



Where a little difference makes all the difference

# FAQ GUIDE

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# FREQUENTLY ASKED QUESTIONS

This document outlines questions frequently asked by prospective and existing clients. We hope this document provides an insight into answering those queries. For any additional information please contact us on either **01494 523 480** or email us on **info@chilworthcare.co.uk**

## **What is required to ensure you are legally registered & how can I check this?**

Everyone that provides care, whether in the clients own home or in a care home, must be registered with the Care Quality Commission (CQC) who are the regulating body for all types of care providers. CQC are responsible for monitoring and ensuring that care providers are meeting the required standards of care and welfare. For further information and to read the latest inspection and rating report please visit <https://www.cqc.org.uk/>

## **What insurance do you have in place?**

Chilworth Care is fully insured to cover all of our staff and the services that we offer; this includes Employers Liability, Professional Indemnity, Public & Products Liability and Malpractice

## **How do I pay for my care?**

We invoice our clients fortnightly and payment can be made by bank transfer or cheque.

## **What notice do I need to give should I wish to cancel my care?**

We only require 1 months' notice to cancel our rolling contracts.

Who should I contact if I have a problem outside of office hours?

We operate an 'On Call' system, you only need to call the office telephone number and your call will be automatically transferred to a staff member, between the hours of 0700-2200

### **Is care provided at the weekends and bank holidays?**

We operate the same hours every day of the year, including Christmas Day.

What happens during adverse weather conditions or when my Carer is absent?

Unfortunately the weather is out of our control. We will always attend as many calls as we can, starting with our most vulnerable clients.

### **What training is given to your staff?**

All new staff at Chilworth Care completes our in-depth Mandatory & Care Certificate training and induction program, regardless of previous experience. Once all the training is complete they move on to gain hands experience with one of Shadowing Mentors.

Training is then on-going with regular refresher courses provided for all staff.

How do I know your staffs are reliable and trustworthy?

Prior to starting, all of our staff undergo a rigorous interview process and are subject to a DBS check (Disclosure and Barring Service) and request a minimum of two references. Regular supervisions monitor attendance and time keeping along with the annual review.

### **What is your staff turnover like?**

Chilworth Care is committed to having the best staff retention in Bucks. We work hard with our Carers to ensure they are happy in their roles and feel supported by the Management Team. We have implemented staff rewards, such as our Employee of the Month Award and Chilworth Cares Award. We have recently put in place our Carers Voice to strengthen the link between Carers and Management. Also new for this year, we have Shadowing Mentors, a personal friend to help settle new staff into working with us. Our regular supervisions make sure that we know our staff really well and can support them at all times.

### **How do I know that my personal information is secure?**

Our software system is designed so that only the Carer attending your call can access your Care Plan

### **How will you make the care you provide personal to me?**

The home care we provide helps you maintain your independence and remain in the comfort of your own home, so it is essential that we tailor your care to suit your individual needs. Once we receive your initial enquiry, our qualified Registered Manager will be in contact to discuss your needs and arrange a free assessment visit, during which, they will explain in detail how we can assist you to get the support you need.

### **How will you respect my personal choices and maintain my dignity?**

Choice and dignity is always respected by Chilworth Care, we will never force a client to do anything they are not comfortable with. We offer a person-centred compassionate approach, whilst encouraging independence in your day to day living.

We do however have a legal and moral responsibility to safeguard both our clients and our care staff, so we will step in if we feel that either party are being put at immediate risk or harm.

### **How often will you review my care provision?**

Monthly or bi-monthly reviews, dependant on your individual Support Package, are completed to ensure any changes in the support you need is actioned quickly and ensure we are meeting your needs. you never need to wait for your next review to tell us about any changes, we can visit you to discuss changes as they arise.

### **What happens if I am not compatible with my Carer?**

If you are not happy with a Carer, our Registered Manager will be happy to discuss your concerns and if necessary make changes for you.

What happens if there is a medical emergency, will the Carer stay with me?

Yes, we would never leave a client alone, our Carer will remain at the property until an ambulance or family member arrives.

### **How will the Carers get into my home if I can't answer the door?**

This will be discussed at the initial assessment. Many of our clients install Key Safes which Carers access via a code set by you. The code is only available to the Carer delivering your support.