



# *Harmony Home Aid Services*

*24 hour seven days a week home care service*

*Our aim is to serve our community*



INVESTOR IN PEOPLE





## **Harmony Home Aid Services**

24 hour seven days a week home care service

Based in London, Harmony Home Aid Services Ltd is a 24 hour seven days a week home care service.

We provide care to the elderly, disabled and housebound in their own homes on a one to one basis.

Our management team has a wide range of skills and abilities which are harnessed to ensure the highest possible standard of care.



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### *Useful Contact Information*

**Care Quality Commission  
National Correspondence**  
City Gate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

**Lewisham Social Services**  
Commissioning Unit  
Town Hall  
Rushey Green, Catford  
London SE6 4RY  
Tel: 020 8314 9526

**Greenwich Social Services**  
Nelson House  
50 Wellington Street  
Woolwich  
London SE18 6PY  
Tel: 020 8854 8888

**Harmony Home Aid Services**  
**'On-Call' Out of Hours Service**  
Mob: 07956 375700



# Aims & Objectives

**Harmony Home Aid Services** aim to provide care to the elderly, disabled and housebound individuals in their own homes on a one to one basis.

We are able to offer a fully comprehensive, efficient, flexible and professional service tailored to meet the care needs of each individual service user. Our staff are supervised, monitored and trained to ensure that a high standard of service is achieved and maintained.

One of the main aspects of our care service is the fact that our services are tailored towards the individual, and their personal requirements.

## *Philosophy of care*

Our Care workers will strive to preserve and maintain the dignity, individuality and privacy of all Service Users, and in so doing will be sensitive to the Service Users ever changing needs. Service Users and their families are encouraged to be involved in the development of their individualised Care Plan.

## *Core Values of Care*

**Privacy** - The right of a service User to be left alone and undisturbed whenever they wish.

**Dignity** - The understanding of a Service Users needs and treating them with respect.

**Independence** - Allowing a Service User to take calculated risks, to make their own decisions, to think and act for themselves, where they are capable of doing so.

**Choice** - Giving a service User the opportunity to select for themselves from a range of alternative options.

**Rights** - Keeping all basic human rights available to the Service Users.

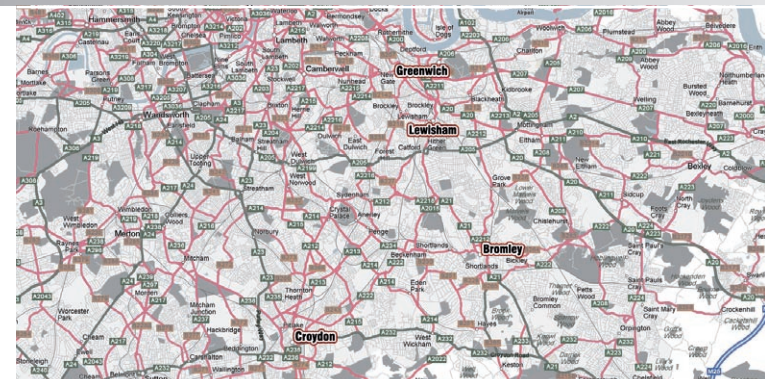
**Fulfilment** - Enabling the Service User to realise their own goals and helping them to achieve their goals in all aspects of their daily lives.

As the service user receiving the care you have the right to request a change of staff if you are dissatisfied with any part of the service you receive. This can be achieved by contacting the office and asking to speak to the staff supervisor or the general manager at any time.

We are an equal opportunity employer and as such our employees are chosen from a wide range of individuals reflective of the local community. Instances of racial abuse, sexual harassment, aggressive behaviour, both verbal and physical will not be tolerated. In such instances our services will be withdrawn.

## *Insurance*

Harmony Home Aid Services Ltd is fully insured both for public and employers liability and is reviewed and renewed annually.



## *Areas Covered*

We operate in the following areas: Lewisham, Greenwich, Bromley, Croydon, Southwark and Lambeth although we offer our night sitting/sleeper services London wide.

Please contact us to discuss your requirements in more detail on the following number...

**tel. 020 8698 9911**

# Harmony Care Services

The services we provide can be described as broad spectrum encompassing personal care, meal preparation, put to bed service, escort, housework, shopping, laundry, pension collection, sitting and child care services.

Our main client group is elderly individuals; however we also provide services to younger adults and children with learning difficulties.

Please see below for a further breakdown of the services we offer.



