



OFFICE ADDRESS

**17A Bank Street
Ossett
Wakefield
WF5 8PS**

01924 274448

www.completecareathome.co.uk

**Domiciliary Care
Service User Guide**

This information can be provided in other languages and formats upon request such as large print, braile and / or other languages.

Please contact the main office for further information.

If requested, a member of the team will be happy to go through this document.

Version 02/10/2014



CONTENTS

TITLE	PAGE
Welcome	3
About Complete Care West Yorkshire Ltd	3
Statement of Purpose	4
Mission Statement	4
Aims & Objectives	5
Services we provide	5-6
What you can expect from us	7
Meet & Greet (Prior to care commencing)	8
Payment / charges	9
Contract terms & conditions	10
Quality Assurance	10
Guidelines for Service Users	11-14
Identity Cards	
Care Workers	
Maintaining the security of the Service User	
Emergency Access	
Smoking / Alcohol	
Telephone	
Independence – Privacy – Dignity	
Confidentiality	
Whistle Blowing	
Abuse	
Non – Discrimination	
Gifts / Gratuities	
Wages for Staff	
Care Plan / Records	
Support & Assistance with medication	15-16
What Care Workers can do	
What Care Workers cannot do	
Out of Hours Communication	15
Meet the Team	16
Organisational Structure	17
Complaints & Compliments	18-19
Insurance	20



Welcome to Complete Care West Yorkshire Ltd

The aim of this guide is to provide you with sufficient detailed information so that you can make an informed decision as to whether Complete Care can meet your particular needs and wishes.

The guide covers many subject areas, such as what services we can offer whilst tailoring the care package to meet specific needs and personal preferences. Information is also provided about what you can expect as a Service User such as confidentiality, personal care, medication, care workers etc. Information is also provided regarding the organisations internal structure, detailing names and titles including who is responsible for what.

Complete Care West Yorkshire now has a website should you have access to the internet. The address is:

<http://www.completecareathome.co.uk/>

About Complete Care West Yorkshire Ltd

Complete Care West Yorkshire Ltd was founded on the 12th June 2007.

The company is privately owned and managed by Sara Booth who has over 25 yrs of experience in the care industry, in both the private and public sectors. Sara identified the need for a care company with a real drive on providing quality at the highest standard.

Complete Care West Yorkshire Ltd was formed to provide a person centred service to those that are in need of assistance and support to live their lives as independently as possible.

Complete Care is committed to delivering a quality service that will meet the changing needs of the individual and make a positive difference.



Sara has studied throughout her career and has built up a wealth of knowledge and skills around care and management of services. Sara has achieved her level 4 Registered Managers Award and has attended Leeds University which she now holds an HE Certificate in The Management of Health and Social Care Organisations. Sara has completed the PTLLS qualification enabling her to train and develop staff both internally and externally.

Recently Sara has enrolled with Huddersfield University to acquire her Masters in Human Resource Management. Sara is a dedicated associate member of the CIPD.

The company has expanded over time, covering Wakefield and Kirklees. We work in partnership with social services, local authorities and private individuals and have developed positive working relations. The company is registered with the Care Quality Commission who regulates the care industry. Our details can be found on their website which we have given at the end of this document. The company is also registered with United Kingdom Home Care Association. (**UKHCA**) which is a professional association of home care providers, promoting high standards of care.



Statement of purpose

Complete Care West Yorkshire Ltd is an established company covering mainly the Wakefield and Kirklees District. Our service users vary in age and service requirement, our focus is on those with a need for support and assistance, to enable them to remain as independently as possible in their own home. Complete Care will achieve this by providing a range of services to meet specific needs, wishes and preferences whilst maintaining privacy, dignity and upmost respect.

A senior member of our team will always arrange to visit a service user or their advocate before care commences to ensure the appropriate care package is in place. It is our priority to ensure the service user is satisfied with the care package that they will be receiving. The needs, wishes and preferences of the service user will be continually monitored and reviewed to ensure that the package of care is suitable.

