



# Service User Guide

## Full Version

The information in this booklet tells you what you can expect from Highfield and the service they will deliver to you.

Please note - we also have an 'Easy Read' version of the Service User Guide if you would prefer. If you would like a copy, please contact the Registered Manager.

**HIGHFIELD SCHEME LTD**  
T/a Highfield Services  
The Base  
Queen Street  
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Lancashire BB6 7AT

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## Service User Information

Name of Service User : \_\_\_\_\_

Address : \_\_\_\_\_

Telephone Number : \_\_\_\_\_

The information below shows you the staff structure for Highfield Domiciliary Care Services -

Your Key Worker is : \_\_\_\_\_

The Care Team is led by a -

Care Team Leader : \_\_\_\_\_

The team is the responsibility of the -

Care Team Manager : \_\_\_\_\_

The Care Team Members, Care Team Leader and Care Team Manager work under the direction of the -

Registered Manager : Katie Ryan

Operations Manager : Cathi Sherratt

Highfield Domiciliary Care Services is owned by the -

Director : Alan Wilkinson

## Contact Details

If you ever have a problem and there isn't a member of staff on duty or you just wish to speak to somebody outside of your Care Team, you can ring -

Office - 24 hours : 01254 885 016 Head Office

(9am-5pm Monday to Friday) : 07800 963823 Katie Ryan - Registered Manager

: 07931326077 Cathi Sherratt - Operations Manager

Or Visit the Head Office: The Base, Queen Street, Gt Harwood, BB6 7AT.

## Mission Statement

Highfield Services enthusiastically works to make a visible and measurable difference to the lives of people with learning disabilities through the provision of person centred, individualised support and to be an equal part of the community. We sustain quality care delivery through nurturing a working environment which attracts, motivates, develops and retains the very best team members.

Alan Wilkinson (Director)

## Welcome Statement

Welcome to Highfield Scheme.

All the staff are here to help and support you.

If you are worried about anything, please feel free to talk to any member of your care team or the care team leader. If they are not available, then you can ring the office on 01254 885016 at any time.

You will be introduced to all of the care team over the next couple of weeks and will be able to ask them about anything you wish - about the house you live in, local amenities, ideas for leisure time, etc. They have already been told about the kind of support and help you need so they can provide this from your first day with us.

Highfield always likes the chance to improve its services and we welcome any suggestions people make about the service and support we offer. Highfield also encourages your participation and involvement in the running of your home and will support you to do this.

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## Introduction and Aims of the Service

Please be assured that we are a very experienced care provider. The company was founded in June 1986 and built up to a group of care homes (eight properties in total). The registration changed from care home to domiciliary care services for five of the properties in 2004 with the remaining three properties changing registration in 2008.

Highfield aims to provide an excellent service. We offer a person-centred approach to all the service users regarding every part of your lives. Highfield provides service users with the guidance and support to live as independently as possible and promotes new skills to assist you to do this.

Highfield Scheme is committed to -

- Providing an approach that is tailored to you as an individual and will allow you to reach your full potential.
- Assisting you to participate in decision making as much as possible with regards to your individual choices (both daily and life choices) and in the running of your home.
- Promoting and supporting the transition to greater independence in all areas of your life.
- Providing you with a varied and stimulating lifestyle. Helping you to plan, organise and access local activities and educational/training resources.
- Promoting social inclusion with peers, friends and family and supporting such relationships as necessary.
- Supporting you in the development of life skills and improving your confidence with such.

Highfield Scheme is committed to make sure that you -

- Are given a skilled and individual assessment of needs and planning of support which asks for your involvement wherever possible.
- Are given high standard of customer care and quality of service at all times.
- Are valued as an individual - as diverse as you may be.
- Your needs are put first.

**To help us run a good service for everyone, we would like you to -**

- Treat your Support Worker and management team with respect.
  - Tell us how you would like us to do things for you.
  - Agree to a care plan - which you will be involved in creating as much as possible.
  - Tell us if you are going away.
  - Tell us if your Support Worker arrives late with no explanation or apology.
  - Tell us if you have any complaints, concerns, compliments or comments.
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## Decision Making & Capacity

The Government passed a law in 2005 called the Mental Capacity Act.

