

Guide for People Using **Our** **Services**



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About Our Company

Welcome to Nurseplus Care at home, we provide regulated Care at home services designed to support you to live safely and independently in your own home. With a network of more than 15 branches nationwide, we are committed to providing high-quality, person-centred care.

Nurseplus Care at home is registered with the Care Quality Commission to provide Personal Care and where applicable, treatment of disease, disorder or injury. This guide applies only to our regulated Care at home services.

This Guide explains how our Care at home service works and what you can expect from us. It sets out the services we provide, how care is delivered and the role of the staff supporting you. It also describes the processes we follow to ensure your care is safe, personalised and delivered to a high standard.

Our Care at home services are regulated and inspected by the Care Quality Commission (CQC) under the Health and Social Care Act 2008 and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We are required to comply with these regulations to ensure services are safe, effective, caring, responsive and well led. A formal Statement of Purpose is maintained in accordance with the Health and Social Care Act 2008 and is available on request from your local branch.

Registered Provider

CQC Registration Number: 1-101694498

Nurseplus Head Office

Unit 2 Eurogate Business Park

Ashford

TN24 8XW

enquiries@nurseplusuk.com

01233 510500

For details on our branch locations please refer to our website:

www.nursepluscareathome.com/about-us/our-locations

nursepluscareathome.com



Our Values

Our mission is to be the leading provider of quality care to vulnerable people across the UK health and social care sector. We achieve this by being positive in everything we do and a trustworthy partner, committed to the delivery of the best possible care.

Together, we all take responsibility for supporting our clients and our caregivers, ensuring we all make a difference in people's lives.

Caring

“We are compassionate, dedicated, considerate, and supportive”

It sounds obvious but it's what we do and why we do it.

Trustworthy

“We are reliable, safe and diligent”

We deliver a high standard of care, with integrity, through people who are passionate about what they do.

Positive

“We are reliable, safe and diligent”.

We endeavour to promote optimism and positive outcomes because we are enthusiastic about what we do.

Our Approach to Care

At Nurseplus Care at home we aim to provide a high standard of care to our clients who wish to live independently in their own home and we recognise that our services need to be tailored to meet the individual needs of our clients. At Nurseplus, the quality of the care and support we provide is central to everything we do.

We work with our clients to develop an agreed, person-centred Care Plan that reflects individual needs, preferences and goals. We will review Care Plans regularly and respond promptly to any changes in individual needs, ensuring support remains appropriate, safe and delivered with sensitivity and respect.

Our clients can expect us to:

- ✔ Treat them as individuals and respect their choices and support them to meet any realistic personal goals they have set
- ✔ Ensure our staff have the appropriate skills, training and competence to deliver safe and effective care
- ✔ Maintain robust systems for safety, quality and regulatory compliance which comply with CQC regulations
- ✔ Continuously review and improve our services to ensure we deliver high-quality, person-centred care

For more information about our values, mission statement and to hear more about Nurse Plus, please view our website: www.nursepluscareathome.com



Care Quality Commission (CQC)

Nurseplus Care at home is regulated and inspected by the Care Quality Commission.

Our services are registered under the Health and Social Care Act 2008 and must comply with the Health and Social Care Act 2008 Regulated Activities Regulations 2014.

The Care Quality Commission is the independent regulator of health and social care services in England. It monitors, inspects and regulates services to ensure they are safe, effective, caring, responsive and well led.

The regulated activity provided by Nurseplus Care at home is Personal Care and, where applicable, Treatment of disease, disorder or injury. Personal care includes support with day-to-day activities such as washing, dressing, eating and mobility where assistance is required.

During inspections, CQC may review care records, speak with people who use the service, relatives and staff, and assess whether we are meeting the required standards.

Inspection reports are published on the CQC website. You can view the most recent report for your local Nurseplus branch by visiting: www.cqc.org.uk

The Care Quality Commission is the independent regulator of health and social care services in England. It monitors, inspects and regulates services to ensure they are safe, effective, caring, responsive and well led.