Complete Care West Yorkshire Ltd will work in partnership with service users and their relatives, advocates, social services, local authorities GP's, as well as other organisations to ensure that the services involved work cohesively to provide the best outcome.

All our Care Workers will be NVQ trained and will have a full DBS (Disclosure and Barring Service) check before employment commences. Our Care Workers will be chosen not only on their qualifications, but their experience, personality and empathy for the position that they are applying for.

Complete Care West Yorkshire Ltd is passionate about making a difference and prides itself on employing those that are as equally committed to delivering quality care.

Confidential information will be kept in a safe and secure environment at all times. Information will not be disclosed to anyone without the service users expressed permission. Complete Care will only disclose confidential information if they feel that the health or welfare of the service user is at risk. The Service User will be kept informed at all times of any action taken by Complete Care staff.

Information will be recorded in the Service Users care plan, which they have access to at any given time.

OUR VISION

To be the home care provider of choice

MISSION STATEMENT

Delivering high quality service, providing choice and promoting independence, whilst making a positive difference to the lives of others.



AIMS AND OBJECTIVES

- We aim for efficiency from all our care staff at all times.
- We will aim to match the most appropriate care worker to a service user according to their skills, knowledge and abilities.
- If the service user is dissatisfied with their care worker then Complete Care will, given an appropriate time length ensure a replacement is sent.
- We will respect all service user's beliefs, religion, culture, political affiliation, race or ethnic origin, marital status, sexuality and sexual orientation disabilities or impairments.
- We will ensure that service users will be aware of the procedure of making complaints, compliments and comments.
- We will continue to strive to be the best we can be in providing a quality service.
- We will continually strive to become an employer of choice

VALUES

High standards
Quality service
Trust
Respect
Learning and development
Team work

The Services we can provide

Complete Care West Yorkshire Ltd provides a variety of bespoke services to ensure the needs of the Service User are met. We can offer a range of services for Service Users within the following groups:-

Older People
Older People with Dementia
People with Learning disabilities
People with Physical disabilities
Older People in Supported Living Schemes
People with Learning Difficulties in Supported Living Schemes
Palliative Care (18+)



Personal Care

Promoting independence and maintaining choice and dignity

Assistance in /out of bed
Showering
Bathing
Washing
Dressing / undressing
Oral Care
Toileting
Catheter care
Continence Care
Assistance with meals cooking / feeding
Assistance with prescribed medication

Domestic service**

Support and assistance where needed

Laundry (home)
Take washing to launderette
Ironing
Changing bed
Emptying / cleaning commode
Emptying / cleaning urinals
Light cleaning (vacuuming, polishing, dusting, etc)
Assistance with solid fuel heating systems
Shopping
Paying bills
Collecting medication / Collecting prescriptions

**Please note all cleaning materials and equipment are to be provided by the Service User.

Other services

Escorting to appointments
Escorting to shops
Companionship
Escort to social activities and events
Supporting and encouraging cultural and religious needs
Evening / Night Sitting

The above lists are a guide, if there is something that we have not listed, then we are more than happy to discuss your needs in further detail. All packages are tailored to meet individual needs, wishes and preferences. Working with families and external organisations is what we excel at, communication is paramount in order to achieve positive outcomes for both the Service User and their families.



What you can expect from our service.