~~This law is to ensure that if you need to make a big decision, that -~~

- If you have the capacity, your wants and wishes are listened to in full, even if it may be classed as an 'unwise decision'.
- If you need support to make a decision (such as your different options or pictorial aids), this help is provided.
- If it is thought you may not have capacity, a proper assessment is carried out.
- If you don't have capacity, your best interests are taken into account (family and those who know you best are consulted, input from professionals or an independent advocate is sought).
- If you don't have capacity and a decision is made on your behalf, this is the 'least restrictive' option.

Highfield will also follow these guidelines to assist you to participate in decision making as much as possible with regards to your day to day lives and in the running of your home.

## Key Worker

When being supported by Highfield Scheme you will be given a Key Worker.

You will be consulted with regards to choosing your Key Worker. Your preferences will be considered when allocating a Key Worker to you. If you feel that the Key Worker chosen for you is not best suited to meet all your needs, then you have the right to ask for a change.

### What does a Key Worker do?

Your Key Worker will be your main source of support and care. They will develop a 'therapeutic relationship' with you. A therapeutic relationship is one that helps you in your daily life, promotes your mental health and overall wellbeing. This is a professional relationship rather than a friendship although the relationship you share would hopefully have some of the aspects of a friendship. Things like -

- Being able to trust them and talk to them about any problems you have. Being made to feel like your concerns are taken seriously and that you are not being judged.
  - Helping you with things that you find difficult or are daunted by. Offering reassurance, giving practical help (like budgeting, shopping, household tasks or dealing with benefit agencies) or emotional support and being prepared to speak up for you if and when you want them to.
  - Feeling accepted and valued as a person - especially at times when you might not feel that way about yourself or if your experiences lead you to believe that you are not valued when really you are.
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- Support in trying new things. Your Key Worker should know you well and what activities or courses that you might enjoy or benefit from. If and when you want to try something new, they may give you advice on your options, help to access activities and practical support to go and try new activities. They will also understand that you may not enjoy the activity and it isn't something you would want to do again.

As already stated, the relationship between you and your Key Worker may share similarities with a friendship but in other ways it is quite a different 'working' relationship -

- Unlike a friend, your Key Worker is accountable to you, to their colleagues and the managers and other external agencies (social services, CQC, etc). Your Key Worker has a legal responsibility to follow your care plan and work within the guidelines to offer you appropriate support.
- Staff are here to support you in developing the skills that will enable you to live a more independent life. We believe that it is important that staff are warm and friendly, but it is important to understand that staff are not employed to be 'friends'. Staff are here to support you in forming of your own friendships with your peers - as helping you to widen your social network improves self esteem and social skills.
- Your Key Worker is paid for the work that they do with you. Unlike a friendship, you would never be expected to return the support as you might do with a friend. Because of this, it is not allowed for staff to discuss their own private or personal problems with you as this may leave you feeling burdened by their difficulties. Your Key Worker will get the support they need from the management team, their colleagues and their own support systems outside of work (friends and family, etc).
- In the company policy manual, staff are told not to give out their personal phone numbers or home addresses to you, nor should they befriend you via any social media outlets such as Facebook. Staff are also under guidance not to socialise with you except for in work time when they are supporting you on a planned activity as part of your timetable/care plan.
- The staff Code of Conduct also says that staff are unable to accept gifts (except small token gifts for special occasions, pre-agreed), or to borrow or take money from you or loan money or their own property to you.

## Safeguarding & Abuse

One of the most important aspects of our service is to safeguard you from any form of abuse. We take a lot of precautions even before we employ anyone to try and protect you. For example, all our staff have been checked with the Police to see whether or not they have a criminal record and we ask for references from previous jobs to try and make sure there is no cause for concern. All our staff are inducted into the job properly and receive training in Abuse Awareness amongst other things.

