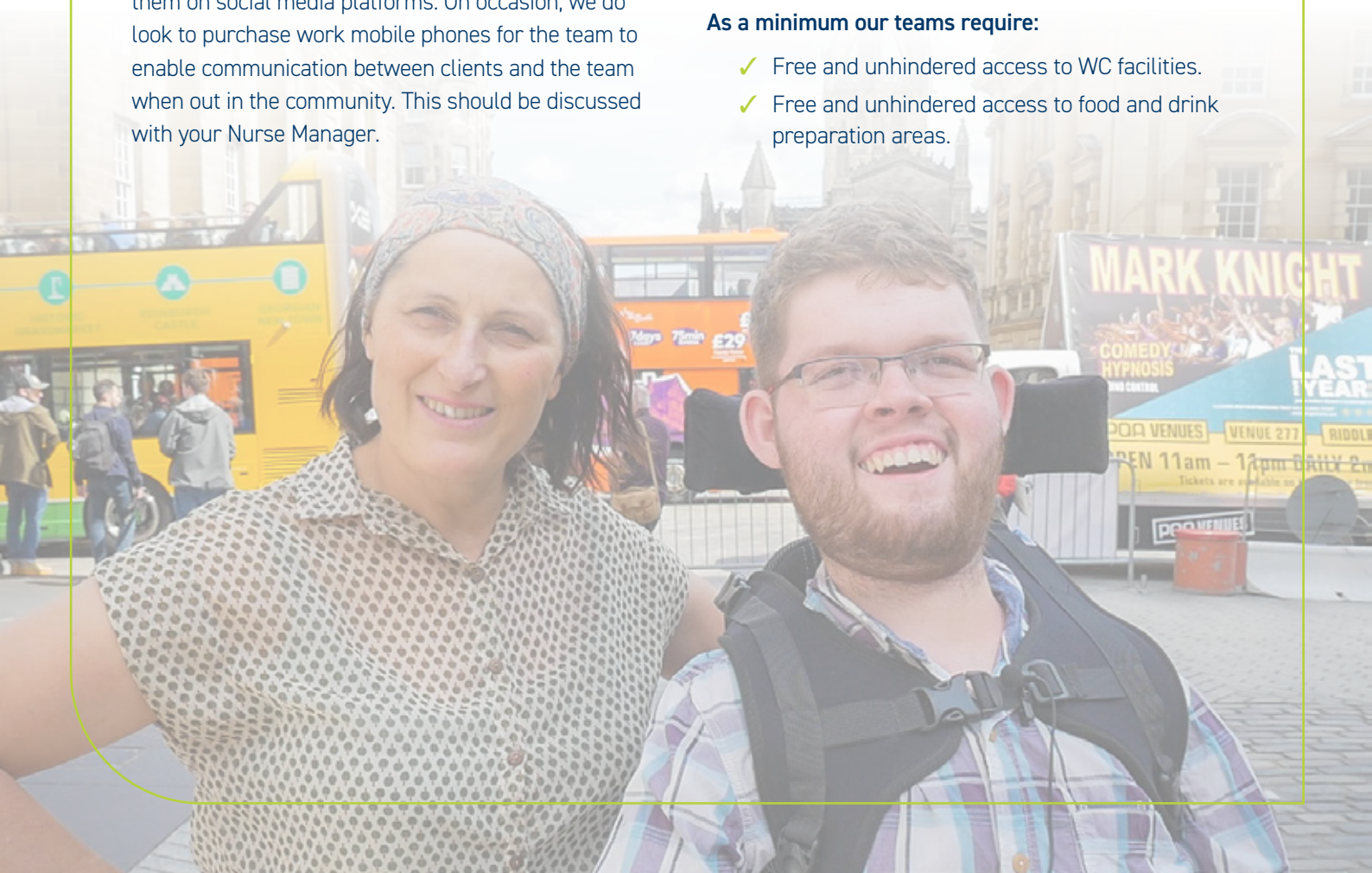
Where appropriate we will seek your views if there is a suspicion of drinking or drugs when a care worker arrives on shift. In the event of your safety being compromised, we adopt a zero tolerance policy with our care team.