Our Care Workers will –

- ❖ Complete the detailed tasks in your care plan
- ❖ Arrive within 30 minutes of the time allocated wherever possible. If however, they are delayed every effort will be made to contact you to explain what has happened and keep you informed.
- ❖ Wear a uniform that is smart and clean. They should always have a photo ID card for you to inspect **BEFORE** you allow any access to your home.
- ❖ Be polite, courteous and professional in all matters.
- ❖ Keep all your personal and financial matters strictly confidential. We will uphold your rights about having access to the information that we have about you
- ❖ Respect your right and dignity and promote your independence at all times.
- ❖ Respond to changes in your needs and help to put you in touch with other people involved in your care as necessary.
- ❖ Show respect for your home, belongings and personal standards.
- ❖ Each Service User can expect to have their values, beliefs, opinions and religion respected at all times.
- ❖ No Service User will be discriminated against under any circumstance, e.g. sex, race, gender, religion, colour, beliefs, political opinion.
- ❖ Each Service User will have the right to say who will / will not enter their home, if they are not happy with the Care Worker.
- ❖ Each Service User will be treated as an individual in his or her own right. They will be included in the drawing up of their own care plan (if necessary with the help of their family, friend or GP)
- ❖ Each Service User can expect to have their care plan reviewed regularly as and when needed and to be altered accordingly.
- ❖ Each Service User will have details of the care they receive on a daily basis and the outcomes observed, kept in their home for their own use.
- ❖ Each Service User will be encouraged to remain as independently as possible which will allow them to remain in their own home.
- ❖ Each Service User will receive details of the services before commencement of their personal care package.



Meet and Greet (prior to care package commencing)

This is an ideal opportunity for Service Users, relatives, other care professionals and Complete Care to meet together in order to discuss the care plan. Discussion will take place concerning the requirements of the Service User, enabling Complete Care to identify what is required and needed in order to provide a person centred approach whilst making a positive difference in meeting the needs, wishes and preferences of the service user.

In exceptional circumstances care may commence prior to the care plan and risk assessment being completed. Under these circumstances the formal plan of care will be completed within 2 working days by a senior member of ur team. We encourage everyone involved with the care plan to attend a meeting so that concerns, issues and suggestions can be discussed.

The care plan and risk assessment will be reviewed on a regular basis, as and when needs/circumstances change.

Complete Care West Yorkshire Ltd will agree a care plan that will summarise any specific preferences that Service Users may have in relation to the care plan, as long as it conforms to legal requirements and does not compromise the obligations of Complete Care West Yorkshire Ltd.

A copy of the file will be kept in the Service Users home and at the main office. Each file will contain the following documents:

- ❖ All risk assessments (manual handling/medication/home/fire)
- ❖ Service User information
- ❖ Care plan
- ❖ Care plan summary
- ❖ Emergency contact numbers
- ❖ Information about any medical conditions you may have
- ❖ Contract (private & Direct Payments)
- ❖ Concern/request form
- ❖ Report notes.
- ❖ Financial transaction form
- ❖ Complaints / Compliments form
- ❖ Service User Guide



Payment / charges

Payment for services provided (private only) will be itemised on a Complete Care West Yorkshire Ltd invoice which is issued on a weekly basis for care and at the end of the month for domestic assistance. Each visit will be listed along with the individual charge for the visit. Fees are due for payment immediately on receipt of our invoice.

You may pay for your care either by standing order, cheque or bank transfer to the bank account nominated to the company.

Charges for services purchased by the Local Authority

If all of your care has been arranged by a Social Worker and the Local Authority is the purchaser then there are no fees liable to Complete Care West Yorkshire Ltd from you. There may be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care, following an assessment of need. If so, this will be arranged by your Social Worker and they will provide all the necessary details to you.

For calls that are cancelled giving 24 hrs notice then you will not be charged for this. Failure to give 24hrs notice will result in full charges being applied.

Charges for Private Service Users (including Direct Payments/individual budgets)

The rates at which Complete Care West Yorkshire Ltd charge will be discussed at the care plan meeting where we will produce a written document detailing the various charges for which services.

Invoices for private and personal care will be posted weekly and payment is due immediately. Calls cancelled giving 24hrs notice will not be charged, however if there is not a sufficient notice period then full charges will be applied and invoiced.

Timeslots are allocated on a first come basis. Service Users that continually cancel service may lose their time slot.

Bank Holidays and Public Holidays

If you are to be liable for any extra charges we will inform you of this.

Cleaning / Domestic

Cleaning and domestic rates will be discussed at the initial meeting. The minimum call time for cleaning is 1 hour.