If you have any concerns whatsoever about any of our staff, please let us know as soon as possible. You can talk to a staff member or team leader you trust, ask a family member or friend to pass on your information or call a manager at the office or via the on-call number. Alternatively, contact -

**Social Services Safeguarding (for Adults or Children) - 0300 123 6721.**

We recognise that abuse is a sensitive subject, but it is also a subject that needs to be addressed. We believe that it is important that you know that abuse is something we take very seriously and that any complaints, allegations or concerns will be treated respectfully, sensitively and that your comments will be treated as confidentially as possible and not affect the service you receive.

Highfield aims to support and protect individuals from neglect, abuse or poor treatment. We are aware that these objectives may sometimes be in conflict but be assured that if there are grounds to suspect that a service user is being abused, the safety of that individual will be the main priority.

Highfield aims to safeguard service users from any form of abuse or exploitation including physical, financial, psychological, sexual, discriminatory abuse, self harm, neglect, inhumane or degrading treatment through deliberate intent or ignorance in accordance with written policies and procedures.

Highfields' Safeguarding Policy has been written up in line with Lancashire Safeguarding Adults Policy and Procedure and is periodically reviewed.

At Highfield Scheme we agree that we will work to the following principles -

- Everyone has the right to live their life free from violence, fear and abuse.
- Everyone has the right to be protected from harm and exploitation.
- ~~Everyone has the right to independence, which involves some degree of risk (positive risk).~~

Through working in partnership with other agencies and organisations, Highfield Scheme is committed to -

- Ensuring that there is a consistent and effective response to any concerns, allegations or disclosure of abuse.
- Supporting staff in reporting and investigation incidents of adult abuse.
- Preventing abuse from occurring in our organisation.
- Offering close support to any whistleblowers.
- Ensuring that staff have knowledge and understanding of adult protection and receive training in implementing the Adult Protection Procedures.
- Contributing towards adult protection investigations, conferences and protection plans.

The term 'abuse' can be understood in different ways. The following statement provides a starting point in understanding some of the different things the term 'abuse' might be used to describe -

*Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse of an adult may consist of a single act or repeated acts over time. It may occur as a result of failure to undertake action or appropriate care tasks. It may be physical, psychological or an act of neglect. It may occur where an adult is persuaded to enter into a financial or sexual transaction to which they have not or cannot consent. Abuse can occur in any relationship and may result in significant harm or exploitation of the individual.* Adapted from No Secrets - Protection of Vulnerable Adults - Department of Health (March 2000)

Highfield has a full Protection of Vulnerable Adults Policy which is available upon request.

## Medication

This section refers to any medication you may be given by your consultant or GP or you buy "over the counter".

You may be used to looking after your own medication - be 'self medicating' or you may have had your medication administered by other people - given to you at set times of the day. Whichever is the case, how your medication is stored or administered is something that can be negotiated with you and your social worker or other people involved with your support.

It may be that sometimes you require encouragement or reminding to take your medication or you may need this support more regularly but otherwise you are able to store and administer your own medication. However, some people find it difficult to take their medication properly and this might be because of a number of reasons. Some people find their ability or how safe they feel to self-medicate is affected by their mood - in this case flexible arrangements can be made - again these would be in negotiation with you and possibly your Key Worker or other people involved in your support.

If you ever buy 'over the counter' medication, please make sure that the staff are aware of this before taking it - it MAY affect your regular medication or vice versa and may need advice from your GP.

We only let the staff who have received Medication Training support you in this area. The company also has policies and procedures in place and monitoring records to ensure Medication is stored, handled and dispensed to you properly - we take this very seriously.

Staff are here to support you in taking your medication if this is identified in your care plan and if you have any concerns regarding the medication you have been prescribed, please tell them. The sooner you inform the staff of any concerns or difficulties, the sooner they can help you.

## Ill Health and Hospital Admission

Your continued health and wellbeing is very important to us. During times of ill health, please be advised that Highfield will support you through this -

- Providing flexible support so you have staff to provide you with additional short-term care should you need it.
- Highlighting any changes in needs either short term (via a short-term care plan) or longer term (renegotiating with social services).
- Helping you to access relevant medical professionals, assisting you to attend necessary appointments and follow advice if need be.
- Providing staff with any additional training and support to manage your changing care needs.

Please make sure you let staff, your team leader or manager know if you feel unwell at all so they can help you manage this immediately.

