



Day and Nightcare Live-In

***Providing help in the
heart of your home***



www.danacare.co.uk

Contents

1. Introduction	1
2. Personal Care Tasks	2
3. Our Approach	5
4. Initial Estimate of Cost	6
5. The Care Plan	7
6. A Guide to the Home Support Role	8
7. Additional information	12
8. Who Cares? We Care	15
9. Complaints Procedure	17
10. Terms and Conditions	18

Introduction

People come to Day and Nightcare Live-In when they need continuous care at home. We provide assistance for anything from a few days to years on end.

We have staff available who are experienced in and familiar with the problems associated with physical and mental infirmity.

The staff we provide cater for a wide range of Service Users. Some simply wish for a housekeeper and companion whilst others may have physical or mental disabilities of varying degrees and therefore need more experienced Home Support Workers on almost continual duty. In such cases the Agency (Day and Nightcare Live-in) and Home Support Workers would be working in close collaboration with District Nurses and other such professionals.

For many people, particularly the elderly, the prospect of being unable to care for themselves can be very daunting. Unfortunately, long-term care can become a way of life. It is therefore paramount for the Service User to feel that on accepting care they are not compromising their independence. When selecting a Home Support Worker we recognise this need, and aim to provide those who will understand and assist the Service User to live as normal a life as possible.

We work closely with Social Services and NHS Departments and are able to facilitate care for those Service Users whose costs are funded by direct payment in whole or part from Local Authorities.

Personal Care Tasks

1. Washing, Bathing, Dressing, Undressing

Our Home Support Workers give as much help as needed in dressing and undressing their Service Users and choosing the right clothes. They also help to wash the Service Users, whether this is providing help into and out of a bath or shower, giving a bed-bath and/or cleaning up the effects of bowel and bladder incontinence.

2. Care of Teeth and Hair

Home Support Workers are experienced in oral hygiene, care of hair, shaving etc.

3. Mobility Assistance

Equipment commonly used by experienced Home Support Workers includes portable or fixed, manually or electrically-operated hoists, turntables, sliding boards, lifting belts, straps and slings.

4. Skin and Pressure Area Care

Many of our Service Users need careful and regular attention to keep their skin in as good a condition as possible. The Community and District Nurses are usually involved when a Service User has problems with skin and pressure areas. Our Home Support Workers work closely with them to ensure the Service User makes as much progress as possible between these professional visits. This includes applying creams to sore areas and changing simple dressings where specific nursing skills are not required.

5. Management of Bladder and Bowel Incontinence

Home Support Workers deal with the effects of bladder and bowel incontinence, whether this is a permanent, irregular or rare occurrence. They are also accustomed to working with equipment associated with bladder and bowel care, including colostomy and catheter bags. If the Service User encounters any difficulty, discomfort or malfunction with the device itself, this should be reported directly to the Community District Nurses. The Home Support Workers are not trained to deal with this.

6. Assisting with Eating and Drinking

Where Home Support Workers have been appropriately trained, this can extend to the use of mechanical aids to feeding.

7. Giving Medication

Medicines prescribed by a Medical Practitioner become the property of the person to whom they have been issued. Responsibility for the management of medicines rests with the Doctor and their patient. Home Support Workers may assist the Service User in following the directions of their Doctor but are not responsible for the administration of the Service User's medicines.

Should the Home Support Worker's assistance be needed, the provision of a Nomad system/blister pack filled by the local chemist or GP's surgery is required. It is the responsibility of the Service User's family or representative to ensure the box is refilled every week/month to the correct prescription by the relevant professional. If a Dossett box is *in situ* then the Home Support Worker can only prompt the Service User to take the medication.

The Home Support Worker is responsible for keeping a signed record of the date and time that medication is given. Any advice to the Service User to see or call in their General Practitioner should also be recorded.



8. Other Personal Care

The use of ventilation equipment and the administration of enemas, suppositories and pessaries and all injections, including diabetic blood tests, should not be undertaken by Home Support Workers regardless of their previous experience and training. However, exceptions to this are catered for provided all three of the following conditions are met:

- It is an agreed part of the care package
- The Home Support Worker has been specifically trained
- Written permission has been received from either the Service User or their representative.

Our approach

We recognise that a stranger living in your home can be intrusive and may affect your regular pattern of life. Our aim at Day and Nightcare Live-In is to promote well-being in the Service User's home, give support, care and ensure that all our Service Users are secure, safe and happy in the knowledge that care is always at hand.