If you do not have access to the internet, please contact your local branch and we will provide a copy of the latest inspection report. If you wish to raise a concern directly with the Care Quality Commission, particularly if you feel a matter has not been resolved locally, you can contact them at:

Care Quality Commission
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Email: enquiries@cqc.org.uk

Introducing Nurseplus Care at home

Nurseplus Care at Home provides high-quality, person-centred support tailored to individual needs. Services are delivered following a comprehensive assessment to ensure care is safe, effective and appropriate.

Each Community branch has its own Registered Manager (RM) who has been recruited for their expertise and skills in health and social care provision. The RM completes a fit person interview with the Care Quality Commission (CQC) who check and ensure the person is competent and able to manage a service.

The branch staff report to the RM and receive the necessary training and knowledge to perform their roles to the best of their abilities.

Additionally, the RM and branch staff are overseen and supported by an Operations Manager. Each branch will deliver care and support relevant to the local community need; the Community Team provide care and support direct to individuals in their own home or community. All services provided by the local branch are tailored to the needs and requests being received.



We support a wide range of people including:

- ✓ Older people
- ✓ People with physical or sensory disabilities
- ✓ People with learning disabilities, autism or mental health needs
- ✓ Children and families
- ✓ Individuals with complex or clinical needs

Depending on the tailored assessment we may provide:

- ✓ Personal care
- ✓ Complex, nurse led or, high-dependency care
- ✓ Live-in or 24-hour support
- ✓ Respite support
- ✓ Support with daily routines
- ✓ Social and emotional support, including buddy services and confidence-building
- ✓ Community access, supported living, and assistance with managing public interactions
- ✓ Help with education, work placements, and money management
- ✓ After-school and holiday care

Whether you need occasional help or full-time care, Nurseplus is here to support you every step of the way with compassion, professionalism and commitment to quality. All services are tailored to your agreed Care Plan and delivered by trained and supervised staff. We work in partnership with families, advocates and healthcare professionals where appropriate to promote independence, dignity and wellbeing. These examples are not exhaustive. Services are agreed following assessment and reviewed regularly to ensure they continue to meet your needs.

For further information, please contact your local Nurseplus Care at home branch.



Our Clinical Expertise



We support people with many different health needs, our clinical expertise spans a broad range of specialist areas, including:

- ✔ **Adult and paediatric care**
- ✔ **Complex care**
- ✔ **Spinal injuries**
- ✔ **Alcohol and substance misuse**
- ✔ **Ventilation support**
- ✔ **Tube feeding (enteral feeding)**
- ✔ **Epilepsy**
- ✔ **Palliative and end of life care**

Regardless of the complexity of care required, our experienced team is committed to providing care that is safe, compassionate and right for the people we support and their families at every stage of their care journey.

All our branches are registered with the Care Quality Commission, this means we meet strict standards to provide the regulated activity called Treatment of Disease, Disorder and Injury (TDDI). This registration shows that:

- ✔ **We are approved to safely provide clinically led care**
- ✔ **We follow profession and safety standards**
- ✔ **We can support people with a wide range of medical needs**

Our Clinical Assessment Framework



To support the delivery of our services, we have developed a bespoke Clinical Assessment Framework, called the Advanced Care Plan, designed by our clinical team. The framework:

- ✔ Guides our team through every aspect of an individual's clinical and care needs
- ✔ Ensures every care package involving complex diagnoses or clinical interventions is checked by a Regional Clinical Lead
- ✔ Helps us to keep your care consistent and up to date

How Our Regional Clinical Leads Support You

Our Regional Clinical Leads play a vital role in maintaining the quality and safety of the care we provide. They;

- ✔ conduct detailed clinical assessments
- ✔ organise specialist training for our care teams
- ✔ perform regular spot checks
- ✔ provide ongoing field supervision

This ensures that every one of our team involved in delivering care is confident, well trained, supported and able to meet the specific clinical needs of the individuals they support.