## Night shift working

Working a night shift can be demanding, and we want to ensure our care teams work environment is optimum to ensure the employee remains alert in order to protect the safety of our clients overnight. We also understand this is your home, so will work together to agree what needs to be in place to deliver safe care.

### As a minimum our teams require:

- ✓ Free and unhindered access to WC facilities.
- ✓ Free and unhindered access to food and drink preparation areas.



- ✓ Suitable temperature maintained throughout the night (16-23 degrees).  
Access to a kettle and microwave.
- ✓ The facility to monitor (via a remote device) at times that our employee must take a comfort break.  
Access to wifi (to ensure that our employee can complete stimulating activities).
- ✓ Access to an electrical socket to charge electronic devices such as a mobile phone, tablet or laptop.
- ✓ A suitable chair with good postural support and, ideally, a desk (at which employee can prepare their notes).
- ✓ Low level lighting to observe effectively and record observations.
- ✓ Access to a flushable toilet and drinking water.
- ✓ An area where the individual can move around at intervals.
- ✓ Overnight emergency protocols agreed and available.

## CCTV

Some of our clients choose to have CCTV installed in their own homes, our Nurse Managers can discuss this with you. You should always inform us when you decide to use the CCTV recording equipment, and this

will be included in the notes available to our employees and we may ask that there is a clear sign within the premises informing the team that there is CCTV recording in place. You should ensure devices only record in rooms where care is being delivered, avoid areas where personal care is given, ensure footage is kept only for a time-limited period, and that recordings are kept securely. If we discover that you have installed hidden cameras, we need to take steps to investigate and understand the concerns that have prompted this. We should also assess and discuss with you the privacy impact upon our care teams. There should be justification for the use of security cameras

## Accidental damage in the home

Unfortunately, accidents happen. Please ensure any accidents are reported to the office immediately as this will allow us to investigate in a timely manner. An accident form must be completed at the time of the accident, access to these forms will be kept in your care file. Whilst working in your home there is a requirement for our teams to work with the utmost respect and due diligence. If any accidental damage is caused on shift, we expect this to be brought to our attention immediately to investigate and rectify. We encourage all our clients to have sufficient home insurance as well as Superior Healthcare having liability insurance.



## Infection control

Infection prevention and control is a key component to keep you safe. Our priority is to follow safe working practices to prevent transmitting infection. We will supply personal protective equipment (PPE) which includes single use gloves, aprons, masks and hand gel – but the single most important measure in infection control is effective hand washing. We discourage any of our care team to attend work if they feel unwell with a temperature.

## Medication

It is important that when we are supporting you with your medication needs, we are provided with an accurate up to date prescription to ensure a safe transfer of data to our medication record forms. Please ensure you receive an annual medication review with your GP or consultant. Your Nurse Manager can help to arrange this if necessary. If a new medication is prescribed, our care teams will be unable to administer this until we have written confirmation of the change either on a prescription or from a health care professional.