## We're here to help

Harmony Home Aid Services offer a free 'home assessment visit' by a qualified home care manager. Once completed a full Care Plan can be prepared detailing all tasks to be undertaken and any other relevant information.

Please visit our website to find out more about all of our services offered...

[www.harmonyhomeaidservices.co.uk](http://www.harmonyhomeaidservices.co.uk)

### *Our services include*

- Care Assistants / Support workers – From 1 hour to 24 hours, 7 days a week, 365 days a year, with emergency back-up
- Personal Care
- Bathing service including bed baths
- Assistance with dressing and preparation for the day
- Assistance with preparation for bed
- Housekeeping / domestic service i.e. shopping, cooking, laundry, ironing, general cleaning & pension collection
- Night sitting / day sitting. This service is available London wide at a minimum 5 hours
- Escort service e.g. Hospital appointments, social events etc.
- Mothers help / pick-up and keep after school
- Flexibility in our approach to your care
- Free initial Home Assessment and direction to accessing advice
- General help at the point of hospital discharge
- We will undertake the salary payments and administration of Direct Payment employees
- Provide on-ward care services – (Hospital in-patients support)

These are a broad selection of the core services we offer, to discuss a more personal service plan tailored to your needs please contact us on the following number...

**tel. 020 8698 9911**



# *Commission Our Services*

Commissioning our services couldn't be easier, whether you are a potential new client who would like to receive our services on a private basis, an existing social services client who requires additional services, or if you are part of the Direct Payments scheme and would like to establish a relationship with us.

Read through the simple 4 step process below to understand how to commission our services, if you have any questions or would like to arrange a free assessment then please call our dedicated team on the following number...

**tel. 020 8698 9911**

## *Step 1*

Call our friendly allocations team with any questions that you may have about us, the service you require and to obtain a professional perspective on which services best suit your individual need and will most enhance your life.

## *Step 2*

Our Allocations team will take some basic details from you which is passed on to our in-house supervisor who will organise an initial assessment visit at a time most convenient to you.

## *Step 3*

Our supervisor will call you in order to arrange a free mutually convenient non-committal assessment of your care needs and surroundings. This is done purely for health and safety reasons, so that we can best match you with one of our care assistants with the required care skills and if necessary give advice on any required equipment.

## *Step 4*

A start date is agreed, at which point one of our trained care workers will be arranged to visit you and where the care needs are assessed to be complex, the care worker with the appropriate skill will be allocated and will be accompanied on the first visit by the home care supervisor to ensure that your needs will be truly met.

At the end of the assessment an individualised Care/Support Plan will be prepared detailing all tasks to be undertaken and any other relevant information, such as service user mobility, likes & dislikes etc.

Over the course of our 25 year history, we have established a client centered approach to the service & a high degree of quality awareness is developed through continuous review of the services we offer, the training of all staff and the feedback we receive from service users.

You will be given a complaints procedure along with other company information, a quality monitoring questionnaire which you will be asked to complete

and return within the first six weeks of service and periodically thereafter. This information is used to assess the quality of care you are receiving.

The monitoring of client satisfaction is considered to be an important indicator as to whether Harmony is achieving its objectives of delivering a quality home care service and assessing how effective we are in meeting all of the service user's requirements.

The allocated care worker with the skill to match your assessed care needs will be allocated to you and for reasons of continuity we will try as far as possible to keep the same care worker assigned to you if no problems exist and you are both happy with the arrangements.

# Our Care Professionals

It is mandatory that all successful applicants attend an Induction Training session which follows CQC guidelines before the commencement of duties. To further enhance the care our service users receive, mandatory 'in-service' training is offered to all of our staff on a regular basis covering all aspects of domiciliary care. The following are just some of the areas where training is offered.

- Code of conduct
- Confidentiality
- The rights of the service user
- Dementia Care
- Health and safety
- Moving and Handling
- Food Hygiene
- Communication
- Infection Control
- Personal care tasks
- Care workers responsibilities



## Identification

All Harmony staff are supplied with identification Badges and are required to offer for inspection when they first visit and upon any reasonable request. It is your absolute right not to admit any individual into your home whom you are not entirely sure about.

The company's contact information is printed on the back should you wish to check the information provided on the I.D badge.

### Staff Supervisors/Senior Care Workers

- Will supervise and monitor the staff performance and offer support in the work place.
- Will ensure that the service users are satisfied with the services provided.
- Will visit service users in their home periodically to review and assess the current situation and advise on any issues concerning the care they receive.
- Will conduct 'risk assessments' to ensure that the service user's home environment is safe for both service user and staff.
- Will ensure that each service user is aware of and understand the company's complaints procedure.

