



Hello, and welcome to the Homecarers Liverpool Ltd (HCL) Service User Guide

Thank you for choosing Homecarers Liverpool Ltd (HCL) to deliver your care and support. HCL are a domiciliary care provider and have been in business for more than 20 years. HCL are an accredited approved domiciliary care provider with Liverpool City Council, Knowsley City Council, HCL are also regulated and inspected by the Care Quality Commission and Liverpool City Council who complete their own compliance visits.

HCL aim to provide you with a quality caring service. The service that you receive will be put together/ prepared in order to meet your individual needs along with promoting and supporting your rights, choice, independence and quality of life by delivering the service you require

This Service User Guide provides you with the information about the service HCL will provide to you and how our services are delivered. If you wish to discuss any part of your care in further detail, please contact a member of the HCL Team.

Kind Regards

Louise Parle

Louise Parle

Registered Manager

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Homecarers Liverpool (HCL) Statement of Purpose

This document summarises basic information about HCL – HCL for users of our service, people who are considering using our service and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the Health and Social Care Act 2008.

HCL are a lead provider of Health and Social Care in the Liverpool Area.

Our Aims and Objectives are:

- To provide a reliable and professional quality service
- To enable people to remain in their own homes for as long as they choose too
- To promote independence and choice and assist individuals with activities of daily living
- To maintain our Registration status by full compliance of industry codes and regulations

HCL aims to provide care and support for people who cannot look after themselves. We provide our service in your own home at times convenient to you and in ways you find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount.

Our Principles

- To provide a quality caring service to meet the needs of service users enabling them to maintain their independence at home
- To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
- To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help maximise each.
- To meet assessed needs. Before we provide services we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the agency provides meets the assessed needs of each service that needs are re-assessed as frequently as necessary and that the care and support provided have the flexibility to respond to changing needs or requirements
- To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of care we offer

- To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.

Service Users Rights

At HCL we encourage open honest feedback on our service

We have an open and transparent complaints policy:

- Service Users have the right to express their concerns without fear of retribution
- Service Users have the right to refuse care
- Service Users have the right to state preferences in relation to times of service delivery and duration of visits in accordance with assessed needs

The aim of good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to Homecarers work

Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our service users' privacy in the following ways.

1. Staff will enter service user's property and rooms within the property only with express consent.
2. A service user has the right not to have to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
3. We respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests.
4. Our staff respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.
5. We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our service user's dignity in the following ways.

1. We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care worker of their own choice and, if desired, of the sex of their choice.
2. We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.

3. We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
4. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users may have arising from disability.
5. We treat service users with the sort of respect that reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

Independence

Independence means having opportunities to think, plan, act and take sensible calculated risks without:

1. Dependent on care workers and others.
2. We encourage service users to take as much responsibility as possible for their own healthcare and medication.
3. We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.
4. We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
5. We aim to create a climate in the delivery of care and to foster attitudes in those around a service user which focus on capabilities rather than on disabilities.

Security

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required.

This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our service users' need for security in the following ways:

1. We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
2. We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.

3. We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
4. Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
5. The staff at HCL Ltd. are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.

Civil Rights

We aim to help our service users to continue to enjoy their civil rights in the following ways:

1. If service users wish to participate in elections, we will try to obtain the necessary information and either provide or obtain an assistance which they need to vote.
2. We want to help out service users make use of as wide a range as possible of public services, such as libraries, education and transport.
3. We will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
4. We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
5. If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways:

1. We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
2. We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards to the staff with whom they feel most comfortable.
3. We respect service users' eccentricities, personal preferences and idiosyncrasies.
4. We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
5. We encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

Fulfilment

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where

individuals differ from each other. We respond to service users' right to fulfilment in the following ways:

1. We try to help service users participate in as broad a range of social and cultural activities as possible.
2. If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
3. We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
4. We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.
5. We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

Diversity

Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people in the following ways:

1. Positively communicating to our service users that their diverse backgrounds enhance the life of the community.
2. Respecting the ethnic, cultural and religious practices of service users.
3. Outlawing negatively discriminatory behaviour by staff and others.
4. Accommodating individual differences without censure.
5. Helping service users to celebrate events, anniversaries and festivals which are important to them.

The Services the Organisation Provides:

- Personal budgeted-local authority funded care packages.
- Flexible service to meet the needs of individuals.
- Assistance with activities of daily living.
- Assist service user to mobilise.
- Assist with personal care.
- Meal preparation and assistance with feeding.
- Assistance with washing/dressing.
- Assistance with transfers, moving and handling.
- Assistance with prompting of medication.
- Assistance with household tasks relating to care delivery.
- Support service users to attend social engagements.
- Respite service – Liverpool Care Vouchers Scheme.

