



Coast Care and Support Information guide

Compassionate to our Customers' needs.

Otstanding quality of Care

Achieve and ensure the highest quality of care.

Service that has consistency.

Tailored to support you!

This guide tells you about:

Our Services

- What we aim to do
- The services that we offer.
- The people for whom we provide care and support.
- Where we provide services
- Our commitment to you
- What we expect from our customers
- How we provide our services, your care and support plan
- Changing your care and support plan
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- Charges and payment
- Postponing, suspending or cancelling the service
- The reasons we may withdraw our service.
- What happens if our service closes or the owner changes?

Providing a quality service

- Managing the quality of our service and how we keep you safe and protect you from harm
- Procedures to safeguard a customer's property
- How we support you with your medicines
- Health and safety
- Sharing information about you • Assessing the quality of our services
- Getting help to complain.
- Advocacy services

Customer Guide

Welcome to Coast Care and Support Services Care. We hope that this guide will provide all of the information you need about our service. If you would like to talk to us about any aspect of your care, please do contact us. You can find our contact details on page 6 of this guide. If you would like this information in another language, audio tape or Braille, please let us know.

About our services

What we aim to do

Coast Care and Support Services Care. provides excellent quality care to keep you safe and comfortable in your own home. We believe that it's your life and your care, so it must be your way. We see each of our customers as unique, with their own individual lifestyle and needs. We keep you in control and provide you with the care and support that you want, where and when you want it.

The services that we offer.

We provide care and support that may be anything from a 15-minute visit to Social inclusions for a set amount of hours. Our care assistants can provide:

- Help with personal care and hygiene.
- Help with getting up and going to bed.
- Prompting or giving medicines and collecting or returning medication from pharmacies or dispensing GP surgeries.
- Preparing meals and helping at mealtimes.
- Collecting prescriptions and shopping.
- Laundry and housework.
- Support with social activities such as attending a day centre, visiting friends or family, going to your church or club etc.

The people for whom we provide care and support.

We provide care and support to people living with or who need support with:

- Dementia, Parkinson's
- MND, MS
- Huntington's, Elderly and Frail, Support with independence any much more!

This list is not exhaustive, and every care package will be risk assessed and if we can help, we will!

Where we provide services

All over West Lothian

Our commitment to you

At Coast Care and Support Services Care we:

- Treat you with the utmost dignity and respect.
- Believe that the customer comes first. This means that we provide the care and support that you need in the way that you want it. We will always respect your personal beliefs and life choices.
- Listen to what you say and agree on what we can do and how we can provide the best service for you. Our support helps you to keep your independence.
- Are open and honest with you about what we do. We deliver what we say we will and provide a consistent and reliable service that you expect.
- Protect you from harm by employing compassionate, capable and reliable team members. Our employees are trained and knowledgeable about your needs. They work to best practice guidelines.
- Act as a good employer to our team and support their professional development to make sure that they have the best skills to do the job well;
- Give a service that provides good value for money;
- Monitor the quality of our service and regularly ask for your views so that we can make any improvements that may be needed;
- Take swift action in response to any concerns about your safety or complaints.
- Respect your privacy and keep information we hold about you confidential (see below 'sharing information' for more details).
- Have no right to judge how someone chooses to live or how their home looks. We do not tolerate discrimination in any form.

What we expect from our customers

We value our team and have legal responsibilities for their health and safety. We will not put members of our team into situations where they are either at risk or where they are subject to harassment or intimidation. We ask you to refrain from smoking during your care assistant's visit.

How we provide our services, your care and support plan

If you have a community care and support plan from your local authority, we will ask your permission to see this, so that we know more about the type of care and support you may need.

Our management team will arrange to visit you at home to explain our service and to agree on how you would like your care and support provided. The manager will discuss any risks with you and decide what action needs to be taken to keep people safe. We will record this in your personal care and support plan, a copy of which will be made available to you in your home.