Day and Nightcare Live-In, in fulfilling its aims, ensures that particular attention is paid to the rights of the Service User to be treated as an individual and their right to choose.

The key elements in enabling this are to give the Service User

1. Dignity
2. Privacy
3. Individuality
4. The right to make decisions about themselves
5. The right to lead as normal a life as possible.

The policy of Day and Nightcare Live-In ensures that:

Only the highest standard of care is sufficient; services are provided in a way that is accessible and non-stigmatised; services are available to people without any discrimination on the grounds of race, sex, colour, religious beliefs or any other circumstances.

We take a leading role in the advancement of a Service User with regards to his or her care. Wherever possible we will encourage the Service User/Home Support Worker relationship to flourish as the maximum benefits may be gained. This relationship will give both parties the confidence in each other and openly talk about the specific issues.

We maintain confidentiality at all times and give Service Users access to their records.

We are open about the costs involved, particularly where a Service User's wishes for extra attention may impose on the Home Support Worker's rights and the normal conditions of service.

We seek feedback from our Home Support Workers and Service Users ensuring that we maintain the highest possible standards.

We update our records regularly so we can respond to changes in the needs of our Service Users whenever they arise.

If you are happy, we are happy.

Initial Estimate of Cost

When we are approached by a prospective Service User, we always give estimates of cost and Home Support Worker availability.

We follow up with an assessment visit to the Service User to ensure we are aware of their personal circumstances, as much as possible, and can offer a suitable level of care. We would also normally be able to confirm the provisionally weekly cost at this stage.

However, as we often start looking after a Service User on their return home from hospital or nursing home convalescence, we cannot be sure exactly how much care will be needed. Therefore after a week or two, when the exact pattern of duties is evident, the provisional weekly cost will be confirmed. This can go up or down in accordance with care requirements.

The Care Plan

During the assessment visit, we try to get as much information as possible regarding the regular daily and weekly routine of the Service User and the work and assistance expected of the Home Support Worker.

A copy of this Care Plan is retained at the Service User's home, along with a Care Record book maintained by the Home Support Workers. However, we do expect our Home Support Workers to be reasonably flexible within their duties.

Unless agreed previously, the Home Support Worker is only assigned to look after the Service User as detailed on the Care Plan. They are prepared to tackle an emergency but are not expected to act as a qualified nurse. They are there to provide Housekeeping, Companionship and Care:

Housekeeping – normal duties associated with keeping the house running ie. shopping, cooking, washing, ironing and housework.

Companionship – sitting with the Service User, taking out for a drive or to go shopping, visiting friends or going out for a meal, as requested.

Care – this may involve helping to wash/bath, dress/undress, assisting with oral care, grooming, toileting and mobility.



A Guide to the Home Support Role

The following is a general guide to the duties carried out by the Home Support Worker.

Housework

The Home Support Worker should keep the house tidy for the Service User. This is the bedroom, bathroom, toilet, kitchen, lounge and other rooms used during the day. It also includes his/her bedroom and other rooms made available for his/her sole use. He/she is not expected to do heavy cleaning such as windows, curtains and carpets.

Shopping and Food

The Service User has an option for the Home Support Worker's meals to be included within the Service User's weekly budget when planning a menu or the Service User can choose to pay the Home Support Worker £35.00 per week food allowance for the Home Support Worker to buy his/her own food. Please ask for more details at your assessment.

If the Home Support Worker does the shopping he/she must account for every penny he/she spends. We supply a money log and shopping log with the Care Plan paperwork for this purpose, to be completed with all receipts and signed off by the Home Support Worker and the Service User/Service User's representative, or the office if necessary.

Cooking

The Home Support Worker will cook simple meals, following any special dietary needs of the Service User. If a list of the Service User's food likes/dislikes can be prepared, it makes things much easier and more pleasant for both the Service User and the Home Support Worker. The Home Support Worker expects to cook for only one or two people; he/she has the right to decline to cook for large numbers.

Money Handling

If money handling for a Service User is requested as part of the Care Package, a Money Log, to be completed by the Home Support Worker and the Service User/Service User's representative/Office Manager, will be provided with the Care Plan paperwork.

If the Home Support Worker is asked to go shopping, or perform any other duty that involves money, they will always obtain receipts. These will be kept with the Shopping Log provided with the Care Plan paperwork, which is to be filled out by the Home Support Worker, and signed off by the Service User/Service User's representative/Office Manager. Once signed off, the receipts can be destroyed. Both the Money and Shopping Logs are returned to the office on a monthly basis, or at the end of a Home Support Worker's placement. All monies given to a Home Support Worker for shopping etc. are passed over to the incoming Home Support Worker during a handover.