HCL are an approved provider for Liverpool City Council and are commissioned by the local authority to provide half hour to one hour visits to service users.

Complex care packages are also undertaken, including:

- Palliative care.
- Dementia care.
- Re-enablement.
- Acquired brain injury care.
- Spinal injury care.

Services are available from 0.5-24 hours per day

Service groups include:

- Older people.
- People with physical disabilities.
- People with sensory loss, including those with dual sensory impairment.
- People with mental health problems.
- People with learning disabilities.
- Complex care needs – continuing health care.
- Children and their families.
- Personal or family carers/respite.

Registered Provider

The person/organisation registered with the Care Quality Commission as registered provider for HCL:

Karen Caffrey

8 Childwall Valley Road

Liverpool, L16 4PE

Karen.caffrey@home-carers.co.uk

RGN, NEBOSH cert.

32years experience in Health and Social Care

Registered Manager

The person registered with the Care Quality Commission as the registered manager for HCL:

Louise Parle

8 Childwall Valley Road

Liverpool, L16 4PE

Registered Managers Award

NVQ level 4



The Registered Provider's Legal Status:

HCL is a Limited Company.

The regulations require the Statement of Purpose to include details of the registered provider, i.e. whether the provider is a partnership or organisation.

The Company's Location:

8 Childwall Valley Road
Liverpool, L16 4PE

Our Mission

'To provide a quality personalised service that is sensitive to the needs of the service users and their carers, enabling them to maintain their independence at home and enhance their quality of life.

Our Vision

We aim to be the leading Health & Social Care Provider in Merseyside becoming the provider of choice for purchases of care and the care workforce

Our Aims & Objectives

To provide a reliable professional and confident service

To maintain continuity of care and to limit the number of care workers introduced to your home

To maintain our registration and status by full compliance to industry codes and regulations.

To provide independence and assist people where necessary with activities of daily living

Improved Quality of Life

Personal Dignity

Our Values

Care

Choice

Commitment

Compassion

Dignity

About Us

HCL was established in 1994 by our Managing Director Karen Caffrey RGN/PN cert. HCL are a Limited Company registered with the Care Quality Commission (CQC) to deliver Personal Care. Karen has over 35 years of experience in the Health and Social Care Sector previously working within the nursing sector as a District Nurse and Practice Nurse.

HCL aim to provide a quality caring service to adults of all ages including older people and people with disabilities. HCL are committed to an 'Equal Opportunities for All' approach and will ensure that no individual either a service user of family member or staff member will be discriminated against in any way.

Who are Homecarers Liverpool Limited (HCL)?

HCL are an approved Domiciliary Care company registered with CQC to deliver Personal Care. We are a Limited Company that has been established since 1994. Our main function is to provide care workers to meet the particular needs of the service user's and their carers in their own homes. We provide care and domestic help to our private clients.

The Team

Managing Director	Karen Caffrey
Company Secretary	Chris Caffrey
Registered Manager	Louise Parle
Locality Managers	A dedicated team of Locality Manager NVQ level 3 or registered on and completed within 12 months of commencing
Reviewing Officers	A dedicated team of NVQ level 3 or registered on and completed within 12 months of commencing role
Senior Carer/s	A dedicated team of NVQ level 3 or registered on and completed within 12 months of commencing role
Care Workers	Registered on Diploma/NVQ Level 2 on start of role

How to Contact Us?

Homecarers Liverpool Ltd (HCL)
 8 Childwall Valley Road
 Childwall
 Liverpool
 L16 4PE

Telephone Number 0151 737 2820

Fax Number 0151 738 1874

Email: info@home-carers.co.uk

Website: www.home-carers.co.uk

Services that HCL Provide

Nature of Service HCL provided, HCL provide a service to adults from the following groups:

- Care for adults over 65
- Care for adults under 65
- People with physical difficulties
- People with Dementia
- People with Mental Health Problems
- People with Learning Disabilities
- People with Challenging Behaviours
- Sensory Impairment
- Adults with substance misuse procedure

Services are provided by care workers making visits to HCL service user's homes, in order to meet the needs of the service users. Length of visit can vary from 30 minutes to 1hour, one or more visits may be needed each day or up to 7 days per week depending on the individual needs. HCL can provide assistance with tasks such as:

- Washing/ Dressing
- Toilet/ Continence Care i.e. catheter care
- Feeding/ Meal preparation
- Supervision/ Monitoring and Assistance with medication
- Assistance getting in and out bed
- Preventative Care
- Moving and Handling
- Re-ablement Service promoting and supporting to become/remain independent.
- Palliative Care
- Oral Hygiene
- Domestic Services

Current Geographical Areas covered by HCL, HCL deliver services under the Liverpool City Council contract:

- West Derby
- Yew Tree
- Knotty Ash
- Croxeth
- Norris Green
- Fazakerley
- Old Swan
- Kensington & Fairfield
- Tuebrook & Stoneycroft

Delivery of Care

The Start of your Service

Prior to commencing your care HCL receive a Support Plan which will give HCL some guidance in relation to your care needs and the details are care required, this document comes from your social worker.

Once service has commenced HCL will arrange to come and assess you in your own home, during this visit a trained member of staff will compile a service user plan which will be devised with information received from social services, families and you the Service User. A range of Risk Assessments will also be undertaken during this visit

Service User Support Plan

A service user support plan is developed and agreed with you, taking into account your care needs, the support plan received from social services. The plan will take into account your wishes and preferences in the way in which your care is delivered. The plan will set out in detail what tasks the care worker must do to meet your individual needs this will include and specialist needs and communication requirements. Areas will be identified in order for you to maintain your independence and will be recorded in any outcomes to be achieved.

Health and Safety Assessment

As an employer we are required by law to observe our obligations under the Health & Safety at Work Acts, this is aimed at protecting both yourself and our Care Workers. However it also means that we have to meet certain requirements not placed upon ordinary individuals.

These include the following:

- A risk assessment will be undertaken by a trained member of the HCL Team, this will identify the potential risk associated with the provision of your care. This will include any environmental hazards within your home i.e. defective flooring, surplus furniture and hazardous chemical substances.
- Manual Handling - HCL have to confirm with EEC regulations on Manual Handling which are aimed at minimising risks both to you and to our staff should we have to physically support you i.e. assisting you getting in and out of bed, with bathing.

The risk assessment will be reviewed / updated every 6 months, or more frequently if and when required. Any equipment that is utilised by care workers should be in safe condition and regular inspections should be completed by the manufacturer.

In some cases this will result in 2 care workers having to attend service users and the provision of specialist equipment i.e. hoists.

Our Health and Safety obligations to staff means that our care workers are NOT authorised to undertake any tasks then those highlighted in your care plan and service user delivery plan. In accordance with our legal obligations to staff we may on occasion have to withdraw services where circumstances are such that employees unnecessary risk. Should such a circumstance occur your Locality Manager would make every effort to provide alternative care arrangements. You will be asked to sign the service user plan to confirm agreement with the service that has been agreed to be delivered in your home. A report book will be left in your home to enable the care worker to leave a record of care delivered on each visit.

PASS System

HCL are committed to investing in innovation and we are extremely pleased to inform you that our care service is starting to use an electronic care planning and care notes system. For the recording of medication records, electronic recording of care plans and assessments. Confidentiality will be continue to be respected and this system will have a positive impact on both quality of care and worker productivity. Our care workers will still be visiting and providing the same high level of care for you however, they will now be using a mobile based system to receive the care plan. The amount of time spent on administration will reduce enabling workers to focus on quality of care delivery and successful outcomes for our Service Users.

All of the Care Plan, previous notes and medical records will be available for the care workers on their mobile phones which they can update during their visit to you. By using mobile technology, this allows us to see all of your care updates from our office so that we can provide an even better quality of care. Among this, the new system has substantial advantages:

- As soon as we hear that there is a change in your medication from the pharmacy or surgery we are able to inform our care workers immediately;
- When there is a change in your care plan we are able to view them and make changes immediately; and
- We will know if any medication or other care tasks have not been provided to you and will be able to get in touch to put this right.

You will still have a hard copy of the care plan in the home and if there are any changes to it, a care worker must inform the next member of our staff, or any other person involved in your care and this will be noted in the care plan in your home.

This marks a substantial improvement in homecare as a whole and should mean we are able to provide even better support for you. Should any healthcare, social care professional, or family member call our office or on-call service we will have full knowledge of all care and medication provided and the result of the care notes to provide even better support when you need us most. The system will reduce the need for paper copies and printing, supporting HCLs green policy also.