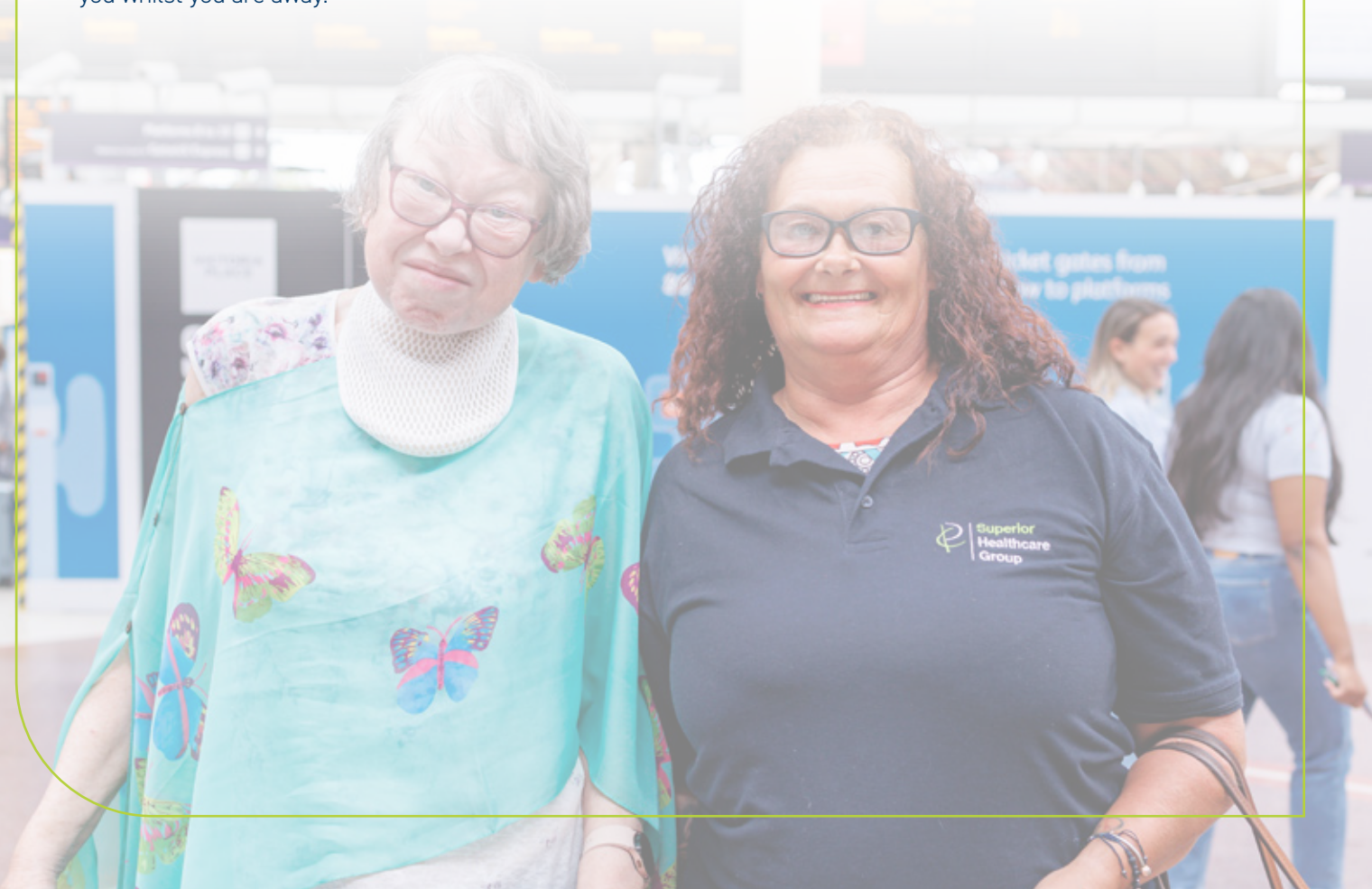
## Family holidays

Superior Healthcare can support you should you wish to go on holiday, but we do require some notice to request funding, risk assess and plan your trip with you. Your Nurse Manager will discuss your options, and our healthcare teams are usually able to support you whilst you are away.

## Hospitalisation and shift cancellation

We recognise that, at times, our clients need to cancel care due to respite, hospital admissions, or other reasons. Ideally, please offer no less than 24 hours' notice if you wish to cancel care. When care is cancelled, we inform the commissioning teams as per our contract with them. Should you need to be admitted to hospital, we discuss and plan how your care could be continued or affected. It is our responsibility to stay with you in hospital up to the point you are admitted, at which point care would usually be transferred to the hospital team until you are discharged to return home. However, this does vary according to who funds your care, and in some circumstances, our teams may be allowed to stay for the duration of your in-patient stay. In this instance, responsibilities will be clearly defined for the team and explained to you by the Nurse Manager.

When you are ready to return home, your Nurse Manager will need to speak with the hospital team to identify if there are any changes in your care. We will endeavour to return you home as soon as possible, however, sometimes there will be additional changes to care plans, medication administration sheets, training and support required for your care team, to allow you to return home safely. Your Nurse Manager will discuss the plan with you prior to discharge so you are fully aware of the expected timescale involved.