Gratuities and Acceptance of Gifts

We appreciate that at certain times of year, and at Christmas in particular, Service Users may offer either gifts or money as a means of thanks for help given to them by their Home Support Workers. Our Home Support Workers must not accept any gift or monies. In exceptional cases where it is deemed appropriate, any gift-giving must take place via the office.

Standby Duty

The Service User may like their own company and just require the Home Support Worker to be available when called, and not with them all the time. They may want the Home Support Worker to eat with them or on their own. These decisions are left to the Service User. Please inform the Home Support Worker if companionship is required all of the time.

Driving

If the Home Support Worker is asked to drive the Service User's car, he/she does so at the risk of the Service User who should make sure their insurance covers the Home Support Worker. If the Home Support Worker is prepared



to use his/her own car on the Service User's behalf, the Home Support Worker must make sure his/her own insurance covers him/her for this. It is expected that the Service User reimburse the cost, to the Home Support Worker, of using his/her own car at 40p a mile.

Hours On and Off Duty

The Home Support Worker is employed solely to care for the Service User whose wishes are paramount. The rates of pay are based on the Home Support Worker working between the hours of 7.00am and 9.00pm, including a three hour break, although these times are flexible according to the Service User's needs.

On occasion there may be a requirement for the Home Support Worker's assistance during the night if the Service User is unwell. Provision is made within the daily rate for the Home Support Worker to be called a maximum of four times at night, over a seven day period, should this occur. However, the Home Support Worker is entitled to a reasonable night's sleep, unless otherwise previously arranged. It is unreasonable to keep Home Support Workers up beyond midnight. In any event their duties should be such that they can have eight hours uninterrupted sleep.

The Home Support Worker is also allowed a minimum of three free hours per day, when he/she can come and go as she wishes. Any variation to this, due to a Service User's specific needs will be discussed and arranged when the Care Assessment takes place. There is no fixed time for the Home Support Worker's break as it will vary from Service User to Service User, depending on their needs. We feel it is better for individual Service Users and Home Support Workers to make the time arrangements that suit them best.

If your Home Support Worker has to carry out significantly more duties than expected, such as disturbed nights, extra cooking and entertaining, he/she may be entitled to more pay. Service Users will be charged extra at the hourly rate if the Home Support Worker is disturbed at night. However, if the disturbance becomes regular we may have to provide two Home Support Workers. In any event, time sheets are provided to the Home Support Workers that are to be signed by the Service User/Service User's representative and forwarded to the office for authorisation, when extra hours are being claimed. A re-assessment of the Care Plan and the Home Support Worker's duties may then be required.

Handover

The handover is to enable a smooth transition between the Home Support Workers, and continuity of care, and should involve or cause no anxiety to the Service User.

The handover normally take place around lunchtime on a Monday at a scheduled time. We expect the outgoing Home Support Worker to wait for the incoming Home Support Worker. Telephone handovers or written notes left for the incoming Home Support Worker are only acceptable in an emergency and must be authorised by the office. Input from the Service User/Service User's representative and/or family is encouraged but not expected to be the only handover. We aim to get our Home Support Workers to you on time. However, as many Home Support Workers use public transport, we sometimes experience delays due to bus and train timetables so please be understanding on handover days – we will minimise interruptions as best we can.

Outgoing Home Support Worker

The outgoing Home Support Worker is responsible for handing over to the incoming Home Support Worker so that the Service User does not have to do this. The Service User does not have to do this. He/she will go over the household routine and regular daily routine of the Service User. This will include all necessary information such as medication etc. He/she will leave the Service User's home clean and tidy with clean linen on the bed in their room. He/she will also ensure that the fridge, freezer and food cupboards are stocked adequately, along with sufficient supplies of gloves, pads etc.

Incoming Home Support Worker

The incoming Home Support Worker is responsible for ensuring he/she receives a full and comprehensive handover from the outgoing Home Support Worker as detailed above.

The Service User should expect the incoming Home Support Worker to take a three hour rest break on the handover days as he/she may have travelled from a previous placement and therefore still requires this break. The Home Support Workers are paid half of their daily rate on the handover day.

Additional Information

Accommodation

The Home Support Worker is to be provided with full board and lodging incorporating a separate bedroom with a portable television for his/her own use. Home Support Workers may be paid a rate of £5 per day to purchase their food if you do not wish to incorporate them into your weekly shopping. Special food and newspapers are not included in the above unless agreed in writing beforehand.