Dignity

Your care and support will be provided in a way which will maintain and respect your privacy and dignity:

- Care Workers will be sensitive to your race, culture, age, gender, sexuality and those close to you
- You will be treated with dignity on all occasions
- You will always have a choice
- Care and support will be provided in the least intrusive way at all times.
- Promote your independence

During your time with HCL

You will be allocated named Locality Manager who will be responsible for managing your care. HCL aim to provide continuity of care and you will be allocated a regular team of care workers, if there is a change to your care/ care workers every effort will be made to communicate to you.

Visiting you

When care workers attend your home they will always be wearing a uniform, females will wear a cream tunic and black trousers together with their id badge. HCL male care workers will wear a HCL black polo shirt also with their id badges. In the event a member of the HCL Review Team need to attend they will wear a black tunic. Care workers will knock at your home and will not gain entry without your permission. Unless a keysafe is used in this case care workers will announce themselves on arriving

Care Workers must not take unauthorised people or pets into your home

Will I always have the same Care Worker?

HCL will try to make sure that your care is provided by a team of Care Assistants who are known to you. Sometimes it may be necessary to provide a replacement Care Worker who is not part of your normal team.

Can they help with other tasks?

As mentioned earlier staff are **ONLY** authorised to perform these tasks identified in your Service User Support Plan for example staff are not authorised to bring in small items of shopping/milk/bread/newspapers etc

What if my needs change?

Your care plan and your total package of care will be formally reviewed once a year by Liverpool Social Services. You will also have an informal review twice a year by a member of the HCL Review Team. If you have any problems concerning the service that are provided to you please do not hesitate to contact your Locality Manager in the first instance who retains overall responsibility for the management of your care package. They will be able to deal with any concerns that you may have, in addition you can of course ask to see a member of our Review Team or your Locality Manger if you want to discuss any aspect of your care

No Response

If a care worker arrives at your property and is unable to gain access to your property, HCL will try to contact you and your next of kin (nok)/emergency contact to ensure all is well. If we are unable to contact yourself or any of your nok HCL's No Access Policy will be followed this can result in contacting the police and forced entry into your home on extreme circumstances. If you would look a copy of the No Access policy please contact the HCL Office.

If you have plans and know you will not be in for any of your allocated calls. Please can you contact the HCL office in order to cancel the call. 24 hours' notice is required for a call to be cancelled with no charge.

Keysafes

If you find that you are unable to let the care worker into your home, it may be appropriate to have a key safe fitted. This will allow care workers to access home without any disruption to yourself. The key code will be kept confidential and only care workers who need to know the code will have to access to it.

Damages/ Breakages

HCL staff will always treat your property and possessions with respect. However on occasions accidental damage/ breakages does occur. HCL will accept no liability or responsibility for this type of damage.

Recruitment

Your wellbeing is at the heart of what HCL

Here what HCL we have a rigorous recruitment and selection process which meets with all the requirements of legislations which ensures the protection of you as a service user and your family. All new care workers complete an induction prior to going out into the community to deliver care, during induction all staff are given a copy of the HCL Staff Handbook. The induction that staff attend meets the skills for care standards and all new staff new to care have to complete a Care Certificate. The Care Certificate is a set of standards that social care and health workers follow in their daily working life.

All staff are carefully selected and undergo thorough recruitment procedures which include Value Based Interview, disclosure and barring service check (previously known as CRB) and 2 satisfactory references being obtained before being introduced to HCL service users in their own home.

All staff complete a 2 week induction prior to commencing work. Following this classroom based training all new staff are shadowed by an experienced care worker and must be assessed as competent before being allowed to work unsupervised. In line with the recommendations from 'Skills for Care new workers to the sector also embark on a programme of training and observations in the workplace to ensure they are competent in delivering a quality caring service. On achievement of competence the care certificate is awarded. More information about the Care Certificate is available on the following website www.skillsforcare.co.uk

The new minimum standards that are covered as part of induction training of new care workers. The Care Certificate was developed jointly by Skills for Care, [Health Education England](http://www.healtheducationengland.org.uk) and [Skills for Health](http://www.skillsforhealth.org.uk). Staff are appropriately trained to meet your personal care needs. Part of our induction process includes new care workers shadowing an experience carer/ mentor prior to them taking responsibility themselves for the provision of personal care services working along in homes of HCL service users. Training and Development requirements are reviewed during care workers performance development meeting which take place every 3 to 4 months. HCL complete direct observation of care workers doing their job in service users home whether experienced or new to role. HCL are committed to ongoing training and development of both new and experienced care workers. With over 50% of care workers and managers having a recognised qualification in Health and Social care.