We will only begin service after you, or your legal representative has given written consent to the care and support plan. On rare occasions, we may need to provide a service to meet an emergency situation. In these cases, we will send either a supervisor or other competent person to carry out an initial risk assessment and to provide your care and support. We will complete the full risk assessments and care and support plan within 2 days of your service commencing.

Changing your care and support plan

We regularly review your care and support plan by talking to you about what is working well and what you may wish to change. This usually happens every six months but maybe sooner if needed. Our care assistants are only allowed to follow the instructions in the care plan. They cannot carry out any other tasks. If you would like to change your care and support plan, please contact our office on [redacted] and a member of our team will visit you.

Your Care Assistant

Wherever possible, we will introduce your care assistant(s) to you prior to your service beginning. The care assistant(s) will know about your care and support plan. At the end of each visit, they will record what care and support they have given you either via an electronic care planning system or via your care and support plan folder. If you are not satisfied, then you can let us know and we will discuss this with you. If necessary, we will make alternate arrangements for you.

All care assistants have an identity badge which they must show you so that you can confirm who they are.

What happens when your care assistant is away from work?

You can rely on our services. We will endeavour to keep the number of care assistants who visit you to an absolute minimum so that you do not see too many different faces. The care assistant who is coming to visit you will always introduce themselves and they will have been briefed so that you do not need to explain their tasks.

We have enough team members to cover the times when your usual care team are away. All of our team are full employees of Coast Care and Support Services Care and are all trained to the same high standards.

Timing of Visits

Care visit times are approximate and may vary up to 30 minutes either side of the normal visit time. If your care assistant does not arrive at the expected time, please allow at least 30 minutes for traffic hold-ups etc. If he/she has not arrived after that time, please telephone us on **07713359540** so that we can check what has happened and the safety of the care assistant.

Call Monitoring

We use an electronic call monitoring system, before and after each visit the care assistant will log in and out of your property. This ensures your safety and the safety of the Care worker. This will be monitored by our office staff.

About our business

Coast Care and Support Services Care's legal status

Coast Care and Support Services Care operates under licence from Coast Care and Support Services Care We are a limited liability company.

We are registered to provide care at home services by: Care Inspectorate

Largo House, Carnegie Avenue, Dunfermline, KY11 8PE, Scotland, United Kingdom.

The Care Inspectorate inspect our services to check that they are safe and that we are meeting quality standards. You can view a copy of the latest inspection report by going to their website or asking our office to send this to you.

You can find more information about the Coast Care and Support Services Care network at www.Coast Care and Support Servicescare.co.uk

Experienced and qualified team

We are committed to having the very best care workforce in the area in which we operate. This means our team are all trained to a high standard, and we encourage each of our employees to undertake additional qualifications.

Our Coast Care and Support Services Care team

Name of registered owner	Mathew Hay Business Director, Frankie Krawiec Compliance Director Stephanie Redmond Operations Director Paula Smart Training and Finance Director
Registered provider	Coast Care and Support Services LTD
Company registration address	Suite 16 Fleming House, 5 Fleming Road Kirkton Campus, Livingston EH54 7BN
Company registration number	CS2023000064
Name of registered care manager	Frankie Krawiec
Names of the management team	Matthew Hay, Frankie Krawiec, Stephanie Redmond, Paula Smart
Our office email address	ccands2022@outlook.com

Office hours

Our offices are open from 9.00 to 17.00 Monday to Friday during which time we will be pleased to discuss any aspect of your care. Our telephone number is **07713359540**.

We also have an emergency on-call number should you need to contact us out of office hours. This telephone number **07713359540** is for urgent matters only.

How to contact the Adult Social Care Department of the local authority

Bathgate Social work phone number: **01506 284700**

Livingston Social Work phone number **01506 282252 or 01506 284999**

Insurance Cover

Coast Care and Support Services Care has public liability insurance and employer's liability insurance; however, we do not insure customer's homes or contents. We strongly recommend that this is covered by the homeowner.