### Care Workers

- The majority of our Care workers are NVQ 2 & 3 trained or in the process of obtaining those nationally recognised qualifications.
- All of our care staff is personally interviewed and CRB checked prior to their employment.
- All staff is obliged to undertake a wide range of in-house training which is facilitated by our trained supervisor and Manager.
- Our care workers are shadowed upon commencement of employment until we are satisfied that their performance is of the required standard.

### Qualifications

All relevant qualifications are checked prior to commencement of employment and photocopies of the original certificates are kept on file.



# *Your Needs Catered For*

Here at Harmony, we understand that each person is an individual with their own personal wants and needs, and appreciate that this fact must be respected. Therefore we aim to provide a comprehensive yet flexible service tailored around what you, the service user requires.

This includes identifying care needs and taking into consideration the requested start times and duration of service, through to the selection of care assistant you are allocated. For your own personal Care Plan please call the following number to discuss your requirements...

tel. 020 8698 9911

## *Individual Needs*

An assessment of your needs will be carried out by our in-house Supervisor, who has over 20 years of caring experience. She is a former state enrolled nurse and Harmony's Health and Safety officer.

All our staff is required to have a minimum of two years experience before they are taken onto our books, they are shadowed during their induction period to ensure that they are performing to the company's high standards and to encourage knowledge reinforcement.

These measures, along with our diverse experience, go a long way in ensuring that you receive a quality service and receive the peace of mind that comes with the knowledge you or a loved one is in safe and capable hands.

## *The Team*

Our team is made up of experienced care operatives, indeed our managing director and Head Supervisor are former Nurses. This experience and know-how is

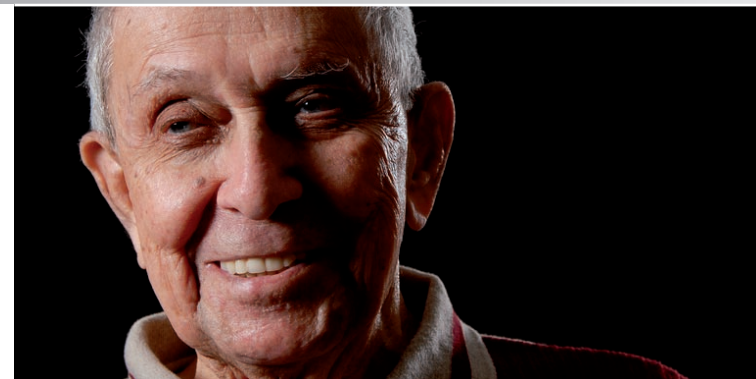
hugely beneficial to our service users, and our staff in the delivery of services.

Our allocations team are very experienced having worked together for over ten years, and understand the key component that is required when matching service user to the care worker with the appropriate skills.

Our accounts department is conducted by ACCA & AAT qualified individuals.

## *Equal Opportunities Employer*

We are an equal opportunity employer and as such our employees are chosen from a wide range of individuals which is reflective of the local community. Instances of racial abuse, sexual harassment, aggressive behaviour, both verbal and physical will not be tolerated.



## *Confidentiality*

Care workers are given training on client confidentiality. It is company policy that any information divulged to us will be kept in the strictest confidence.

If we need to speak to a third party, such as a doctor or a district nurse on your behalf, we will ask your permission before doing so, except in a dire emergency or a crisis situation where urgent and immediate action is necessary and required.

# *Electronic Call Monitoring*

The service is extremely easy to use for everyone involved. There is no additional equipment to be carried by care assistants or installed at a service user's home.

Care assistants simply need to pick up a service users 'phone on arrival, dial in their unique ID number, allow the dial tone to ring twice and replace the handset. This simple process ensures that managers know the visit has started. Repeating the process at the end of the visit automatically confirms the visit within CareManager3, our in-house computer system.

This service is totally free to our Service Users.



## *Peace of Mind*

Written records are kept on each of our service users, both private and Social Services referred. This is necessary so that we can monitor the services received and to ensure that we are meeting your needs.

It is the service user's right to read any such files at any time, if they so wish, providing we are given at least 14 days written notice to accommodate your request.

## *Secure & Resilient*

HET, the I.T Company who built the package, provides a secure and resilient service to our ECM customers, the data captured cannot reveal any personal data on either staff or service users to an unauthorised user.