Working with Other Healthcare Professionals

To provide the best possible care we work collaboratively with a wide range of healthcare professionals, including dietitians, occupational therapists, social workers, and district nursing teams, to ensure a coordinated and holistic approach to care. Where care is funded by local authorities or healthcare commissioners, we also advocate on behalf of the individuals and families we support, ensuring care arrangements remain appropriate as needs change.

Our Commitment to Person-Centred Care

Above all, we are committed to delivering person-centred care that is tailored to each individual's unique needs. Our aim is to provide not only exceptional clinical and personal care but also reassurance, dignity and peace of mind for the people we support and those closest to them.



Hours of Operation & Out of Hours Service

Your local branch is open Monday to Friday, from 09:00 to 17:00.

Outside of these hours, an emergency on call service operates, your call will be diverted to a mobile phone. If there is no answer, please leave a message and a member of staff will call you back.

For medical emergencies call 999

For urgent but non-emergency NHS advice call 111

The nominated Out-of-Hours Service staff member on duty has all the necessary resources to ensure your call is managed effectively, they will have access to your details, support plans, care planning documentation and your rota.

Out-of-Hours Service staff will ensure your call is dealt with professionally and that the safety and welfare of individuals remain the highest priority.



Assessing Your Needs

Before care begins, a representative from your local branch will visit you to complete a detailed assessment of your needs and agree a proposed plan of care.

The assessment is designed to ensure your support is safe, appropriate and tailored to you. It may take between two and four hours, depending on the complexity of your needs.

During the assessment, we will talk with you about:

- ✓ **You, your support needs, and your desired outcomes**
- ✓ **Your health and wellbeing**
- ✓ **Your daily routines**
- ✓ **Your preferences and personal goals**
- ✓ **Your home, environment and community**
- ✓ **Any risks related to your support and how these can be managed safely**

We aim to gather accurate and comprehensive information so that your care is planned effectively. With your consent, we may also speak with family members, advocates, social workers or other professionals involved in your care.

If you lack capacity to make certain decisions, we will act in accordance with the Mental Capacity Act 2005 and involve appropriate representatives in decision making.

Following the assessment, we will develop a person-centred Care Plan and any supporting documentation required. We will seek your consent before care begins and before sharing information with the staff team or relevant professionals.

Your Care Plan is a live document. It will be reviewed regularly and updated whenever your needs change. You may request a review at any time if you feel your care requires adjustment.



The Care Plan and our Terms and Conditions

Following the assessment meeting Nurseplus Care at home will develop a person-centred Care Plan that clearly sets out the support required and how it will be delivered. This document will provide information and guidance to those involved in your care. You will also receive a copy of our Terms and Conditions outlining the service we provide.

The Care Plan will include:

- ✓ **Agreed support needs and desired outcomes**
- ✓ **Guidance for staff on how care should be provided**
- ✓ **Risk Assessments to ensure your safety and the safety of others**
- ✓ **Medication support arrangements where applicable**

The Care Plan is a working document and will be reviewed regularly, particularly during the early stages of support, to ensure it reflects your preferences and any changes in your needs.

Your Care Plan is an important part of your care and is key to our service delivery. Having an effective plan ensures that support staff have the necessary knowledge to care for you in the right way.

With your consent, relevant information may be shared with professionals involved in your care, such as local authorities or commissioners. However, if we have concerns about your safety or the safety of others, we may share information without consent where this is necessary to prevent harm or meet our safeguarding duties. A copy of your Care Plan will be kept in your home in an agreed location for staff reference.

Where medication support is provided, staff will complete appropriate records including medication logs to ensure safe administration and clear oversight. This ensures consistency in your medication routine and allows any missed or incorrect doses to be quickly identified and addressed.

All information held about you will be securely stored electronically, in accordance with GDPR regulations.