Who monitors Domiciliary Care?

HCL are registered with the Care Quality Commission to deliver personal care services. Inspections are carried out by CQC annually. As part of the process you or your family may be contacted and with your consent and may be visited by an inspector in order to gain your views on the service you receive from HCL.

CQC details are follows

0300 061 6161

Email

enquiries@cqc.org.uk

Website

www.cqc.org.uk

Address

Care Quality Commission

National Correspondence

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Gifts and Rewards

Staff are expressly forbidden to receive any gifts or financial regards from you or your family in relation to the service that are provided to you behalf of Liverpool Social Services.

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without consent (unless we are obliged to do so by law or there are exceptional circumstances such as your safety and/or the safety of others)

Complaints/Compliments

HCL believe that if a service user wishes to make a complaint or register a concern that you should find it easy to do so.

Concerns – If you have any concerns or comments about your service that you would like to discuss informally, you can contact your locality manager. You can discuss your concerns over the telephone or if you would prefer a home visit can be arranged.

Complaints – However if you are still unhappy you can make a formal complaint with your Locality Manager or a member of the Senior Management Team. Complaints can be made by telephone or in writing or we would be happy to come and visit you at your home if this is your preference. Within 48 hours of receiving your complaint you will receive contact from a member of the team at Homecarers. Complaints are fully investigated and responded to within 28 days

Compliments – HCL also welcome positive feedback about your service, please contact a member of the HCL Team if you would like share any positive feedback/experiences. Compliments that are received are all logged and shared with the individual/s involved. HCL run an Employee of the Month reward scheme, this is where service users/ families or colleagues can nominate care workers who they believe deserve to be employee of the month with the reason why. If you would like to nominate one of your care workers please contact the HCL Office.

Hours of Operation/ Emergencies/ Out of Hours Phone

The HCL Office is open 7 days per week Monday to Sunday from 7am to 10pm. Outside of these hours an out of hour's phone is manned. If you need urgent assistance outside the opening hours of the HCL Office please contact our Out of Hours Emergency Team on 077 214233 22. This phone is only operational during the hours of 10pm to 7am and is not an emergency call out service. This is not a service that is currently offered by HCL. The purpose of the on-call phone is to support staff or service user in receipt of care. In case of an emergency please contact emergency services

Safeguarding Information

Homecarers Liverpool Ltd (HCL) take our responsibility to safeguard your safety and wellbeing very seriously. HCL's safeguarding policy is in line with Liverpool Safeguarding Adults Board, Inter-agency safeguarding adults policy and procedures.

Recently reviewed as a result of the Care Act 2014. The Care Act 2014 sets a clear framework for how local authorities should protect adults at risk of abuse or neglect. The Act places a duty on local authorities to make enquiries, or cause others to do so, if it believes that an adult:

- Has needs for care and support and
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those needs is unable to protect himself or herself against the abuse or the neglect or the risk of it.

The purpose of the enquiry is to establish whether any action needs to be taken to stop or prevent abuse or neglect and if so by whom.

Making Safeguarding Personal (MSP) is the approach now taken to all safeguarding work. It is a shift in culture and practice in response to what is now known about what makes safeguarding more or less effective from the perspective of the adult being safeguarded. The key principle of MSP is to support and empower each adult to make choices and have control about how they want to live their own life.

Abuse or neglect is any behaviour towards a person that deliberately or unknowingly causes him or her harm, endangers their life or violates their rights. This may be the result of deliberate intent, negligence or ignorance. Exploitation can be a common theme in the experience of abuse or neglect. Whilst it is acknowledged that abuse or neglect can take different forms, The Care Act guidance identifies the following types of abuse or neglect:

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission self-neglect

Safeguarding training is mandatory for all staff within the organisation and must be refreshed at least 3 yearly.



If you or another person is being abused or you suspect abuse you should contact HCL's Registered Manager, Louise Parle on **0151 737 2820** louise.parle@home-carers.co.uk. If you prefer to contact your Local Authority Direct please contact, Liverpool Careline services on **0151 233 3800**. **If you would like a copy of the Safeguarding policies for HCL or Liverpool Social Services please ask a member of the HCL team or contact 0151 737 2820.**

HCL Have your Say



Name

Date

Thanks for your feedback

Care, Choice, Compassion, Commitment, Dignity

Homecarers Liverpool Ltd

8 Childwall Valley Road

Childwall

Liverpool

L16 4PE

0151 737 2820

0151 738 1874

www.home-carers.co.uk

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