Cancellations will be charged in full unless 24hrs notice is given.

Continual cancelation of calls may result in time slots being moved or lost.



Contract terms and conditions

Every Service User will receive a contract from Complete Care West Yorkshire Ltd. This must be signed and dated prior to service commencing.

Our terms and conditions for the care and domestic services are in our contract document which forms the basis of your agreement with us. You have free access to copies of any such document and other records concerning your care/service at any time. More details can be explained if you contact the office.

Contact details are given at the end of this document.

Quality of Assurance to you

Complete Care West Yorkshire Ltd has a dedicated team of qualified and experienced staff both out in the community and in the office.

Complete Care West Yorkshire Ltd has developed a rigorous recruitment and training procedure to ensure that those we employ are as passionate about care as we are. Anyone applying for a position within our team is given an extensive formal interview, from this we will determine whether they will be suitable or not to work in our company.

Care Workers are required to provide two written professional references and will be checked with the Independent Safeguarding Authority (ISA) and the Disclosure and Barring Scheme. A full enhanced disclosure will be applied for.

All our care workers regardless of length of service will undergo continual training to ensure we provide you with the very best possible care. It is a condition of Complete Care West Yorkshire Ltd that all Care Workers regularly update their knowledge and skills in accordance with local and national guidelines.

To ensure we are providing a high standard of service, we will ask if we can make regular visits to your home where we can observe our Care Workers delivering your care. The quality of the performance of our Care Workers will be monitored through quality assurance spot checks and supervision. We will ask for you to provide feedback via an annual postal survey. Whilst we are visiting your home it would be a great opportunity to discuss your care plan or service with us, it will allow us to make sure you are satisfied and that your needs are being fully met.

You can however request a visit from a Manager at any time if you have any concerns or problems. We will be happy to visit you at your convenience.

We may also ask you to complete an annual written questionnaire, this helps us to review our service and make improvements.

All records are kept securely locked away in filing cabinets within the main office and all information is held in accordance with the Data Protection Act.

All care plans will be prepared and agreed between you 'the Service User' and Complete Care West Yorkshire.



GUIDELINES FOR SERVICE USERS

Identity cards

It is very important that all Service Users are certain who is at their door before letting anyone into their home. All our care staff will carry identification cards with them at all times. Please ask to see their I.D. **BEFORE** you let them in. Their identity card will show the name of our company 'Complete Care West Yorkshire Ltd.' and a photograph of the Care Worker. All care staff will be wearing hospital blue tunics with the company logo embroidered on the left breast pocket.

If in doubt contact either the police or the main office /out of hours number where we will be glad to assist. **NEVER** open your door until you are absolutely sure who you are inviting in.

Care Workers

We will always do our very best to provide you with a regular Care Worker. It may be necessary at times to give you a temporary Care Worker if your regular Care Worker is on annual leave or sick. The replacement Care Worker will be as equipped to deal with your individual needs as your regular Care Worker. Other reasons for changes in Care Workers are:

- Changes in needs or wishes that requires different skills or expertise.
- Care Worker is unavailable or times have changed that he/she cannot do.
- If a non professional relationship has developed.
- To provide relief to other Care Workers who may need support or, are dealing with an emergency.
- To provide assistance to other Care Workers, due to their knowledge and expertise.
- To protect Care Workers from abuse or discrimination.

We will always try to cover your allotted times **30 minutes either side**. (Please note we have to prioritise for emergencies or travelling on the roads in peak times). We will always try to contact you and keep you informed of any delays. If you are concerned then please contact the office or out of hours number.

Maintaining the security of the Service User

We ask that you **do not** make arrangements with your Care Worker to hide keys anywhere outside your home or that you **do not** leave any door unlocked for the Care Worker to gain access. If this is not possible then we would ask that suitable arrangements be made. If your door has a combination lock then we would advise that you are aware of who you give the code to.



