



Care One 2 One
Domiciliary Care
CLIENT GUIDE

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ABOUT CARE ONE 2 ONE

INTRODUCTION

Care One 2 One is an independent, privately operated home help and domiciliary care agency, established in 2012. We are dedicated to meeting the needs of our clients by providing high-quality, personalised support from 7:00 AM to 10:30 PM. Our services are available seven days a week, 365 days a year, ensuring consistent, reliable care and peace of mind for both clients and their families.

We provide personalised one-to-one care and support to clients in the comfort of their own homes, delivered by a team of qualified, experienced, and professional staff committed to promoting your well-being, dignity, and independence. Before accepting a new client, Care One 2 One conducts an initial assessment in collaboration with the client and, where appropriate, their family or representatives to ensure we can meet their needs, and their requirements are fully understood and safely met. Our services are available across both private and public sectors, offering accessible, flexible, and tailored care to adults with a wide range of needs, including physical frailty, mild mental health conditions, dementia, stroke, sensory impairments, and physical disabilities.



OUR AIMS & OBJECTIVES:

Care One 2 One is committed to delivering a person-centred approach in all aspects of our care services. Our organisation is built on the principle of respecting the unique values of each individual. We believe that every person has the right to maintain their independence, make informed choices, and live in a way that reflects their personal choices.

Our management and staff work closely with clients, their families, and representatives to ensure that all care and support decisions are tailored to what matters most to the individual. Through collaboration and open communication.

CLIENT'S CHARACTER OF RIGHTS:

Care One 2 One respects the rights of each client to lead an independent and fulfilling life wherever possible. This Client Charter of Rights sets out the entitlements we believe everyone should receive.

- i. Each client has the right to make informed choices and to take reasonable risks, as risks are part of our everyday life.
- ii. Each client is treated as an individual, with their needs, wants, and desires recognised and respected to support dignity, value, and self-worth.
- iii. Each client has the right to make personal choices regarding lifestyle and service requirements.
- iv. Each client has the right to a service free from discrimination based on race, ethnic origin, creed, colour, religion, political affiliation, disability or impairment, marital status, parenthood, age, gender, or sexual orientation.
- v. Each client has the right to refuse entry to their home, where person identity cannot be proven.
- vi. Each client has the right to confidentiality and access to personal records upon written request.
- vii. Each client has the right to be consulted on all services and to be involved in ongoing reviews. Where a client is unable to express their wishes due to mental frailty (e.g. dementia), a family member or appointed representative may advocate on their behalf.
- viii. Privately funded clients have the right to full details of the company's Terms and Conditions, including all associated costs for care and domestic tasks.
- ix. Personal and confidential information will not be shared with third parties without express permission, unless there is a serious risk of harm to the client or others.
- x. Your information will only be shared on a need-to-know basis.
- xi. Each client has the right to raise a complaint about any aspect of the service without fear of intimidation, recrimination, or reprisals.
- xii. Each client will be informed in advance of any changes to services or staff, and continuity of care will be maintained wherever possible.



HOW WE MAINTAIN OUR STANDARDS

POLICIES

Care One 2 One is governed by a comprehensive set of policies and procedures, ensuring full compliance with statutory requirements for operating a registered care service. All policies are reviewed annually to ensure they remain up to date and aligned with current government legislation and care regulations.

Clients may request copies of individual policies in writing, which will be provided accordingly.

OUR QUALITY MANAGEMENT SYSTEM

We define “quality” as delivering care and support that is appropriate to each individual client’s needs and preferences. We operate a comprehensive self-assessment and auditing system in line with RISCA Regulations, ensuring that all working practices are regularly reviewed and audited. We monitor for any trends or areas for improvement, and where concerns are identified, an action plan is implemented to prevent recurrence. Where good practice and success are identified, these are reviewed to further develop and enhance the service quality.



EXTERNAL INSPECTION

In addition to conducting our own self-assessments and internal audits, the agency is subject to regular inspections carried out by the Local Authorities of Caerphilly and Newport, as well as the Regulatory Authority (CIW). These external inspections are designed to ensure that our service continues to operate in accordance with regulatory standards and prioritises the best interests of our clients.

Copies of the most recent inspection reports are available on request from our office and can also be accessed online for your convenience.