## OUR APPROACH TO QUALITY ASSURANCE

### Our general approach to quality assurance

At Superior Healthcare, our approach to quality assurance focuses on delivering personalised, high-standard care. We regularly assess and update care plans and risk assessments, ensuring they meet the unique needs of each of our clients. Our team undergoes continuous training to stay current with best practices, and we actively seek feedback from clients and their families to drive improvements. Rigorous internal audits and compliance with regulatory standards are integral to maintaining our commitment to quality care. If you feel your care has changed or your care plan does not reflect your current needs, please do contact your Nurse Manager.

### How we use data to improve our service

We strive to continually improve our service and to this end we strongly encourage regular feedback from you and completion of annual surveys. We value all our clients' ideas, opinions, experiences, comments and suggestions. We hold regular Quality and Governance meetings where we discuss learnings and implement improvements.

### The importance of positive feedback

Positive feedback from our clients is crucial as it validates the effectiveness of our care, boosts the morale of our teams and reinforces a culture of excellence. It helps us identify what we're doing well, guiding us to maintain and enhance those practices. Additionally, it builds trust and strengthens the relationship between our clients and care teams, fostering a supportive and collaborative care environment.

### CQC

The Care Quality Commission (CQC) is the independent regulator of health and social care services in England. They ensure that care providers meet essential standards of quality and safety, conduct inspections, and provide ratings to help inform the public and improve care standards across the sector. You may be contacted by CQC as part of these inspections for your feedback as your opinions matter to us. If you do not wish to provide consent for this, please tell your Nurse Manager.



## ACCIDENTS AND INCIDENTS

### How to report an incident

We expect our teams to communicate effectively, reporting any concerns without delay. Please ensure any incidents on shift, are reported to the office as they occur – you should not be expected to try and deal with any incidents yourself. Julie Moore is our incident manager and should be contacted in the first instance with any concerns, or please talk to your Nurse Manager if the incident is low level which can be easily rectified. Our goal is to ensure that all avoidable incidents are thoroughly investigated and resolved effectively. We value your input and believe that by working together we can achieve the best possible outcomes.

### How we will investigate adverse incidents

When an incident occurs on shift that needs to be investigated, we may contact you to request a statement as this will help us to piece together 'what happened'. At times it may be necessary to remove the care worker from your care package until an outcome is known.

Transparency and open communication are our priorities, and we will provide you with regular updates on the progress and findings of our investigation.

## HOW TO RAISE CONCERNS

We are committed to providing a high standard of care, and your feedback is important in helping us ensure our services continue to meet your needs. If you are ever dissatisfied with any aspect of our service, please let us know.

Most concerns can be resolved quickly and easily through open discussion, so we encourage you to speak with your assigned Nurse Manager first before considering a more formal complaint process.

### How to complain about the service that you are receiving

To raise a formal complaint, send an email to [juliamoore@superiorhealthcare.co.uk](mailto:juliamoore@superiorhealthcare.co.uk) or call **01227 771122** and make it clear to the person you are speaking to that you wish to raise a complaint. You will be emailed with a copy of your enquiry as well as a copy of our complaints policy within three working days. If you wish to receive this information in an alternative format, please let us know when raising your complaint.

### Who can complain

Clients and their families, anyone affected by the way Superior Healthcare Group provides services can make a complaint.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

### How do we handle complaints

The Registered Manager, Adele Hathorn has overall responsibility for dealing with all complaints made about the service.

#### We will provide as far as is reasonably practical:

- ✓ any help you need to understand the complaints procedure; or
- ✓ advice on where you may get that help.

The Registered Manager will ask Julie Moore or one of the Management team to investigate a complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within three working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within 28 working days unless we agree a different timescale with you.

#### When we have finished investigating, we will offer to arrange a meeting with you to discuss the outcome, and write to you with:

- ✓ details of the findings;
- ✓ any action we have taken; and
- ✓ our proposals to resolve your complaint.