Emergency Access

In the event of the Care Worker not being able to gain entry into your home at your allotted time then he/she will contact the person named as your emergency contact. If he/she is unable to speak to the person then he/she will contact the office or suitable representative such as the Police, to ensure that you are well and no harm has come to you. Please note no member of staff is allowed to hold a key for you.

Smoking and Alcohol

No employee is allowed to smoke or consume alcohol on your premises. Breach of this policy will result in Complete Care West Yorkshire Ltd taking immediate action, which may result in the dismissal of the Care Worker.

Telephone

No Care Worker is allowed to use your telephone for personal use. Care Workers may need to access to contact social workers, nurses, doctors, family etc regarding your welfare or if they need to relay messages to the main office.

Independence, Privacy and Dignity

The role of the Care Worker is to assist and support you whilst maintaining your independence. He /she will respect your privacy and dignity at all times ensuring they provide you with the care you need without undue interference.

Confidentiality

All staff and Care Workers of Complete Care West Yorkshire Ltd will abide by the Company's Confidentiality Policy at all times. Care Workers may discuss any genuine concerns about a client's well being or safety with the management of the company, but must not discuss anything they have seen, heard or read about you in their work situation with anyone outside the company.

Whistle Blowing / Public Interest Disclosure

All employees must report any incident of bad practice which:
May include a fellow colleague / Service Users relative / friend etc
May affect the health, safety and welfare of either the Service User, colleague or member of the public.
May bring the company into disrepute.

Disclosure of Abuse or Suspected Abuse

Complete Care West Yorkshire Ltd has a duty to report any observation of abuse or suspicion of abuse to their manager.
Employees receive comprehensive training so that any issues or concerns can be identified and reported.
Abuse of any kind will not be tolerated and will always be reported to the appropriate safeguarding body i.e. Social Services / Police / Care Quality Commission. If you suspect that someone is being abused you can contact the following organisations:

West Yorkshire Police

Where a crime needs to be reported or the assistance of the police sought, the following national telephone numbers should be used:

For Non-Emergencies:

☐☐ Telephone: **101**

In an Emergency:

☐☐ Telephone: **999**

Wakefield

To report abuse:

Contact:

☐☐ Social Care Direct: Telephone: **0845 8 503 503**

☐☐ Fax: **01924 303455**; Minicom: **01924 303450**;

☐☐ Email: social_care_direct@wakefield.gov.uk

Kirklees

To report abuse:

Contact:

☐☐ Gateway to Care: **01484 414933** (24 hours)

☐☐ Emergency Duty Team: gatewaytocare@kirklees.gov.uk

Non-Discrimination

Service Users and staff will be treated equally and fairly regardless of their race, religion, colour, nationality, sexual orientation, gender, marital status, disability or age.

The company operates an Equal Opportunities Policy in the recruitment of its staff.

Cultural needs of the Service User will be clarified during the initial assessment and at each review. Care Workers will be informed about specific needs or wishes prior to providing care. Care Workers will respect the individual requirements of the Service User.

Gifts / Gratuities

Our role is to ensure we provide the best care possible to meet your needs, we are rewarded through the compliments we receive and unfortunately we cannot accept gifts or gratuities of any kind.

Wages for staff

The company will be responsible for paying the Care Workers / staff and for making the appropriate deductions for tax and National Insurance contributions.

Care plans / Record books

Care plans and report sheets are kept in the Service User's home. Please ensure they are kept in a visible place where the Care Worker can obtain them. A copy of the signed and agreed care plan and all reports will be kept in your home. The Care Worker will make an entry in the report at the end of every visit. This will detail the arrival / departure time and tasks completed. It will also outline any relevant notes on the Service User's condition and/or any new or special requirements.

These records remain the property of Complete Care West Yorkshire Ltd and must be returned when the service contract has ended.



**Support & Assistance with medications.
Tasks your care worker may perform**

Your Care Worker may help you with taking the cap off your medication, if you find it a struggle to do yourself.