ABOUT OUR STAFF

Staff Training and Professional Development

Our care and support team is made up of skilled and professional staff, all dedicated to delivering the highest standards of service. Each member of staff undergoes extensive training to maintain and enhance the quality of care provided. This commitment to excellence is supported by regular reviews and updates to training programmes, ensuring the team remains equipped with current knowledge and best practice.

Through training and development, our staff are consistently prepared to meet the diverse needs of clients and uphold the highest standards of care.

Agency Structure

The staff structure within the company is organised into the following roles:

- Proprietor / Responsible Individual (RI)
- Registered Service Manager (RP)
- Financial Manager / Finance Administrators
- Staff / Trainers
- Area Coordinators
- Coordinators / Team Leaders
- Community Healthcare Workers / Home Assistants

All staff are employed on either a full-time or part-time basis.

EMPLOYMENT OF CARE AND SUPPORT STAFF

Staff Employment Policy

All care and support staff working within the company are employed directly by the organisation. Recruitment is carried out in line with company procedures to ensure that all staff meet the required standards and criteria.

Use of Agency Staff

The use of agency staff is limited to emergency situations only. They will be engaged only when company staff are unavailable and there is a need to cover shifts to maintain uninterrupted service. This approach helps ensure continuity and consistency in the quality of care and support provided



YOUR COMMUNITY HEALTHCARE WORKER/HOME ASSISTANT:

Community Healthcare Worker / Home Help Assistant

Building a positive and trusting relationship with a community healthcare worker or home help assistant is important. These staff members play a key role in daily life, so careful consideration is given to selecting individuals who help clients feel comfortable and at ease.

Requesting a Change of Staff Member

If at any time you feel that your assigned staff member is not a suitable match, the office should be contacted. Every effort will be made to ensure comfort, and alternative arrangements can be discussed where appropriate.

VISITING AT YOUR HOME

Uniform Requirements

When our staff visit your home, they will always be dressed in a professional uniform for easy identification and reassurance.

- **Female staff** wear a teal-coloured tunic paired with black or navy trousers. They may also wear a fleece or cardigan, along with appropriate footwear, to ensure comfort and professionalism.
- **Male staff** wear a blue polo shirt with dark trousers and may also wear a jumper or fleece as needed.

Identification Badges

All staff members carry a clearly visible identification badge displaying their photograph. Each badge also includes a contact telephone number, which you can use to verify the staff member's identity before granting access to your home.

Visitor Verification

Your safety is our priority. If you are ever unsure about the identity of a visitor, please do not allow them entry until you have confirmed their details using the contact number provided on their ID badge.



ENTRY PROCEDURES AND SECURITY

Gaining Entry to Your Home

- Staff will always knock and wait for your permission before entering.
- They will never enter your home without your consent.
- If alternative access (e.g. key access) is agreed, this information is kept strictly confidential.
- Staff will announce their presence upon entering your home.

Staff Attendance and Safeguarding

- Staff will always attend visits alone.
- They will not bring partners, children, friends, or pets.
- This ensures a safe, professional, and focused care environment.

Communication and Record Keeping

- Staff record all tasks completed and time spent during each visit in line with your Care & Support Plan.
- Staff use a secure electronic app at the start and end of each visit to access care details, record updates, and share information with the office in real time.



CONTRACTUAL AGREEMENTS

Private Terms and Conditions

The Terms and Conditions for our services are outlined in the Terms & Conditions and Contract for Care Service Provision. This applies to privately funded support and forms the basis of any private agreement with us.

During your initial assessment, you will be provided with a copy of the agency's Statement of Purpose, along with this guide. The Terms & Conditions cover key areas including agreed fees, scheduled days and times of visits, procedures for terminating the service, duties that care and support staff are not permitted to undertake, and responsibilities relating to health and safety.

Local Authority Referrals

If you have been referred by a Local Authority Social Work Team, you will not be required to sign the Terms & Conditions contract. In these cases, the contractual agreement for your care and support is managed directly between the agency and the Local Authority.

Schedule of Visit Times

Our service operates every day of the year, including weekends and public bank holidays. Visits are available between 6:45 am and 10:30 pm, ensuring consistent and reliable support throughout the week.

