



**CARE IN YOUR OWN HOME  
FOCUSSED ON YOU**

# **YOUR KEY INFORMATION GUIDE**

You can contact us anytime by emailing  
[info@mk-worldwide.co.uk](mailto:info@mk-worldwide.co.uk) or call 01462453332

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## The Key Information You Need...

This is your Key Information guide, for more detailed information, including your Charter of Rights, our monitoring of standards and more please refer to our Service Users Guide.

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# Our Staff & Home Visits

## About Our Staff

The Registered Manager for your branch of Lead Care is:  
Ashling Turner, 01462 453332 (24Hours), [ashling@leadcare.co](mailto:ashling@leadcare.co)

We have an excellent team of highly skilled professional care staff to look after you. Each Carer completes continuous training that ensures that we deliver the highest quality services to you. This training includes relevant and appropriate modules such as Safeguarding, Health & Safety, Food Hygiene, Moving & Positioning and Handling Hazardous Substances.

## Your Carers

We recognise that your Carer is somebody with whom you can form a caring yet bounded relationship. For this reason, we take great care in selecting a staff member with whom you feel completely comfortable. This is only done with your full consent, and you are free to ask for a change in Carer at any time if you so desire it.

## Visiting You at Your Home

When our staff attend your home, they will always be wearing a Royal Blue uniform, which will be a tunic or polo shirt with our logo, and black trousers together with an appropriate Identification Badge with photograph.

They will knock and not try to gain entry without your permission. Wherever we are entrusted with the keys to your home, staff will always knock when using the key so that you know who is calling.

If at any time your Carer is unable to visit you at the appropriate time, we will always telephone you with the name of the replacement Carer.

# Timesheets & Payment

## Monitoring Work Time

When your Carer visits you at your home, they need to record the amount of time spent with you and the tasks they have undertaken in this time. These tasks will be in accordance with your agreed plan of care.

The work completed will be monitored using Care Planner. Our staff will use their phones to log-in to this system and record their time.

## Payment

Payment for your care should be made within 7 days of receiving our invoice and can be made by Bank transfer or cheque.

### Bank Transfer Payment Details:

Lloyds Bank

Sort Code: 30-93-90

Account Number: 17023568

Payments to: Lead Care

Cheques should be made payable to MK WORLDWIDE LTD

Please note that items not included in the fees, and which will attract additional charges will include mileage being charged at £0.50 per mile, for out of home services after 3 miles.

# Confidentiality & Care Plans

## Confidentiality

All of our staff are bound by a Code of Conduct which includes preserving the confidentiality of any information about you or that you divulge to us.

We will not actively seek confidential information from you unless we feel that it is in your best interests i.e. to enable us to prepare a better Care Plan for you.

Where we do have such information, we won't disclose any of it to a third party without your express permission, except in an emergency or crisis situation. When this happens, we will always keep you informed of any discussions that have taken place, or actions decided on as a result of these discussions.

## Care Plans and Records

A Care Plan, or Service User Plan, is the key document for your care. We will assess areas of risk and identify your needs, and this is recorded on your Care Plan. We then decide how our staff can properly meet these needs, and this forms your plan of care.

Care plans are continuously reviewed because people's needs change, sometimes on a daily basis, and we have to respond to these changes to make sure that we're delivering the right care.

We will always seek your opinions and input when developing your Care Plan, and making changes or amendments to it, to ensure that you are fully satisfied with your care.

We also recognise the value in involving your family members, relatives and friends in your Care Plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.

# Your Care

## The Services We Provide

We provide quality individual care to each of our Service Users in their own home environment. According to need, we are able to provide a tailored package of care for you which can include some or all of the following:

- Helping with personal tasks;
- Helping you to prepare meals and encourage you to eat them;
- Helping you to clean your home, and to do the laundry;
- Helping with arranging your shopping needs, and if necessary, to do the shopping;
- Helping you with arranging social events in your life;
- Making sure you are aware of the need to take any medicines that may have been prescribed for you;
- Helping you to look after your pets.

There are, however, some things we are not allowed to do for you, and these will be explained to you in your Contract for Care.

## Personal Care

Your Carer will be able to undertake services such as helping you to get up in the morning, washing, dressing, toileting, bed-making, helping you to go to bed at night, etc. They can also help you to take any medicines that have been prescribed for you by your doctor, subject to certain limitations which will be explained to you.

## Preparation of Meals and Snacks

Your Carer will prepare your breakfast, your mid-day meal, evening meal or supper, and any other snacks and drinks that you may need during the day. They will be able to sit with you while you have your meals for conversation or companionship purposes.

# Your Care (cont.)

## Personal Services

Your Carer can help you with personal tasks such as preparing shopping lists and doing the shopping for you. They can also help you to manage personal affairs such as birthdays and other anniversaries, and with your permission can collect your pension for you. Your exact needs will have been identified when your Care Plan is developed.

## Domestic and Home Help Services

Your Carer will be able to complete light domestic tasks such as vacuuming, dusting and general cleaning, washing up and personal laundry. They can also help with managing your fuel supplies, and help with light gardening duties, subject to certain restrictions which will be discussed with you when your Care Plan is drawn up.

## Pets

Subject to agreement, your Carer will be able to feed your pet, and exercise it if it is required.

## Care at Night

We can offer you a flexible service in respect of caring for you during or through the night:

- Night duty (awake): this is for Service Users who require frequent attention during the night.
- Night duty (sitting): this is for Service Users who may need some attention during the night. Staff will expect only to be called periodically during the night
- Night duty (sleeping): this ensures that the Service User is not left alone during the night and is provided as part of our Live-in care packages. We do ask that a bed is provided for the Carer, who will be expected to sleep.

# Your Views & Comments

## Your Opinion on the Service We Provide

We value your views and opinions on the service that we provide. We firmly believe that only by asking the users of our services and their family and friends, can we obtain the information that we need to enable us to continually improve our services.

You can leave us feedback via our online feedback form anytime: <https://bit.ly/LeadCareFeedback>

Please see our service guide for our full complaints procedure.

## Thank You

Thank you for choosing Lead Care.

We hope that you will have a long and happy relationship with us.

We aim to develop a partnership with you based upon care and mutual trust.

**Please don't hesitate to ask if there is anything you require.**

Lead Care  
Unit 10 A & B, Knowl Piece Business Centre  
Wilbury Way  
Hitchin, SG4 0TY

Lead Care is registered as MK Worldwide Ltd.  
Company Registration No: 07878357.

CQC Regulated Activity: Personal Care