Your Care Worker may remind you to take your medication as and when required.

Your Care Worker may remind you when your medication is low in order for you to order a repeat prescription if necessary.

Your Care Worker may assist you by taking the medication out of its container and putting it into a suitable vessel and handing it to you for you to take.

Your Care Worker may order repeat prescriptions and / or collect prescriptions

Your Care Worker may organise collection of medication.

Any tasks carried out by our Care Workers must be written in the care plan otherwise Care Workers are not permitted to carry out additional tasks.

Collections or returning of medication must be logged on the appropriate forms.

Tasks your care worker cannot perform

Your Care Worker cannot administer any **non** - prescribed medication including creams / lotions.

Your Care Worker cannot force or insist on you taking any medication against your wishes.

Your Care Worker cannot make up your dosset box with medication.

Your Care Worker cannot assist with any blister pack that has been tampered with or re-sealed.

Your Care Worker cannot take instructions from family members regarding your medication without contacting the pharmacy.

Your Care Worker cannot administer any other form of medication i.e. suppositories, pessaries, injections, homely remedies, alternative remedies, or homeopathic remedies.

Your care Worker cannot cut toe nails or change dressings.

Your Care Worker cannot insert or withdraw urinary catheters, nasogastric tubes or wound drains, insert or withdraw feeding tubes.



Assistance with Medication

Your Care Worker must:

- Check the record sheet to ensure the medication has not already been administered before allowing the Service User to take the next dose.
- Complete the appropriate record sheet immediately after the Service User has taken the medication he/she has witnessed identifying the time, dosage and name of the medication. The Care Worker must sign their name clearly.
- Report and log details if the Service User chooses not to take the prescribed medication. This includes the name, dosage and strength of medication.

Your Care Worker cannot dispose of any surplus medication, this must only be disposed of by a licensed pharmacist.

OUT OF HOURS COMMUNICATION

This policy details the arrangements within the company that ensures continuity of communication outside office hours.

NORMAL OFFICE HOURS OF WORK

Monday to Friday 08.30am – 16.30 (except bank holidays)

Saturday / Sunday = CLOSED

The office phone has an answering machine. If the call is within office hours then your call will be returned however if the call is outside office hours or on a weekend then the message will not be picked up until either the next working day or Monday.

Service User's, who ring the out of hour's number, will be put in touch with the person on duty which is usually a senior Care Worker or Coordinator. This should be for issues or concerns that cannot wait until Monday.

The office telephone number is:

OFFICE: 01924 274448

OUT OF HOURS NUMBER IS: 07853380071



Meet the Team

Sara Booth, Managing Director – Sara established Complete Care West Yorkshire Ltd in 2007. Her motivation behind the company was to provide a first class service with personalised care. Sara holds a University HE Certificate in Management of Health and Social Care Organisations and NVQ level 4 Registered Managers Award. Sara has completed the PTLLS qualification enabling her to train and develop staff both internally and externally. Recently Sara has enrolled with Huddersfield University to acquire her Masters in Human Resource Management. Sara is already an associate CIPD member. Sara says –“I am as passionate and committed to high quality care as I was when the concept of Complete Care was first created. I am immensely proud of how much has been achieved and look forward to a future heading a company which makes a real positive impact on people’s lives.”

Sandra Wilks, Service Coordinator: - Sandra joined Complete Care West Yorkshire Ltd as a Care Worker but quickly climbed the career ladder through hard work and determination. Sandra has many years of past management experience and holds an NVQ Level 3 in Health & Social Care. Sandra is passionate about care and strives to ensure that service users receive a high standard of care.

Wayne Mitchell, Accounts Administrator / Trainer: - Wayne has always had a career within the care sector, working with elderly and vulnerable adults. Wayne’s role involves providing up to date financial information such as invoicing to both the service users and local authorities. Wayne has qualifications in Business and Administration and has recently achieved NVQ level 3 in Leadership and Management. Wayne has completed the PTLLS qualification enabling him to deliver training to staff both internally and externally.