Types of Visits Provided

We provide flexible visit options tailored to individual needs, including:

- 15-minute visits
- 30-minute visits
- 45-minute visits
- 60-minute visits
- Longer visits, where required
- Respite sitting services
- Overnight care, subject to staff availability

Availability and Preferred Times

Demand for visits may be high at certain times. While we aim to accommodate your preferred visit time, this may not always be possible due to scheduling constraints.

Holiday and Special Arrangements

Our service operates as normal on Bank Holidays, Public Holidays, Christmas, and New Year, ensuring continuity of support throughout these periods.

Holding Fees and Slot Retention (Private Clients Only)

If you wish to retain your visit slot during a break in service or hospital admission exceeding two weeks, a holding fee may apply. For local authority clients, visit slots are typically closed after 14 days unless otherwise agreed with the local authority.

Payment Arrangements for Self-Funding Clients

Self-funding clients can arrange payments through our Finance team in Caerphilly. Accepted methods include bank transfers, telephone payments, and standing order arrangements.

TERMINATION OF SERVICES

Notice Periods and Process

During the first six weeks of service, the client, their authorised representative, or the local authority may terminate the service by providing one week's written notice. The agency may also terminate the service within this period on the same notice.

After the initial six weeks, a minimum of 28 days' written notice is required to terminate the service. All notices must be submitted in writing to the other parties involved.

Submitting Notice of Termination

Termination notices should be sent to:

The Manager, Care One 2 One, 23 Bartlett Street, Caerphilly, CF83 1JS.

Providing Reasons for Termination

Providing a reason for termination is not mandatory. However, any feedback shared may help the agency review and improve its services.

Agency-Initiated Termination of Services

The agency will only terminate a contract in exceptional circumstances and will first seek to resolve any issues through mediation. If mediation is unsuccessful, written notice of termination will be issued to the client, their authorised representative, or the local authority.

Reasons for termination may include:

- Persistent cancellation of visits or repeated disruption to schedules without valid reason
- Non-payment of fees
- Exposure of staff to unacceptable risks, including verbal abuse, aggression, harassment, or physical violence from a client, representative, or family member
- Incidents involving aggressive pets
- Unsuitable living conditions, including pest or vermin infestations
- Excessive exposure to tobacco smoke in the home

INSURANCE

Our agency maintains comprehensive insurance cover, including Public Liability and Professional Indemnity policies. These are renewed annually to ensure ongoing protection and compliance with regulatory requirements. We are not permitted to provide services without valid and up-to-date insurance in place.

STATEMENT OF PURPOSE

As a regulated agency, we are required to maintain a Statement of Purpose as part of our official documentation. This document outlines the regulated activities we are authorised to provide and offers an overview of our purpose, aims, objectives, and legal status. It also specifies the categories of clients we support and the geographical areas in which we operate.

CONFIDENTIALITY

All staff adhere to a strict Code of Conduct that prioritises the confidentiality of all client information. This includes both information shared directly with staff and any records held by the agency. Confidential documents are securely stored in lockable cabinets, with access restricted to authorised personnel only.

Confidential information is only collected when necessary and, in the client's, best interests, such as to support effective care planning. The agency will not disclose any information to third parties without the client's explicit consent, except in emergencies or crisis situations, or where there is a risk of harm to the client or others. In such cases, relevant information may be shared with appropriate parties, and the client will be informed. All such instances are recorded in the client's file, which can be accessed upon request.

SUPPORT PLANS AND RECORDS

Upon joining our service, a suitably qualified person will assess your care and support needs and identify any potential risks. This information is used to develop your individual support or care plan, which outlines the details of your care. Your plan is reviewed at least every three months, or sooner if your circumstances change, to ensure it remains appropriate. We adopt a collaborative approach, seeking input from you and those important to you when creating or updating your plan to ensure you are satisfied with your care arrangements.

From the start of service, daily records are maintained, including visits, tasks completed, and any changes in your condition, as well as any incidents or accidents, which are reported to the office. You may request access to your personal records at any time in writing. Electronic access is also available via our app upon request, which requires a valid email address and access to a suitable device.

Health & Safety

We always prioritise the health and safety of both clients and staff. As part of the initial assessment, a risk assessment of the home environment is carried out to identify any potential hazards. Any identified risks are recorded and included in the care and support plan to ensure they are appropriately managed.





THE SERVICES WE PROVIDE

A Range of Services Provided

We are committed to delivering flexible, high-quality care tailored to each client in the comfort of their own home. Our services are extensive; if a specific service is not listed, please contact us for further information.