We have invested in a resilient infrastructure so that in the unlikely event that the primary system is unavailable for any reason, a second mirrored system from a separate location will take over.

Paper time sheets are no longer needed, care assistants will not have to carry them around, supervisors will not have to authorise every sheet, they cannot be lost or delayed meaning that the source information for both payroll and invoicing is secure, automatically confirmed, updated and available to all authorised users for enquiry or processing.

## *Integrated Software*

Unlike stand alone monitoring services the HET service is totally integrated with CareManager3, there are no costly interfaces needed and all data captured updates every relevant part of your software.

Thus as soon as a care assistant confirms the end of a visit the information is passed directly to CareManager3 confirming the visit, re-allocating staff, calculating payroll and invoicing details, and updating service user and care assistant files.

This makes the interaction between you the service user and your care assistant much more fluid, and cuts down on form filling which can be an unnecessary drain after every visit.

Accuracy of information is maintained to the highest of standards, resulting not only in better administration but improved service levels for the service user.



# *A Phone Call Away...*

We understand that new technology is sometimes daunting for the first time, for this reason we have fully trained staff on hand ready to answer any questions you may have about this or any of our services.

For a personal consultation or simply to ask a few questions, please give us a call where we will be more than happy to discuss your requirements in more detail with you and to answer any question you may have.

tel. 020 8698 9911

## *Alert Facilities*

ECM includes a range of Alert facilities which are automatically triggered when the following events occur;

**VISIT IS OVERDUE** - Identifies every service user at risk when a care assistant has not arrived within defined tolerance time - e.g. 15 Minutes late / 30 Minutes late.

**VISIT OVERUNS** - Identifies when a visit has overrun by a significant time - is the care assistant at risk or is there a need for a review assessment to identify new needs.

**CARE STAFF HOME SAFE** - Care assistants can elect to use the service to confirm they have arrived home safely after the end of their shift, providing Lone Worker Support and peace of mind to family and employers.

**CQC** - information required by CQC automatically populates relevant reports (AQAA, HH1 etc.).

## *Management Information*

A range of standard reports are available providing operational and management information which is accurate and as up to date as the latest care visit confirmation.

## *Reduced Administration Costs & Improved Business Profile*

Using ECM reduces paperwork, reduces postal costs, ensures information is accurate and available reducing the time taken to prepare payroll and invoicing routines, reduces the number of queries from social service contract staff and clients thus improving cash flow.

The benefits to service users are that it reduces the queries from care staff, frees up supervisory and managers time to focus on service improvement and raise quality of care, eventually leading to more opportunities to win additional business.



## *Quality Assurance*

After consultation with the service user and their representative, you will be supplied with a care plan/contact diary providing information on the care that is about to be provided.

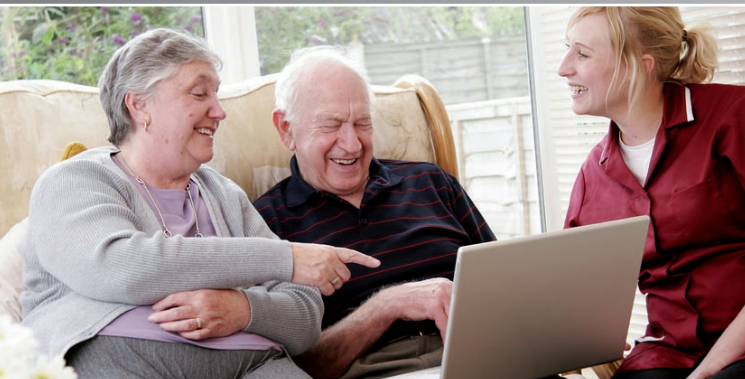
The care plan will be reviewed annually or sooner if necessary by the home care supervisor. Where the care package is extensive the care plan will be reviewed after every 350 hours of service.

# Charge Rates

Harmony Home Aid Services is one of the areas leading care service providers, not only because of our excellent reputation and quality of service, but because we understand that value for money is just as important when choosing the right care service.

For this reason we have a simple to use tariff for easy cost calculations, and if you would like to calculate your personal weekly costs online then please goto [www.harmonyhomeaidservices.co.uk/calculate-costs](http://www.harmonyhomeaidservices.co.uk/calculate-costs) where you will find our weekly cost calculator tool.