Visitors

A Home Support Worker may not invite visitors into your home but may be collected or dropped off by visitors during their time off.

Telephone Calls

A Home Support Worker may not use your telephone for personal calls, either outgoing or incoming. However, it is expected that the Home Support Worker be allowed to use your telephone to ring the office at any time and the next Home Support Worker coming to you. They may also use your telephone for calls on your behalf to relatives, GP etc. where appropriate.

Mobile Telephones

Most Home Support Workers have their own personal mobile phone. It is expected that they will not use this during working hours unless it is an emergency or the office is trying to contact them. We advise our Home Support Workers not to give out their mobile numbers to Service Users. If you need to contact a Home Support Worker while they are out, either on their break or whilst shopping etc., you can contact the office who will then contact the Home Support Worker for you.

Smoking

A Home Support Worker may not smoke in your home.

Salary

The Home Support Worker's salary depends on the work he/she is expected to do, but it is usually agreed after the initial assessment with the Service User. Unless previously agreed, the salary will be paid for a period of seven days, with a maximum of ten hours per day, and will be paid either directly by the Service User or by Day and Nightcare Assistance as appropriate.

This fee normally remains the same from week to week. However, Home Support Workers are paid double for Public and Bank Holidays.

If the workload increases, the salary will increase with it. This includes time such as disturbed nights, days with no time off or when guests of the Service User come to visit. All claims for extra hours must be made through the office. These extra hours are only paid if time sheets are completed by the Home Support Worker, signed by the Service User/Service User's representative and returned to the office. Home Support Workers are requested to obtain a carbon copy receipt book and ensure they give the Service User/Service User's representative a receipt for their pay cheque.

Travel expenses

These are paid direct to the Home Support Worker and will normally be the most cost-effective and convenient form of public transport for the Home Support Worker to your home. Alternatively, if the Home Support Worker uses his/her own form of transport a rate of 40p per mile is payable. For either mode of transport, the payment is up to a maximum of £50.00, unless alternative arrangements are agreed previously between the Service User and the office. The payment is to cover the cost of a return trip unless the Home Support Worker is moving onto another Service



User. A receipt to cover the travel expenses must be produced to the person paying the travel costs; if a receipt is not produced, the Service User has no responsibility to reimburse the Home Support Worker. If a Home Support Worker leaves before his/her period of duty is complete, for sickness or personal reasons, the Service User has no responsibility to pay the Home Support Worker's travel costs.

National Insurance and Tax

Many of our Home Support Workers are self-employed and as such are responsible for paying their own tax and National Insurance contributions. The Service User has no obligation or responsibility to make returns to the Inland Revenue or to pay the Home Support Worker's contribution. See terms and conditions no. 9.

Insurance and Safety

The Service User is responsible for having a safe house in which the Home Support Worker will work; we recommend that items such as smoke alarms are fitted. The Service User is also responsible for providing any necessary materials or equipment that may be needed by the Home Support Worker whilst working with them. This may include hoists, sliding boards, gloves, aprons, disinfectants, etc. It is the responsibility of Service User to make sure that the domestic staff section of their household insurance covers the Home Support Worker while he/she is working for them, for any eventuality concerning persons or property. Day and Nightcare Live-In cannot accept liability for accidents, loss or damage to property or persons, however caused.

Personal Liability Insurance

Day and Nightcare Live-In strongly advise all of our Home Support Workers to take out Personal Liability Insurance. However, it is not currently compulsory by law.

Who Cares? We Care!

Our staff

The Selection of Home Support Workers is crucial to our success. Their values and attitudes to Service Users, their ability, experience and compassion are of paramount importance. We register Home Support Workers from all parts of the globe without discrimination on the grounds of their race, sex, colour, religious beliefs or any other circumstances. We always conduct interviews at our offices and provide training to successful applicants. We take up two written references, one of which must be from a recent employer, and check references over the telephone. We also apply to the Disclosure and Barring Service for a background check.

The Home Support Worker works a seven-day week for the Service User. However, they will need to have a break at regular intervals. This is normally managed by a rota system of two or three weeks on duty and one week off duty, normally involving a maximum of three Home Support Workers. We aim for Home Support Workers and Service Users to build a relationship and are happy for the same Home Support Workers to return to the same Service Users as much as practicable.