If you are admitted to hospital, you will have an up-to-date Hospital Passport which you can take with you. Medical staff at the hospital can read this and have an overview of your support needs, levels of communication, medication records etc.

Your team manager will get in touch with the Specialist Nurse who can liaise with us and the hospital and discuss what you may need to make your stay as comfortable as possible.

If your stay is to be extended over a week, we will inform the local social services who will suspend the care package until you return home (please be assured we will maintain your place with us long-term if need be, you don't have to worry about that).

We will maintain regular contact with you throughout the duration of your stay and staff will visit you in hospital and bring you the things you need.

In exceptional circumstances, Highfield staff may even be funded by the hospital to deliver some support to you during your stay.

## Fire Procedure

Highfield Scheme follows the rules made by the local council about Fire Safety -

- The fire alarms are tested each week.
- Fire safety drills/practices are held at random and you will be expected to evacuate (leave) the building and assemble at a safe place.
- In the event of a real fire, you should evacuate and go to the assembly place as you do in a drill.

### Fire Safety Plan

In the event of a fire, the plan is to exit through the nearest door and go to the assembly point.

A member of staff will notify the fire service and the management team.

If there is no member of staff present, evacuate the building - either taking your mobile phone (only if safe to do so) or asking a neighbour if you can use their phone - **ring 999 and ask for the Fire Brigade.**

**Try to keep calm, do not panic.**  
**Don't go back for your things.**  
**Do not run or push past others.**

You will be given guidance and support to ensure you are familiar with and understand the Fire Procedure and Fire Safety Plan. We want you to be involved and participate in the fire policy and safety plan and if you have any concerns during the drills or when reading this then please tell a member of staff. By carrying out the drills/practices you will be better prepared to manage the situation if a real fire ever occurs.

## Health & Safety

All staff receive training in health and safety and your care team or care team leader will support you in managing the day-to-day health and safety issues which may arise at your home.

If required, we can provide a tenant's 'Visual Inspection' - these health and safety checks are intended to be undertaken by you and with the support of your staff. The purpose of the checklist is to help you make sure your home and belongings are safe and well maintained and to identify any repairs or replacements before they become a hazard. However, staff are all expected to report any potential hazards they may see on an as and when basis and service users are invited to do the same, so that things can get sorted out quickly.

Part of health and safety is making sure things are kept clean (so they are hygienic) and tidy (so there are no trip hazards or fire hazards, etc).

It is your responsibility to make sure that your home is kept clean and tidy. If you have problems maintaining your home then a member of staff may be able to assist you in developing the necessary skills to do so.

We encourage your involvement and participation in the health and safety procedure and if you have any concerns, please bring these to the attention of the staff.

## Benefits & Managing Money

We are happy to provide support to you when you are making claims for your benefit entitlements and any correspondence from these agencies. When dealing with these agencies, we can advocate on your behalf or support you to advocate for yourself.

The staff will work with you to maximize your income and ensure that you receive your full benefit entitlement.

We are not funded to provide household running costs, transport or activities. Your benefits will be expected to cover these.

If you need it, your Key Worker will be able to help you to budget for all of your household bills and running costs as well as shopping, activities and special events. They may also be able to help you budget to save up for holidays, trips or expensive household items you want to buy yourself if you want them to.

It is important that if Highfield has any involvement in supporting you to manage your money, there are policies and procedures in place to keep a check on things and your money is safe and accounted for. If you want to know more about this, please speak to your team leader or manager.

If you are experiencing financial difficulties or are worried about money, payment of bills or budgeting, please talk to a member of staff. We understand how money worries can be very distressing, so please tell us and we will do our very best to help and support you.

Please speak to a member of staff if you have any concerns regarding your money or benefits.

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## Housing & Support

For the benefit of yourself, your housemates (if it is a shared accommodation) and the care team, it is necessary to have some conditions about the support service and your behavior towards others.

### **Cleaning and Laundry -**

Tenants are responsible for your own cleaning and laundry though you may get assistance from staff if it is identified in your care plan.

### **Key Holding -**

You may want to sign an agreement saying that the care team are able to hold a key which they can use to enter your house for their shifts - this will save you getting up early in the morning to let them in.