CareLineLive

Staff use an electronic care management system called CareLineLive. Through this system they can:

- ✓ View your Care Plan Summary
- ✓ Complete tasks that have been set up in accordance with your needs
- ✓ Complete medication tasks which will put a timestamp on an electronic Medication Administration Record (eMAR)
- ✓ Record a detailed account of the visit, known as 'Carer Notes', to provide documentation of your progress, any concerns and significant events in your day
- ✓ Incoming staff can refer to the Carer Notes to understand your recent developments and ensure continuity of care. Any concerns about safety or wellbeing are managed in line with our safeguarding procedures



CareLineLive

Our Care Staff

We are committed to recruiting and retaining suitably qualified, trained and competent staff to deliver safe and effective care.

All care staff undergo a robust recruitment process in line with regulatory requirements. This includes:

- ✔ **Enhanced DBS checks**
- ✔ **Verification of identity and right to work**
- ✔ **Employment references**
- ✔ **Assessment of skills and experience**

Staff complete a structured induction and receive ongoing training and supervision to ensure they are competent in their role. We are an equal opportunities employer and are committed to treating staff and the people we support with fairness, dignity and respect.

Where possible, we consider your preferences when allocating staff and will provide profiles and information about the individuals supporting you.

Staff Training & Development

We are committed to delivering safe, effective and high-quality care through a trained and competent workforce.

All care staff complete a structured induction before working independently. This includes the Care Certificate where appropriate and training aligned to the Core Skills Training Framework (CSTF) a nationally recognised standard.

Training is ongoing and includes:

- ✓ **Mandatory refresher training aligned to CSTF**
- ✓ **Specialist training based on individual care needs delivered by qualified clinical trainers**
- ✓ **Workplace competency assessments**
- ✓ **Safeguarding**

Staff receive regular supervision and performance reviews to ensure standards are maintained. New or less experienced staff are supported and supervised until fully confident in their role.

We welcome feedback from people who use our services and their families to support continuous improvement.



Charge Rates

The cost of your support will be agreed following the assessment process and will reflect the level and type of care required.

When calculating fees, we consider factors such as:

- ✔ Complexity of support needs
- ✔ Skills and training required
- ✔ Number of staff involved
- ✔ Clinical or specialist requirements
- ✔ Risks to staff and others
- ✔ Management time required to manage your support e.g. team meetings, reviews, supervisions in addition to the standard level
- ✔ How the support is being funded i.e. through local authority, private funding or a third party
- ✔ Assistive technology requirements



Charge Rates Continued

If you are paying for your support privately, we will send you an invoice the following week for services received. This will include the agreed care hours and any authorised additional costs, such as mileage where applicable.

If you do not have a mobility car and staff use their own vehicles to transport you, you will be charged mileage at 45 pence per mile, which will be added to the staff member's incurred mileage.

Invoices are payable within 14 days, payment details will be provided on the invoice.

Fees are reviewed annually as a minimum and you will be informed in advance of any changes.



Changes or Cancellations

Changes or cancellations to your agreed support may result in charges, depending on the notice provided.

Where support is cancelled with less than 48 hours, the booked hours may remain chargeable in line with our Terms and Conditions. Any applicable charges will be clearly explained at the time of cancellation.

Withdrawal of Service

We recognise that your needs and circumstances may change and you may decide to reduce or withdraw your support. Where possible, we will ask you to meet with us to discuss the termination and how this can be best managed. If you are dissatisfied with the service, we encourage you to raise your concerns with us so that we can investigate and, where possible, resolve the matter.

Where possible, we ask for one month's notice to allow for appropriate planning, completion of documentation and liaison with any relevant professionals involved in your care.

If we experience difficulties in safely delivering your care, we will discuss this with you and seek to agree appropriate solutions. If support can no longer be provided safely or reasonably, we will provide written notice of one month with a clear explanation and work with you and relevant professionals to support a safe transition.