Monitoring the Service

All our Home Support Workers are monitored at work to ensure they are complying with our required standard of service. We keep in touch with our Service Users, their relations and our Home Support Workers either by telephone, email and/or personal visits. Regular feedback is important: we ask Service Users and their relations to make comments on the service we are providing as this, along with our continued monitoring, enables us to work together to make the live-in care a success.

Out of Hours Support

Our office at Day and Nightcare Live-In is staffed during normal office hours Monday to Friday.



We have an out-of-hours mobile number for all other times. Service Users and Home Support Workers are asked to be aware that we cannot always solve all problems at short notice. However, we always endeavour to be of assistance.

Any problems?

If the Service User is unhappy with their Home Support Worker and wishes him/her to be replaced before his/her short-term contract of employment has ended, they must tell us immediately. Likewise, if a Home Support Worker wishes to leave before his/her contracted time, he/she must inform the office and wait until a replacement is provided.

Our responsibility is to introduce suitably caring and competent Home Support Workers to our Service Users. If we introduce a Home Support Worker who proves to be less suitable than we would have expected, we will replace him/her. We also try to do this if a Home Support Worker becomes ill or unfit through an accident, or has an unexpected need to return home.

Service Users and their families also have responsibilities. A Service User who is intolerant to a Home Support Worker cannot expect that Home Support Worker to wish to return. It is the Service User's task to make certain that the conditions at their home are such that the Home Support Worker will want to return.

Likewise, other family members with whom a Service User may be living are expected to give the Home Support Worker the time and space to fulfil their duties and maintain the routine for the Service User without unnecessary interference. Service Users sometimes complain that they have had a lot of different Home Support Workers coming to care for them: this can happen due to circumstances outside our control, but sometimes it is because the conditions for the Home Support Worker have been particularly challenging and so individuals are keen to work elsewhere.

Complaints Procedure

To make sure that the service we provide matches the Service User's needs and expectations, we welcome any comments from the Service User and/or their relations.

If there is a complaint about the service being received from Day and Nightcare Live-in, or a Home Support Worker we have introduced, the steps below should be followed:

- 1.** The problem should be discussed with the Home Support Worker who will do his/her best to resolve it quickly to the satisfaction of the Service User.
- 2.** If the problem cannot be discussed with the Home Support Worker or they are unable to solve it, the Service User should contact Rebecca Moloney or Sue Smith at the Day and Nightcare Live-In office on 01865 715780.
- 3.** The complaint should then also be made in writing to either Rebecca Moloney or Sue Smith at 9 Hollow Way, Cowley, Oxford OX4 2NA. The Service User may wish for a friend or relative to write out the complaint for them and this then should, if possible, be signed by the Service User.
- 4.** If we receive a written complaint we will write to the sender within one week to acknowledge receipt and explain what action we are taking to resolve it.
- 5.** If an immediate solution is not possible, we will investigate the complaint fully, contacting all those concerned. We will then reply to the sender as soon as practicably possible with details of our findings, any action we have taken and proposals to resolve the complaint.
- 6.** For your peace of mind and protection we are registered with the United Kingdom Homecare Association and also the Care Quality Commission. If you feel you have a problem we are unable to resolve, you can contact either, and both run a Customer Complaints service.



Terms and conditions

For Service User who are full- or part-funded by Social Services, we invoice on a monthly basis according to an individual's circumstances. Where the Home Support Worker is fully-funded by the Service User/Service User's Representative, the following terms and conditions apply:

- In this contract:
The "Home Support Worker" or "Staff" means the employee or potential employee who has been proposed by Day and Nightcare Live-In to the Service User as a suitable person for employment.
The "Service User" shall include the Service User, and any third party, to whom the Care is provided.
- Day and Nightcare Live-In will introduce a Home Support Worker to the Service User. It is anticipated that the Service User will then "employ" the Home Support Worker either as a direct employee or as a self-employed person. The Service User is liable for two costs: Day and Nightcare Live-In's fee and also for the "wages" paid directly by the Service User to the Home Support Worker. The rates of Day and Nightcare Live-In's fees shall be specified on the sheet accompanying this brochure and as such form part of these terms and conditions. Day and Nightcare Live-In reserves the right to increase the rates applicable without notice.
- The Service User will become liable to the Day and Nightcare Live-In fee upon the Service User's acceptance of a Home Support Worker or receipt by Day and Nightcare Live-In of written confirmation of the Home Support Worker's attendance. This is deemed an acceptance of Day and Nightcare Live-In terms and conditions regardless of whether the Service User subsequently employs the Home Support Worker.