If a complaint alerts us to possible abuse or neglect, we will tell the Council's adult or children's safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to

help us improve the service we provide. We treat all complaints in confidence.

We would like to assure our clients and their families that we will not withdraw or reduce services because someone makes a complaint in good faith.

### **Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than 12 months later, we may not be able to investigate properly. However, we do also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### **What to do if you are unsatisfied with our response**

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact them at [www.lgo.org.uk](http://www.lgo.org.uk) or call **0300 061 0614**

The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Superior Healthcare Group is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

### **You can contact the CQC at:**

**Care Quality Commission National Correspondence**

**Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA**

**Tel 03000 616161**

When your care is procured by the NHS, Local Authority or other UK government departments, you may wish to complain to the commissioner directly. If you are not happy with the response received through those channels, you should make a complaint to the parliamentary and health service ombudsman for free by calling **0300 061 0614** or visiting their website [www.lgo.org.uk](http://www.lgo.org.uk)



## Vexatious complaints

Most complaints are handled either informally or formally, and are resolved promptly, sensitively, and to the complainant's satisfaction. However, in some instances, individuals may exhibit unreasonable behaviour while raising or pursuing complaints, which can disrupt the normal operations of the service.

When complainants are deemed to be persistent, habitual, unreasonable, or vexatious under our complaints policy, we will refer to this policy and follow the outlined procedures accordingly.

## WHEN YOUR SERVICE COMES TO AN END

### Terminating your Contract with Superior Healthcare

If you are funding your own care, you can cancel the service at any time (and for any reason) within 14 days of the date of our Agreement (the "Cancellation Period"). A Client may at any time and for any reason, give Superior Healthcare at least 14 days written notice to terminate their individual service contract. If you give less than 14 days' notice, we reserve

the right to charge a cancellation fee or a service suspension fee.

If your care is commissioned by the NHS, a Local Authority, Case Manager, financial deputy or other third party, notice must be given and agreed by the person responsible for commissioning the care.

Please note, if you suspend the service for a period in accordance with the above paragraph, we cannot guarantee that the same care worker will attend your home when you resume the service.

### What happens when the service comes to an end?

The Registered Manager will contact you to ask for some feedback if appropriate. If your care is being taken over by an alternative provider, we will work with them if required to ensure a seamless transition for you. We will need to collect any paperwork including logbooks, care plans, observation charts etc. If some of your current team wish to transfer to the new service, your Nurse Manager will discuss this with you and our HR department will manage this TUPE process.



## HOW TO GET IN TOUCH

There are a number of ways of speaking to our team;

- ✓ You can send a message through our website, [www.superiorhealthcare.co.uk](http://www.superiorhealthcare.co.uk)
- ✓ You can reach any of our offices through our head office number or directly:

**Whitstable Branch:** 01227 771122

**Sussex Branch:** 01273 916619

**Hampshire Branch:** 02381 102244

**Essex Branch:** 01702 804444

- ✓ You can email [info@superiorhealthcare.co.uk](mailto:info@superiorhealthcare.co.uk)

If you have a complaints or compliment

Phone Number **01227 771122**

Email [feedback@superiorhealthcare.co.uk](mailto:feedback@superiorhealthcare.co.uk)

- ✓ Your named point of contact for your care package.

**Your Nurse Manager**

Phone Number

Email

**Your Coordinator**

Phone Number

Email

## Superior Healthcare on-call service

Here at Superior Healthcare, we offer a telephone support service for our clients and care teams outside of the core hours of 0900-1700. This service is managed by our core teams and as such is only to be used if you cannot wait until office opening hours the following day. This service is available from 1700-2300, and 0600-0900 7 days a week. We also offer a 24-hour clinical telephone advice line – for immediate clinical advice or issues only.

## FREQUENTLY ASKED QUESTIONS

### Can your employees drive me in their car?

We do not let our employees drive clients in their own cars, however we can provide carers that are happy to drive your own vehicle as previously mentioned. We cannot promise to provide a driver although will try our best to do so on request. We cannot be held liable for costs incurred through not providing a driver.