Services List

- Personal care (washing, dressing, personal hygiene)
- Medication support / management
- Meal preparation & nutrition support
- Respite care
- Companionship
- Domestic help (cleaning, laundry, ironing)
- Shopping assistance
- Monitoring Visit
- Escort to appointments
- Post-operative care
- Dementia care (in some cases)
- Support at Night
- Holiday cover for main carer.

Limitations of Service

We are not authorised to carry out tasks that require a medical professional. Full details of these limitations are outlined in our Terms & Conditions.



YOUR CARE

Medication Support

Your care worker can assist with medication by administering or prompting prescribed medicines, applying creams or patches, administering eye, ear, or nose drops, measuring liquid medication, and supporting the use of inhalers.

However, they are not permitted to crush or conceal medication, alter or stop prescribed treatments, dispose of medication, or use medication prescribed for others. Please do not request these tasks, as they are not allowed.

Courtesy Medications (Non-Prescription)

Staff may assist with non-prescription (complementary or homeopathic) medications as a courtesy, but are not responsible if they are missed or not administered as requested.

Domestic & Household Support

We help maintain a clean and comfortable living environment by assisting with tasks such as cleaning, laundry, ironing, and general household duties.

Personal Care Services

Our care staff provide a range of personal care services to support your daily routine and wellbeing. This includes assistance with getting up, washing, dressing, toileting, bed making, and support with going to bed. Staff can also provide medication reminders and assistance where appropriate, with any limitations clearly explained to you.

Preparation of Meals & Snacks

Our staff can assist with preparing breakfast, lunch, dinner, supper, as well as snacks and drinks. They can also provide companionship and engage in conversation to make visits more enjoyable.

Respite Care

We offer temporary care services to give family members or regular carers a break. This can be arranged for short-term or longer periods, ensuring continuity of care for the client.

Companionship

Our carers provide emotional support and companionship, helping to reduce loneliness and promote wellbeing. This may include conversation, shared activities, or simply spending quality time together.

Shopping Assistance

Our carers can help with grocery shopping and collecting essential items, either by accompanying clients or shopping on their behalf.

Escort to Appointments

We provide support for attending medical appointments, social visits, or community activities, ensuring clients feel confident and supported when leaving their home.

Dementia Care

We provide compassionate care for individuals living with dementia, focusing on safety, routine, and emotional reassurance while promoting independence wherever possible.

Post-Operative Care

We support clients recovering from surgery or illness, helping with mobility, medication, personal care, and ensuring a safe and comfortable recovery at home.

Support at Night

We offer a range of night-time support services. Availability depends on staff scheduling, and all services must be booked in advance.

Holiday Cover

We offer reliable holiday cover services to ensure continuity of care when a regular carer or family member is unavailable. Our trained staff step in seamlessly, following the existing care plan to maintain consistency, comfort, and peace of mind for the client.

STARTING THE SERVICE

Initial Visit and Assessment

Once you choose to proceed with our service, a qualified staff member will arrange a visit to your home or current place of residence. The assessment is conducted in a question-based format to understand your needs, including any difficulties you may have, what you can manage independently, your medical history, and what is important to you.

We will also discuss your preferences, including the days, times, frequency, and duration of visits.

Following this, care staff will be assigned—typically no more than four individuals, depending on the number of visits required. All assigned staff will have access to your information via an electronic app, ensuring they are fully informed of your needs.

- Agree a mutually suitable start date (and end date, if required)
- Develop and implement a personalised care plan
- Keep you informed of your care arrangements and any updates
- Provide clear contact details for support and enquiries
- Regularly review and adjust your care to meet your needs



YOUR VIEWS & COMMENTS

Client Feedback and Service Improvement

We value your feedback and are committed to continuous improvement. To support this, we conduct surveys twice a year to gather insights and enhance our services. You are also welcome to share your comments with us at any time.

Other Forms of Feedback

We welcome feedback in several forms from clients and stakeholders:

- **Compliments** – Positive feedback on support, service, or delivery.
- **Comments** – Generally positive feedback with suggestions for improvement.
- **Concerns** – Negative feedback that may require action to resolve an issue.
- **Complaints** – Serious issues raised that require formal action.