- The Day and Nightcare Live-In fee for Staff will be invoiced monthly, based on the terms of the Care Package, and must be paid within ten days of receipt. Interest will be charged on accounts over ten days at 4% above HSBC Bank Base Rate. Any fees outstanding which become subject to probate will also attract an additional fee of £50.00 + VAT.
- The Day and Nightcare Live-In fee remains payable without rebate if for any reason the Service User cancels after acceptance under clause 2. Every effort will be made to find other employment for the Home Support Worker but, should this not be possible, the Service User will also remain liable for the Home Support Worker's salary under their contract.
- Day and Nightcare Live-In does not accept responsibility and is not liable for any information or representation concerning Service Users or Home Support Workers. Day and Nightcare Live-In does not give or accept responsibility for any warranty on the history, character, age, capabilities or suitability of Service Users or Home Support Workers.
- Day and Nightcare Live-In gives no warranty that the same staff will provide the service during the term of this contract.
- Day and Nightcare Live-In accepts no liability should the Home Support Worker become unavailable to fulfil a booking. If a suitable replacement is not found, no Day and Nightcare Live-In fee will be charged for that booking.
- If a Service User offers full-time employment to a Home Support Worker introduced by Day and Nightcare Live-In, the Service User is liable to pay Day and Nightcare Live-In the fee for permanent Home Support Workers which is £5000 plus VAT. The Service User should also be aware that the Home Support Worker may no longer be self-employed, but instead



be employed by the Service User, with all the obligations on the Service User which that new status entails. You are advised to check with your local HM Revenue and Customs office before employing any Home Support Workers.

- 10.** A full fee whether under clause 9 or otherwise will be payable for any Staff engaged as a consequence of, or resulting from, an application by the Service User to Day and Nightcare Live-In even though the introduction is made indirectly.
- 11.** Service Users are responsible for making arrangements with the Staff about their conditions of employment with the Service User and for all the statutory deductions from staff fees which will usually involve:
 - (a) The Home Support Worker is to be paid weekly by the Service User by cheque or bank transfer.
 - (b) Staff travelling expenses being payable by the Service User to the Home Support Worker; calculated at the rate of public transport, or 40 pence per mile for those using their own transport, to a maximum of £50.00. If a Home Support Worker is moving straight on to another booking, and not returning home, the next Service User is responsible for the outward travelling expenses.
 - (c) Service Users are responsible for providing adequate insurance cover for Staff while employed by the Service User; with particular reference to the user of the vehicles belonging to Service Users or Staff. This also includes providing adequate home insurance that covers any liability to persons or property caused by having a self-employed or directly employed Live-In Home Support Worker working in the Service User's home.
 - (d) Cancellation provisions equivalent to those in paragraph 12 of this agreement.

- 12.** For general cancellation, notice of two weeks is required for Day and Nightcare Live-In. In the case of unforeseen circumstances, e.g. hospitalisation, the required payment is reduced to one week only.
- 13.** The Day and Nightcare Live-In fee is applicable to one engagement only. Any re-employment of Staff at a later date is rechargeable and Day and Nightcare Assistance must be informed of any such re-employment.
- 14.** Whilst every effort is made by Day and Nightcare Live-In to give satisfaction to the Service User, no liability is accepted by Day and Nightcare Live-In for any loss, damage or delay arising from any failure to provide a Home Support Worker or from negligence, misconduct or lack of skill of the Home Support Worker provided.
- 15.** The Service User accepts that the contents of the Day and Nightcare Live-In Brochure for part of the Terms and Conditions of service.
- 16.** The contract and these terms and conditions shall be governed by and construed in accordance with the laws of England and Wales.





About us

Day and Nightcare aim to provide quality care for those who need it in the community and to ensure that all our clients are safely enjoying the best quality of life they can, in the knowledge that effective and responsive support is always close to hand.

All of our Service Users will receive an individually-tailored care plan to ensure their personal requirements are met. Taking a person-centred approach, we help people reach, regain and/or retain their independence, encouraging thoughtful, compassionate and confident relationships between home support worker and client with open lines of communication.

Through the provision of care of the highest standard for those who need it, we protect and support our clients' dignity, privacy and individuality, respecting their right to make decisions about themselves.

Our policies ensure that our care is equally accessible to all adults irrespective of gender, background or beliefs.

The information given in this brochure is of a general nature and is intended to give you an overview of the services available.

Accreditations

Care Quality Commission (CQC) Registered

United Kingdom Homecare Association (UKHCA) member



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