Linda North, HR Manager:- Linda has a vast amount of knowledge and experience working in the care sector, she has worked for the NHS as well as the local authority where she headed a team of care workers as well as carrying out payroll and administration duties. Linda is also very experienced in project management. Linda also has an honours degree in Business Management. Recently Linda has enrolled with Huddersfield University to acquire her Masters in Human Resources Management.

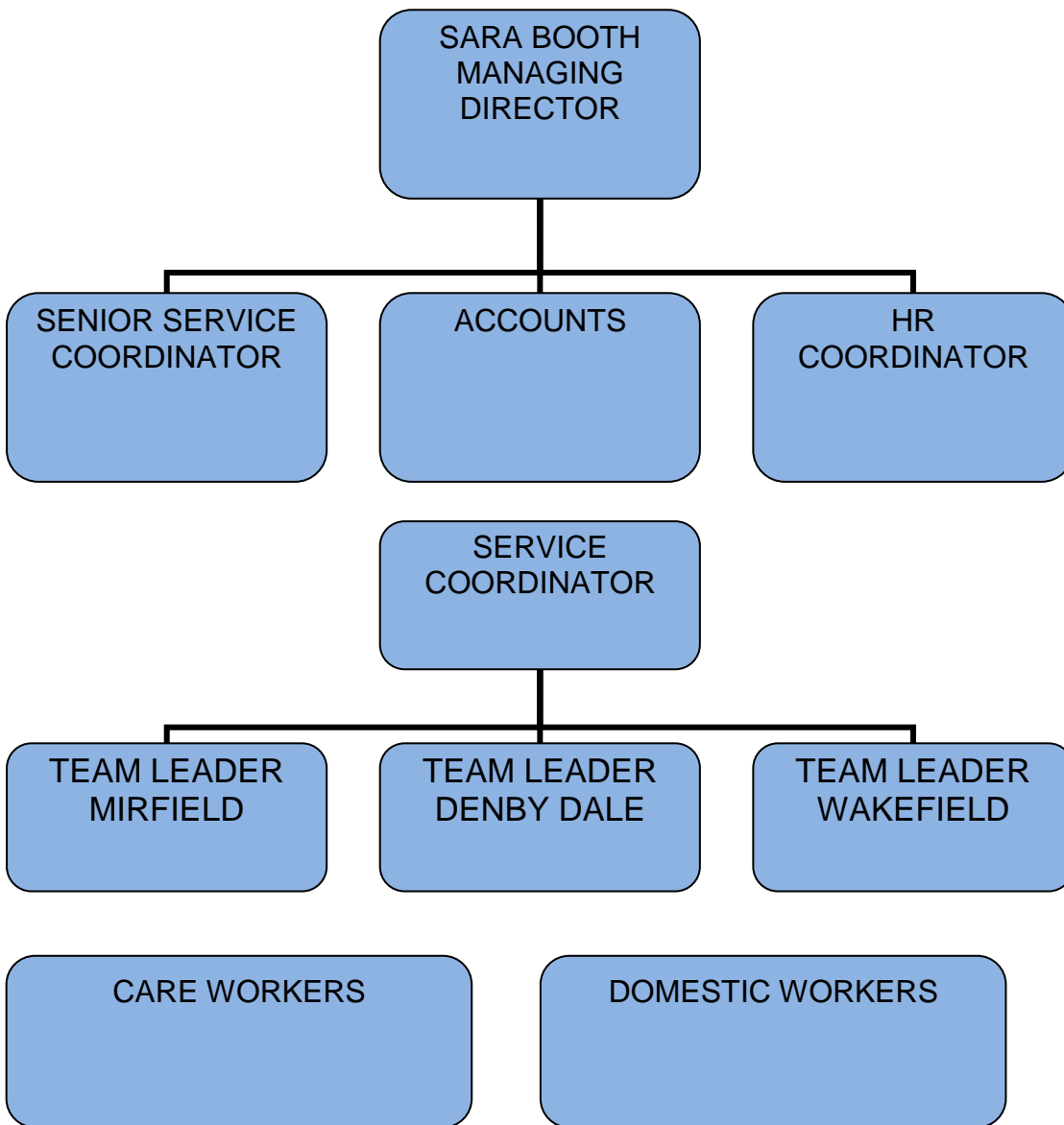
Lisa Wright, Service Coordinator:- Lisa ensures service users receive a quality service, delivering care to meet the needs of the individual whilst promoting choice and independence. Lisa has worked in community care for many years, working with numerous client groups with varying complex needs. Lisa has an abundance of qualifications in care, the most recent one she has achieved is the level 4 in Health and Social Care.