External Monitoring of Services

We also work closely with a range of professionals—including GPs, district nurses, hospital discharge teams, mental health professionals, occupational therapists, and social workers—to ensure coordinated and effective service delivery.

GIFTS AND GRATUITIES POLICY

Agency Approach to Gifts and Gratuities

Our priority is to provide high-quality care and support, with no expectation of gifts or gratuities from clients or their families. A simple thank-you card is always appreciated. If you choose to give a gift, it must be non-monetary and not exceed £10 in value.

COMPLAINTS AND CONCERNS HANDLING PROCESS

Formal Procedure for Managing Complaints

We have a formal process for handling serious concerns or complaints from clients, family members, or advocates (see Appendix 1 for full details). All complaints are acknowledged in writing within 2–3 working days, followed by a full investigation. A report and outcome are provided within 14 days of the acknowledgement.

MAKING A COMPLAINT

We encourage clients, families, advocates, staff, and other stakeholders to raise concerns or complaints about our services. Feedback is valued as an opportunity to learn, improve, and maintain high standards of care. Complaints can be made verbally or in writing and will always be treated seriously, fairly, and promptly.



When a Complaint is Received

The Manager will:

- Record the complaint and, where necessary, seek further details to fully understand the issue.
- Handle all complaints confidentially and reassure the complainant that raising a concern will not result in any negative consequences.
- Provide a written acknowledgement within 2–3 working days.
- Carry out a thorough and impartial investigation to establish the facts.
- Determine whether the complaint is justified and identify appropriate actions to resolve the issue and prevent it from happening again.
- Provide a written outcome within 14 days of acknowledgement. If more time is required, the complainant will be kept informed of progress and reasons for any delay.
- Aim to resolve the complaint fully within 28 working days.
- Inform the complainant of local advocacy services if independent support or representation is required.
- Ensure all communication is handled with courtesy, respect, and sensitivity at all times.

After the Complaint is Resolved

The Manager will:

- Offer the complainant and/or their advocate a meeting to discuss the findings.
- Provide a clear explanation of the outcome and, where appropriate, offer an apology (this does not constitute an admission of liability).
- Issue a written report detailing the investigation, actions taken, and steps implemented to prevent recurrence.
- Provide information on how to escalate the complaint if the complainant is not satisfied with the outcome.
- Complete and formally sign off the Complaints Record Form.
- Review any staff training or procedural improvements identified during the investigation.

All complaints are recorded and stored confidentially. In line with statutory requirements, records are retained for a minimum of 5 years.

SAFEGUARDING OF VULNERABLE ADULTS

It is the policy of *Care One 2 One Limited* to protect vulnerable adults from abuse, harm, and neglect in accordance with the Social Services and Well-being (Wales) Act 2014 and Wales safeguarding standards overseen by CIW. Abuse can be Physical, Sexual, Psychological/Emotional, Financial/Material, Neglect, Discriminatory, or Institutional/Social. Concerns should be reported promptly to the manager, Caerphilly Adult Social Services, or CIW as outlined above. In cases of immediate danger, call **999**. All concerns will be treated seriously, handled confidentially, and no one will face repercussions for raising a safeguarding concern in good faith.

HOW TO CONTACT REGULATORY AUTHORITIES

Care Inspectorate Wales (CIW)

CIW is the independent regulator of social care services in Wales, including domiciliary care agencies such as *Care One 2 One Limited*. To raise concerns about care quality, safety, or compliance:

- Telephone: 0300 7900 126
- Email: ciw@gov.wales
- Address: Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ

Caerphilly Adult Social Services – Safeguarding and Support

To report abuse, neglect, or safeguarding concerns about a vulnerable adult in Caerphilly:

- Information, Advice and Assistance (Adult Social Services): 0808 100 2500
- Out of Hours Emergency Social Services: 0800 328 4432

HOW TO CONTACT US

For any questions, concerns, or feedback regarding the care and services provided by *Care One 2 One Limited*, you can contact us directly:

- Manager: Mrs Alison Price
- Telephone: 02920 850211 (An Out of Hours service exists when the office is closed)
- Email: alison.price@careone2one.co.uk
- Address: 23 Bartlett Street, Caerphilly, CF83 1JS
- Website: www.careone2one.co.uk

We are committed to responding promptly and ensuring that all inquiries or concerns are handled respectfully and confidentially.



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