For more information or for any questions you may have please call... **tel. 020 8698 9911**



## Direct Payment

Direct payment is a cash payment made to individuals who have been assessed as needing services, in lieu of social service provisions. They can be made to elderly and or disabled people aged 16 or over, to people with parental responsibility for children with disability, and to carers aged 16 or over in respect of carers services.

For more information visit;

[www.harmonyhomeaidservices.co.uk/direct-payment](http://www.harmonyhomeaidservices.co.uk/direct-payment)

## Charge Costs

Please be aware that our rates are subject to an annual review, you will be informed in writing not less than one a month prior to the change.

- You will be invoiced for 4 weeks in arrears
- All invoices due and payable within 28 days
- To facilitate easy payment of your bills a direct debit mandate can be arranged
- To ensure that invoices are as accurate as possible, we use an electronic 'call-monitoring' system
- In addition to the call monitoring system you will also be presented with a time sheet as proof of service

To work out your weekly costs online using our cost calculator please go to:

[www.harmonyhomeaidservices.co.uk/calculate-costs](http://www.harmonyhomeaidservices.co.uk/calculate-costs)

Once you have calculated how much your service will cost and you wish to commission our service, please telephone us to discuss your services and confirm the overall cost.

Don't forget that if you would like to discuss our services and costs in greater detail before making any decision, please phone us on **020 8698 9911** to make arrangements for your free home assessment visit, where we will be more than happy to talk through any questions you may have.

# Terms & Conditions

## Service Definitions

**Personal Care Assistants** - Will undertake basic personal care tasks such as washing, dressing, putting to bed, toileting, bed making, emptying commode, giving breakfast.

**Meal Preparation** - Will prepare mid-day meals, tea-time meals, offer conversation, companionship and clear away utensils used in the preparation and serving of the meal.

**Night Sleeper (9pm - 7am)** - The night sleeper service is offered to service users who do not need care and attention during the night, but dislike sleeping alone. Staff 'sleeping-in' are 'on call', but do not expect to be disturbed more than once in any one night. In the event of more frequent disturbances the full night duty rate will be applied.

**Night Sitter (9pm - 7am)** - The night sitter service is offered to service users needing care and attention during the night. Staff are expected to be called periodically during the night. However, should the service users needs dictate that the care worker is called every hour on the hour then the hourly duty rate will be charged.

**Home Helps/Domestic Assistance** - Will undertake to generally clean the living accommodation of the service user but are advised to undertake only those duties which are generally considered and assessed to be 'safe' and free from risk.

**Shopping/Collection of Pension** - Staff will undertake to collect pension and shop for service users usually on a weekly or fortnightly basis. Care workers are advised not to collect more than 2 weeks pension at a time and for personal safety reasons are not allowed to carry sums of money greater than £200.

**Residential Care** - Staff can be provided to 'live-in' with the service users, usually on a rota system of 'week-on' 'week-off' basis.

**24 Hour Continuous Care** - This service is offered where continuous care is required but the service user does not have the facilities to accommodate a 'live-in' carer. In which case a daily 'three carer' rota system would be employed.

**N.B. Minimum length of visit is one hour.**

## 'On-Call' Out of Hours Service

When the office is closed there is an 'on-call' manager who is available throughout the night and at the weekend. Should any problems arise during this period the 'on-call' contact number is as follows: **07956 375700**, if you do not get an immediate response on the mobile please leave a message, including your name and telephone number on the 'Voice Mail' facility. Your call will be answered as soon as possible.

## Normal Working Hours Service

Staff are available on an hourly, daily and nightly basis in South East & South West London, and Kent. Our normal office hours are 9am to 5pm Monday to Friday. The 'on-call' service is available from 5pm to 9am Monday to Friday and throughout the weekend.

## Agency Fees

Agency fees are payable upon confirmation of a booking and invoices will be sent directly to the service user or their representative four weeks in arrears. Invoices are payable within 14 days of receipt, unless other arrangements have been made and agreed in writing. The invoice will give details of all services received by the service user during the previous 4 weeks and will not be subject to VAT charges.

Verbal acceptance or written confirmation of staff booking commits the service user to give the agency at least 24 hours notice of cancellation. Failure to comply with this condition will result in a charge of one day's fee to the service user in lieu of notice.

## Changes in Agency Fees

Agency fees will be reviewed on an annual basis. All changes will be notified and the revised rates will be sent at the time of notification at least 4 weeks before commencement.