### **Support -**

It is important that you agree the support offered to you and co-operate with the staff as much as possible. The company is commissioned (paid) to support you in a certain way, according to your assessed needs, care plans and timetables. If you do not allow us to deliver the support we are paid to deliver or your health or wellbeing suffer because we have not been able to do our job, then this may reflect badly on your support team, the company and/or the commissioners may withdraw you from our service. If there's anything you would like to change about the way you are supported, please tell your manager who will discuss your options with you.

### **Transport -**

In some cases - where identified in your timetable and care plan - Highfield is able to offer you assistance with transport. These costs are to be met by you; individual arrangements will be agreed.

### **Your Tenancy Agreement -**

You and your landlord will have your own agreement which will cover the rules of renting your home. If you need us to, Highfield will work with you to comply with these rules.

Highfield will support you (if you want us to) to apply for housing benefit to pay the rent and to budget for any additional top-ups or bills etc. However, if

at any time you wish to leave your home or your landlord asks you to leave, Highfield will support you to comply with your notice period and/or find somewhere else to live.

### **Disputes with Other Tenants -**

We ask that tenants respect their housemates (if applicable) and treat others as they wish to be treated. We hope that all housemates will help to create and maintain a pleasant living environment for all. Remember that for you and the other tenants, this is your home. Understanding and following the house policies will go a long way to ensure all residents can live together in an appropriate manner. However, we understand that disputes may happen between you and the others. In such circumstances, disagreements may be simply resolved by discussing any issues with the other person concerned in a polite manner. If you wish, staff may be able to facilitate a meeting between you to try and sort the matter out. If the matter is a serious one, you may wish to make a formal complaint, in which case staff can help to follow the complaints procedure.

### **Data Protection & Confidentiality -**

We will treat all information about you as confidential under the terms of the Data Protection Act 1998. We will not share any information without your permission.

We will keep regular records about your support because this will help our Support Workers to provide continuity of care and to hi-light any issues, concerns or changes to your needs, wants or wishes.

This also helps us check the quality of the care you get.

You are welcome to see the information we keep about you at any time, just ask.

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## Ideas, Suggestions and Complaints

### We Welcome Your Views -

Highfield Scheme aims to provide excellent services which meet the needs of our service users. To meet our aims, we need your feedback and your participation. Here are some of the ways you can do this -

- At service user meetings
- By talking to your Key Worker, Team Leader or Team Manager
- By filling in a comments, complaints, compliments or comments form
- By completing the annual service user questionnaire
- By contacting us in writing, in person or over the phone

We are always grateful for feedback and suggestions as how we can make the service better and we view all comments and even complaints positively as these help us identify and correct our failings. By letting us know if you have any complaints, we can investigate the matter and hopefully resolve it quickly.

Our comments and complaints procedure is there to be used and we will support any service users or other people to use it. A full version of our comments and complaints procedure is available upon request or pick one up from the display board at our offices.

In addition, we also appreciate compliments. If you think there is anything you are especially pleased about with the staff or service we provide then please ask to fill out a compliments form or include it when completing your service user questionnaire.

## For Your Information

Highfield Scheme is regulated by the 'Care Quality Commission' (CQC). These are the people who set the rules for how we deliver your care and support. They visit our head offices every year and check up on staff, their training and the support they deliver. They also ask to speak to people from time to time about what they think of the service we deliver.

CQC give care providers a certificate to license our service, this can be found in the head office if you would like to see it.

If you ever wish to speak with a CQC Inspector, you can phone them on 03000 616 161 anytime.

All care providers need to have comprehensive insurance. Highfield has an insurance certificate to prove this, it is kept at the head office if you would like to see it.

## Message from Highfield

Thank you for reading this guide. I am sure it will be of some use to you now or for reference in the future. Keep the guide handy for any time you may need it again.

We promise to always do our best for you; to provide you with the care, support and guidance you need to live as fulfilled and independent life as possible.

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Lastly, on behalf of myself, the management and the care team, I would like to say a big WELCOME and THANK YOU for choosing Highfield as your care provider.

