**TESH HEALTH CARE LTD**

**CLIENT HANDBOOK**

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TESH HEALTH CARE Ltd

Our Motto

“Care at its best!” We aim to offer best quality of care beyond excellence! We have a team of dedicated, honest and trustworthy staff around the Island.

Our Vision

Tesh HEALTH CARE Ltd, as a care agency we aim to help the community through supplying health care assistance and support workers to improve people lives and let people live at their best. We aim to be efficient and up to standard while working together with other health care professionals in order to achieve this vision.

By carrying out our mission, we at Tesh HEALTH CARE Ltd will achieve our vision and aim to dominate the market through excellence. We aim to maximise profit while operating at best values affordable to clients and service users.

Our Values

* We value teamwork because working together brings results
* Honesty is essential in order to have a long-term relationship with clients and service users
* Knowledge through staff training and education is paramount in order to raise standard.
* Flexibility very important because of ongoing changes in health and people wellbeing.
* Passionate (loving what you are doing) is the drive to best care.
* Listening is a skill which Tesh HEALTH CARE Ltd teaches all its workers!
* Inventive and creative in order to find new and better ways to succeed.

**Our Principles**

Our standards are based on principles which are privacy, dignity, choice, equality and diversity, safety, realizing potential and independence.

1. Privacy

The client has a right to their privacy as well as the privacy of their property which will be respected at all the times. The client will be free from intrusion and boundaries will be maintained.

1. Dignity

All clients will be treated with dignity and full respect at all the times regardless of their disabilities, sex, race, religion or age.

1. Choice

Clients will be well informed and assisted to make their own choices. Information will be given of the wide range of choices available to enjoy full benefits.

1. Equality and Diversity

All clients will be treated the same, respecting and valuing their ethnic backgrounds, culture, beliefs and faith. Clients will be looked after in a way which is free from bullying, harassment and discrimination. Tesh HEALTH CARE Ltd recognises that equal opportunities are an essential part of good management and enhances the growth and image of the company. Clients will also be given ground to complain effectively and freely without fear of being victimised.

1. Safety

Clients will be protected from all sorts of harm and be free from exploitation and abuse. Ongoing assessment of safety is on top of the list at Tesh HEALTH CARE Ltd to reduce unnecessary injuries or harm.

1. Realizing Potential

Clients will be supported and encouraged to enjoy full range of all social aspects of life through our person-centred tailor-made principles. Clients will also be helped to access all resources available to them in their communities.

1. Independence

We as Tesh HEALTH CARE Ltd, do value our Clients right to maximise their full potential physically and mentally. It must be noted that independence does not only mean doing everything yourself but also include the support that you can get to complete an important task you cannot do yourself. By accepting us to come to your home we know that you will have given up some of your independence, hence we strive to foster our Clients remaining opportunities to think and act and take sensibly calculated risks without continual reference to others. To achieve the best possible outcome, we work with everyone surrounding our Client, and this will not only include relatives, GPs, District Nurses, Social Workers but also a variety of bodies which deal with protection of vulnerable persons.

1. Confidentiality

Tesh HEALTH CARE Ltd have a Confidentiality policy and guidelines to make sure clients information is protected according to the Caldicott review which was commissioned by the chief Medical Officer of England due to increased concerns about patient information and the way they are used. This was done to make sure patient information is not undermined, therefore confidentiality is on top of our priority in keeping care records and clients information secure.

Our workers are trained to provide safety and security to client information and are reminded of this at every supervision session.

Care workers must not discuss with you details of any other service user they attend. On occasions, you might know some of the people and have concern, however, do not be offended when your carer declines to give you any information or comments as they will be abiding with the confidentiality act.

Care workers will not discuss their colleagues with you as this will also be a breach of their confidentiality.

If you have concern about one of your regular carers please feel free to contact the office and we will be happy to update you.

Workers are not allowed to discuss client or service users with anyone outside workplace, online forums, websites, with friends and family or in real life social media.

1. Record Keeping

Record keeping is an integral and essential part of providing care to ensure that client records are updated as required. Record keeping is a legal requirement. We at Tesh HEALTH CARE Ltd believe that if any care is not recorded, it is considered not done. Record keeping is also an essential tool of communication between health care professionals and clients.

It also helps to identify where we are lacking and where improvements are required.

1. Reporting of Incidents

All incidents are taken seriously as they form part of providing safe living and working environments.

In the event of an accident or near miss a record should be put in place and solutions worked to try and minimise the same thing reoccurring, which might have devastating outcomes.

Our Client has the right to maintain their environments as they want them, but if this interferes with the safe provision of services, Tesh HEALTH CARE Ltd will ask you, the Client to rearrange your surroundings to promote health and safety for you and your carer.

 Person Centred Care

Clients are treated individually and their care is tailored according to their needs specifically to them.

Client assessment is crucial to apply the right care required to the right person. Treating people as individuals and valuing then individually give people self- esteem and empowers them as well.

At Tesh HEALTH CARE Ltd, we value our clients therefore understanding their needs as individuals is worthwhile in caring.

1. Duty of care

Tesh HEALTH CARE Ltd has a duty of care to provide staff that are competent and has a wide range of skills and knowledge in providing care. We aim to deliver excellent care and this can be proved by our workers who have had several years in the caring field. Our promise is to maintain and deliver high standards of care.