## Booking Policy

Booking of staff must only be done through the office. We cannot accept responsibility for the attendance or safety of staff unless arrangements are made through the office, or we are informed of the arrangements made in advance of service commencing. If a service user engages an employee introduced to them by the company and refers that individual to someone else who engages them, without prior knowledge of the company, they will become liable to Harmony for an introduction fee calculated on the basis of 70 times our basic hourly rate.

## Meal Provision

Any member of staff on duty in your home for 5 hours or more should be provided with a meal or the provision and facility for the preparation of a meal. This is particularly important when staff are on night duty.

## Referrals

Referrals made by the Social Services department are very specific and cannot be deviated from without the consent of the referring care manager. If you feel that the level of services provided do not fully meet your needs and requirements then you are advised to contact your care manager and ask for your situation to be reviewed.

## Payment for Service

Referrals made by Social Services will be paid in full by the Social Services department. However, in some cases clients may be required to make a contribution towards the cost of their care package. If you are required to make such a contribution the assessing/referring Social Services care manager will inform you and us before the commencement of services. The company will invoice the service user 4 weeks in arrears for such contributions.

## Complaints Procedure

Harmony Home Aid Services aim to provide an efficient, flexible and professional service that will hopefully go some way towards meeting service users home care needs. If for any reason you are dissatisfied with any part of our services please let us know so that the situation can be resolved as quickly as possible. To assist with any complaints you may have, a simple to follow complaints procedure leaflet has been prepared and will be explained when the home care supervisor first visits. If for any reason you are dissatisfied with the progress of your complaint you can always refer the matter to the National Care Standards Commission.

## Code of Practice (Carers)

Harmony Home Aid Services is a member of the United Kingdom Home Care Association (UKHCA) and as such all staff are supplied with a copy of the association's code of practice and are encouraged to closely follow these guidelines. (Should you wish to see a copy please contact the office).

## Code of Practice (Service User)

Harmony Home Aid Services, as a member of the UKHCA, follow the broad guidelines laid down by the association on what is expected of every service user in respect of how they can expect to be treated and how they are expected to treat individuals sent into their homes to provide a service.

The areas explored by this code of practice are as follows:

- The right to expect your dignity to be respected
- The right to decide exactly what services you receive
- The right to say whom you have in your home
- The right to have confidential information kept confidential and only to be divulged with your written permission
- The right to complain
- The right to expect that you will not be discriminated against on any grounds

The above is offered as a general guide, a fuller and more comprehensive account will be given to you when you are visited by the home care supervisor or you can contact the office at any time to make arrangements to view.

## Withdrawal of Service

In cases of racial abuse, both verbal and physical, or sexual harassment the care worker will be removed immediately, and the referring care manager or representative informed if not immediately, as soon as possible.

If after consideration of all the circumstances of the case it is felt that you are particularly vulnerable and cannot be left unassisted, a replacement carer will be installed in the very short term to enable the care manager or a family member to make alternative care arrangements. If the situation is considered to be particularly volatile it might be considered after consultation with the manager that a more experienced senior member of staff be installed in the short term, in an effort to ensure your ultimate safety, until alternative arrangements can be made.

## *Services at a glance*

We have vast knowledge and experience in providing the following services:

- Personal Care
- Lunch/Tea provision
- Assistance with feeding
- Put to Bed
- Medication Prompting
- Shopping
- Pension Collection
- Laundry services
- House Work
- Hospital Provision
- Respite Care
- Day/Night Sitting
- Toileting
- Incontinence Care
- Support Work
- Caring for Adults & Children with Learning/Physical Disabilities
- General Escort services (days out etc)
- Deep Cleaning services



## ***Harmony Home Aid Services***

*24 hour seven days a week home care service*

**Harmony Home Aid Services Ltd**  
Unit A2 Broomsleigh Business Park,  
Worsley Bridge Road,  
London SE26 5BN

**Tel:** 0208 698 9911  
**Fax:** 0208 698 9919

**Emergency On-call:** 07956 375700

**Email:** [info@harmonyhomeaidservices.co.uk](mailto:info@harmonyhomeaidservices.co.uk)

[www.harmonyhomeaidservices.co.uk](http://www.harmonyhomeaidservices.co.uk)

**Office Hours**  
9am - 5pm Monday to Friday

**'On Call' Service**  
5pm - 9am Monday to Friday  
throughout the weekend  
and Bank Holidays  
Tel: 07956 375700

**Chief Executive**  
Ms Phyllis Simon R.N.