In exceptional circumstances where there is an immediate and significant risk to your safety, the safety of staff or others, we may need to end support more quickly. In such cases, we will take reasonable steps to ensure alternative arrangements are considered.

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Business Continuity Plans

We have plans in place to ensure your care continues safely in the event of unexpected disruption.

These contingency arrangements cover situations such as staff absence, severe weather, system failures or other unforeseen events that may affect service delivery.

Our priority in any disruption is to maintain safe care and minimise impact on you. Further information about our business continuity arrangements is available on request.

Quality Assurance

We regularly review, monitor and audit our services to ensure they meet regulatory requirements and to drive continuous improvement.

As part of our quality monitoring, we seek feedback from people who use our services and their representatives through periodic satisfaction surveys. This helps us ensure that your agreed Care Plan is being delivered as expected and helps us identify areas for improvement.

A member of the Nurseplus team will review your care with you at least every six months, or sooner if your needs change. This provides an opportunity to discuss your experience, confirm that support remains appropriate and make any necessary adjustments.

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Confidentiality

We are committed to protecting your privacy and handling your personal information securely. Information about you is stored securely, including on password protected electronic systems, in accordance with UK data protection legislation.

All Nurseplus staff are trained in GDPR and confidentiality, and they receive regular reminders about legislation and policy updates.

In certain circumstances, it may be necessary to disclose specific information to third parties. This can include healthcare professionals such as your doctor or district nurse, and regulatory bodies such as the Care Quality Commission. We respect your right to privacy and will not disclose personal information to third parties without your consent. During the assessment process, we will ask you questions about this to confirm your preferences.

We will not share your personal information without your consent unless we are required to do so by law, or where sharing information is necessary to protect you or others from harm. In such circumstances, information may be shared in line with our safeguarding and legal duties.

Insurance

Nurseplus maintains appropriate insurance cover, including Public Liability and Employers' Liability Insurance, to provide protection in relation to service delivery. If an incident occurs that may give rise to a claim, the matter will be managed in accordance with our internal procedures and referred to our insurers where appropriate.

If you believe you need to raise a claim relating to loss, damage or injury, please contact your local branch in the first instance and your enquiry will be directed to the appropriate team for review.



Complaints, Concerns & Compliments

We are committed to providing safe and high-quality care. If you have any concerns about your service, we encourage you to raise them with us as soon as possible so they can be addressed promptly.

In the first instance, concerns or complaints should be discussed with your local branch team or the Registered Manager.

If you are not satisfied with the response, or prefer to raise the matter centrally, you may contact:

feedback@nurseplusuk.com

This email address can be used for complaints, concerns, compliments or general feedback.

All complaints are handled in accordance with our Complaints Policy. You will receive acknowledgement of your complaint and information about how it will be investigated. We aim to respond within agreed timescales and keep you informed throughout the process.

If you remain dissatisfied after our investigation, you may raise your concerns with the Care Quality Commission whose information is provided in this guide.

We value all feedback, including compliments, as it helps us monitor service quality and identify opportunities for improvement.

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Feedback

Nurseplus welcomes feedback on its services, especially from clients and carers. An important part of our Quality Assurance policy is to contact people who use the service on a regular basis to seek views, comments, and concerns regarding the standards of service received from Nurseplus. This helps us identify any shortcomings and ensure we deliver the highest standards of care.

Nurseplus will send out a Quality Assurance Questionnaire annually to everyone who uses the service, in order to gain greater insight into the areas we do well in and the areas we can improve.

Upon receipt, we would be grateful if you could complete and return it to us. For those that we don't have an email address for we will contact you by phone to try to attain responses. Your views are important to us, as we are continually striving to improve our services.

Terms & Conditions

Each client will be given Terms and Conditions.

Easy access Information

If you would like this document in a different format, please contact your local office who will be happy to support you.

If you have any queries about any of the information within this document, please contact the office who will be happy to help.



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