Team Leaders / Senior Care Workers / Care Workers

Our Team Leaders / Care Workers all enter into a full training programme which covers Moving and Handling, Dementia Care, Nutrition, Food Hygiene, Infection Control, First Aid, Medication and Continence Care.

Further training is provided, enabling our Care Workers to become more specialised in the roles of Palliative Care, Dementia and Stroke Care.

**STRUCTURE
OF
COMPLETE CARE WEST YORKSHIRE LTD**





Compliments and Complaints

Complete Care West Yorkshire Ltd will continually strive to deliver an excellent and invaluable service. We welcome feedback from our Service Users, family or care professionals. We can only improve our service if we know where we are falling short. A senior member of staff will handle the complaint. This is to ensure the matter can be dealt with efficiently, effectively and hopefully satisfactorily for both parties. Complaints will be time framed to individual circumstances so that the complainant waits no longer than 28 days. Once a contract has been cancelled or terminated then the complainant has 2 weeks in which to make a complaint regarding the service received.

Complete Care's main office is as follows:

17A Bank Street

Ossett

WF5 8PS

The office telephone number is **01924 274448**

Out of Hours N.o 07853380071

Compliments and Complaints

If however you feel that the complaint warrants further investigation outside the company provider (Complete Care West Yorkshire Ltd) then there are a number of organisations you can contact. Below are the some of the main organisations, these are as follows:

Wakefield

Social Care Direct

The service is available 24 hours and 7 days a week.

Telephone: 0845 8503 503

Minicom: 01924 303450

Email: social_care_direct@wakefield.gov.uk

Wakefield Council Complaints, Compliments and Representations Team

Customer Relations Manager

Wakefield Council

Complaints, Compliments and Representations

Wakefield One

Wakefield PO Box 700

Burton Street

Wakefield

WF1 2EB

Telephone: 01924 302840

Email: socialcarecomplaints@wakefield.gov.uk

Kirklees Brokerage - Tel: 01484 456845

Briar Court
28 Occupation Road
Lindley
Huddersfield
HD3 3EE

Kirklees Gateway to care 01484 414933

Kirklees Council
Gateway to care
30 Market Street
Huddersfield
HD1 2EH

Dewsbury - Kirklees 01484 414933

Gateway to care

Dewsbury Town Hall
Wakefield Old Road
Dewsbury
WF12 8DG

In an emergency outside office hours only, tel: **01924 326489**

Care Quality Commission - Telephone: 03000 616161

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

Email: enquiries@cqc.org.uk

AGEUK

Information, Advice and Access to Advocacy

Age UK
Advocacy Services
7 Bank Street
Castleford
WF10 1JD
Telephone: 01977 552114



COMPANY'S INSURANCE COVER

The document will detail the company's policy with respect to minimum insurance offered for the protection of Care Workers and Service Users, as appropriate, during employment and undertaking of care services.

Complete Care has the following minimum insurance cover:

- Public Liability Insurance
- Employment Liability Insurance.
- Indemnity for theft of property by an employee from a Service User.

Copies of all valid insurance policies are retained at the company office under the control of the manager as part of the quality records system. Anyone wishing to view our insurance documents can do so by contacting the office on the number provided.