Charges and payment for private care packages

We publish a list of charges our private customers and/or their representatives as part of their terms and conditions of business.

You will receive an invoice in line with your confirmation of instructions which you must pay within 28 days. Methods of payment are included in your terms and conditions.

Cancelling or terminating the service

If for any reason we need to terminate your service we would give you 28 days' notice to find another Care provider. If you choose to terminate your service with us under option 2 you would need to give Coast Care 7 days' notice.

The reasons we may withdraw our service

We would only withdraw a service as a last resort after we had explored all other options.

This may be necessary when:

- It is no longer safe for the customer or care assistant.
- The customer abuses our team.
- The customer does not pay their invoices on time.
- We are unable to provide the service that the customer wants.

What happens if our business closes or the owner changes?

We will give you a minimum of 28 days written notice if the owner changes or in the rare event that our business needs to close. If the business is planning to close, we would provide advice and support to enable you to make alternative arrangements. This includes liaising with the Adult Social Care Department of the local authority where needed.

Providing a quality service

Managing the quality of our service

We have comprehensive policies and procedures for managing risks and to make sure that we provide a safe, high-quality service. These are inspected by the Care Inspectorate.

For more information about how we work you can ask to see a copy of any of our policies or procedures.

How we keep you safe and protect you from harm

We carefully select our care team and carry out checks before they start work. All care assistants are then fully trained to carry out their role safely and to recognise signs of abuse. They will listen to any concerns that you may have about your safety. We have clear procedures for reporting and sensitively responding to any suspicions of abuse. Care assistants have a duty to report any concerns, accidents and serious incidents to their manager.

Customers or their families' can speak to a member of the management team or the local authority or the Care Inspectorate by email concerns@careinspectorate.gov.scot or Call **0345 600 9527** if they are concerned about possible abuse.

Procedures to safeguard customers' property.

For reasons of security, we never look after keys to customers' homes. If special arrangements need to be made to access your home, we encourage you to use a key safe.

How we support you with your medicines

Our customers receive safe and effective support with their medication needs from our competent team. Our medication policy and procedures make sure that you receive the right medicines, in the right way at the right time. They protect customers and our team from damage that may arise from the mismanagement of medicines.

Health and safety

We have both legal and moral responsibilities regarding the health and safety of our team and customers. We always carry out a risk assessment prior to starting a service. We will agree on how the service that you want can be provided safely and record this in your care plan. If necessary, we will postpone the start of your service until the right equipment is in place to reduce risks. Our care assistants wear disposable gloves and aprons to minimise the risk of cross-infection.

Sharing information about you

The information we hold about you is stored confidentially. We co-operate with other agencies to make sure your wellbeing is protected. However, we will only share information about you either:

- With your consent.
- If it is necessary to keep you safe.
- We have a legal duty to share this information e.g., a crime may have been committed or it is in the public interest.

You have a right to the information we hold about you. contact Frankie Krawiec.

Assessing the quality of our services

Our participation strategy sets out how we involve customers or their representatives in every aspect of their care and support. We welcome your feedback on any aspect of our service so that we can improve our services. We will regularly ask you for your views on our services including:

- An annual survey
- Regular visits by a supervisor
- Spot checks on our Care staff

If you would like to see a copy of our annual quality monitoring report, please let us know.

Getting help to complain.

We listen to feedback about our services and take any concerns seriously. Our managers investigate all complaints and tell customers what we find. Where there are shortfalls, we take prompt action to put this right. Our management team will give you the necessary support to raise any concerns or complaints that you may have. You can feel confident that there will be no negative impact on your care or support. We give you a copy of our complaints procedure and explain this to you when our service starts.

Advocacy services

There might be occasions when a person needs help to voice their concerns or complaints. Advocacy services will support a person who needs help to express themselves, has their views heard and to be listened to. The role of an advocate is to remain independent from the service provider (and others). www.mygov.scot/advocacy or call **0131 510 9410**.

If you have any further questions, please do not hesitate to contact us.