It is the responsibility of all workers to report any incidents, accidents or anything likely to cause harm or injure clients.

Tesh HEALTH CARE Ltd has a whistleblowing policy to report any form or abuse or behaviour which is seen as unsafe or which put clients or workers at risk in any form. Tesh HEALTH CARE Ltd guarantees that whistle-blowing will not put the informer in any unfavourable situation.

All workers must attend to any allocated shift without failure. Failing to do so and leaving clients at risk or endangering clients is a gross misconduct which can result in formal discipline or dismissal.

1. Your View Matters

We at Tesh HEALTH CARE Ltd we welcome any views, suggestions and feedback as they help us improve our services. If you are worried or concerned about care standards at Tesh HEALTH CARE Ltd we have procedures in place. All views and suggestions can be forwarded to the management via our email, telephone or address at the bottom of the page. Our staff can also help you with as much information as possible.

1. Complaints

Providing care at the highest level is Tesh HEALTH CARE Ltd’s moto, but should there arise any complaints both the service user and the worker are entitled to lodge a complaint without hesitation or fear of being victimised.

The complaint should be brought to the attention of the Tesh HEALTH CARE Ltd.’s senior management by means of calling, letter or email. This should be done within the first 48 hours of the occurrence of the event. This is mainly to avoid distortion of facts.

After a complaint has been brought forth, acknowledgement should be passed within 24 hours and feedback within a week. Each complaint is dealt with individually.

1. Whistleblowing and Safeguarding

If there is any form of misconduct to vulnerable people, there is a need to raise an alert as soon as possible. Delaying rising an alarm can endanger a client or can even cause death. Abuse is the cause of so many deaths which might have been prevented. Always remember to act quickly and promptly to save a life. Being able to recognise the type and form of abuse is the key to reporting one.

1. Zero tolerance

Tesh HEALTH CARE Ltd will not allow its staff to be subject to any abusive behaviour of any nature and reserves the right that staff leave the premises forthwith. After such an occurrence, an investigation will be conducted by the relevant staff and depending on the outcome of the investigation either party reserves the right to terminate the agreement with immediate effect.

**Staff Training**

All our staff are trained to carry out the duties assigned to them correctly as per individual client as according to the care plans. Trainings are regularly reviewed and renewed as per Tesh HEALTH CARE Ltd policy and guidelines.

1. Manual handling

All staff are trained to move and transfer people safely before they are sent out to clients. It is a legal requirement that every employee of Tesh HEALTH CARE Ltd are fully compliant before starting any work. Our staff are strained by fully qualified trainers who hold recognised certificated. Manual handling is crucial to both the worker and the client as both will be at risk if manual handling is not done appropriately.

1. Basic life support

No staff will be sent or allocated to carry out any duties without basic life support or first aid. This is because some staff work on their own and in case of emergency they should be able to assist a client until further help is present. This is in line with health and safety at work as well as a legal requirement.

**Staff Presentation**

Our staff are groomed and taught to present themselves professionally at all the times. Failing to abide by Tesh HEALTH CARE Ltd rules and regulation will result in disciplinary action or dismissal.

Staff must always be presentable wearing smart and appropriate clothing, use protective clothing, and wear a Tesh HEALTH CARE Ltd badge at all times while at work, failing to do so will result in disciplinary action.

1. Sick and Absence

Staff must be at client at least 30 minutes before the scheduled time to familiarise themselves with the client and environment. If our staff are more than 15minutes late you should notify our office and we will try to locate the staff member/or arrange for new cover depending on the situation. The same applies to our staff, if they are going to be late they will communicate with us and we will convey the message to you.

Staff must inform the Office 4 hours before the shift starts if they want to cancel the shift for any reason.

1. Emotional needs and Fulfilment

Recognising the feelings or the emotional needs of another person requires a great insight than just being aware of their basic physical needs. The best social care workers are those who empathise naturally with the feelings of those receiving service and recognise the emotional dimension to whatever is taking place. Too often, people practical and physical care needs are addressed but the emotional and dimension is not given the same consideration.

We want to help our Service Users to realise personal aspirations and abilities in all respects of their lives. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficulty to generalise about fulfilment, since it deals with precisely those areas of lifestyle where individuals differ from each other’s. We seek to assist Service Users rights to fulfilment in the following ways;

* Being informed as fully as the Service User wishes to make us aware of their history and characteristics.
* Attempting always to listen and attend promptly to the Service Users desire to communicate at whatever level.
* Respect our Service Users Religious ethic and cultural diversity, by assisting them to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
* Giving every encouragement and assistance as the Service User may be pleased to receive, in order to continue hobbies and interests.
* To offer guidance and support if the Service User seek new experiences and interests.
* To offer a comprehensive care and support plan; in consultation with the Service User, so that their needs and requirements are always fully met .
* We aim to respond sensitively and appropriately to the special needs and wishes of Service Users who wish to prepare for, or are close to death.
* We make efforts to understand and respond to the wish of any Service User to participate in minority-interest events or activities.
* We will do everything possible to help a Service User who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

IF you have any grievances that the management at

Tesh HEALTH CARE Ltd have failed to address or solve you can also get advice from;

A Citizens Advise Bureau or Law Centre or from a solicitor or

Your local Deputy.