### Can I top up my care package?

When you require additional support, it is important to let us know as soon as possible. Some NHS funded care packages are not allowed to be topped up, however we will explore the options with you on request.



## Can I change the times of my care package?

If you are responsible for the funding for your care, you can make a request with 14 days' notice of a change to your care package, although we will try to implement any requested changes sooner if possible. When your care is commissioned by a third party, your request needs to be presented to them in the first instance.

## What do I need to provide for my care team?

Although our team are providing support in your home, it's also the place where carers and nurses come to work each day, and we know from experience that the better the working environment that can be provided, the more likely you are to have a consistent and happy team.

First and foremost, it's important for the care team to feel happy, safe and secure when working with you.

Your team will usually need to eat and drink on shift and will need to be able to access cooking facilities and somewhere to store their food for the duration of their shift. They will not leave food and drink in your home when they leave shift.

The team will need access to a shared bathroom with soap and toilet roll. Some clients prefer for their team to use separate facilities.

If you are receiving a live-in service or the service is delivering sleep nights, the carer will need to have access to their own space for them to relax in their

downtime, such as a bedroom to themselves where they can remain undisturbed during their breaks. This will be entirely dependent on the size of your house but at a minimum should be a clean bedroom with a bed and somewhere to unpack and store their belongings.

## Do my carers get breaks on shift?

Although our team do not have formal breaks, when appropriate they will need to be allowed sufficient time to eat and drink – this can be with or without you, whichever is your preference.

## What tasks are provided by my team?

The tasks that the team are commissioned to provide are agreed by the commissioning body who arranges your care. Any additional tasks that you would like Superior Healthcare to do will need to be discussed and agreed.

Although carers aren't expected to be housekeepers or gardeners, they will ensure they keep the area that they are working in clean and tidy.

The team are in place to predominantly meet your health needs and should not be expected to complete tasks for the rest of the household. They will however support you should you wish to make dinner for your family, for example. This would be an activity that is wholly supported by you rather than just cooking dinner on their own whilst you are in another room.



# DEFINITIONS

## INFECTION CONTROL

Infection prevention and control is the use of safe practices and ways of working that help to prevent or reduce infections within healthcare settings. All our care workers are trained in this area.

## BEST INTERESTS

The concept of “best interests” refers to making decisions that prioritise the well-being, preferences, and rights of an individual, particularly when you are unable to make decisions for yourselves. It involves considering your physical and emotional needs, your values, and any previously expressed wishes to ensure your overall health and happiness are safeguarded.

## GILLICK COMPETENCY

Gillick competency is a legal term used to decide whether a child (under 16) can consent to their own medical treatment without parental permission. It means the child has enough understanding and intelligence to fully grasp the proposed medical procedure, its risks, and consequences. If they are judged competent, they can make their own decisions about their healthcare.

## MENTAL CAPACITY

Mental capacity refers to a person’s ability to make their own decisions. It involves understanding, retaining, and weighing information relevant to a decision and then communicating that decision. A

person with mental capacity can make informed choices about their life and care.

## MEET AND GREET

These are planned introduction meetings for you to meet a prospective team member prior to them starting to work with your team. You can decide whether you would like this accompanied visit, and we can document your preferences.

## SUPERVISIONS AND DIRECT OBSERVATIONS OF PRACTICE

At Superior Healthcare, we recognise the value of providing regular support to our employees. To this end, all our care workers receive a form of supervision every three months. This will involve their practice being observed on shift within your home by a suitably qualified supervisor. These visits also ensure that the care worker has the clinical skills to safely and effectively care for you.

## CARE PLANS AND RISK ASSESSMENTS

Our Nurse Managers visit your home and collaboratively plan your care with you, and your family where appropriate. We encourage your full involvement in this meeting and your care and associated risks, are thoroughly documented. This documentation needs to be kept in your home to allow anyone involved in your direct care, access to your records. We review your care every six months, or sooner if your needs change. You should also expect a monthly review meeting from your Nurse Manager.





**Superior Healthcare**