



we are Supportive.

SERVICE USER GUIDE

Review Date: May 2025

Contact Number
(Mon - Fri 9am - 5pm)
01740 658880 option 1

Out of Hours number
(for emergencies)
01740 658880 option 1

Supportive SRC Ltd
7a Dean and Chapter
Industrial Estate
Ferryhill
County Durham
DL17 8LH

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Introduction

We are a forward thinking Registered Charity and Health and Social Care Provider. Supportive has grown from humble beginnings to become one of the preferred partners, delivering best-in-class services for people living in the Northeast.

We provide high quality, flexible Domiciliary care, that is designed to meet your individual needs. Our person-centred service can be as much or as little as you need, because we believe life is better lived at home.

Mission Statement

At Supportive we place people at the heart of everything we do, delivering independence and support to those who need us. We strive to bring comfort, companionship and happiness to the vulnerable and isolated within our communities.

We provide Domiciliary care services to both private and public sectors, your needs for care and support are identified through a risk assessment



Our Values

Trustworthy
We are trustworthy. We are reliable, open, honest and transparent. We operate with integrity and respect.

Quality
We believe in quality. We seek to add value in everything we do.

Sustainable
We are sustainable. We are committed to social responsibility and giving back. We are positive and optimistic about our future.

Caring
We care. We seek to make a difference, to help and inspire others, we are patient.

Aware
We are aware of what is happening around us. We stop to think, to recognise why we are doing this, to think ahead, be strategic.

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Our Services

Personal Care

Support is provided with sensitivity, compassion and respect for your privacy and dignity. Personal care will include bathing assistance, oral care, continence care and medication assistance.

End of Life Care

Supportive will give physical, emotional and practical support to you and your family at what can be a very difficult time. It is your choice to remain in your own home with those you love and we will ensure you are comfortable and cared for.

Social Companionship

We all need contact with others and Supportive will spend time with you doing something you love, but struggle to do alone. We could share a drink, reminisce, have a chat or visit friends and family with you.

Overnight Care

Just because its night time, it does not mean that care stops. Supportive will continue providing care throughout the night, ensuring you are safe and comfortable in your own home. giving you and your family peace of mind

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Domestic Care

Many people need help with some of the domestic aspects of life. Supportive will provide general housework, laundry, ironing and shopping assistance to help keep on top of the routine jobs around your home.

Respite Care

Supportive will provide planned short term, or emergency, respite care. Allowing your family or carer to take a break knowing you are safe and comfortable within your own home.

Nutritional Needs

Supportive will help your specific needs for nutrition and hydration. This could be a cup of tea, snacks, a 3 course meal or assistance with peg and NG tube feeding.

Assessing your needs

When a request for Domiciliary care is received, you will be contacted by one of our experienced Risk Assessment Officers, to arrange a visit in your own home. Our Risk Assessment officer will speak to you, your relatives if you wish, about your needs likes and dislikes. We will ask about what is important to you and your loved ones and the ways you choose to be assisted and supported. You are encouraged to be involved and make decisions about your care.

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Your Carers

We recognise that your carer is somebody with whom you can form a special friendship and for this reason we take great care in selecting and training our employees.

Visiting You

When our staff attend your home they will always be wearing a Uniform, which will be Purple in colour, together with an appropriate Identification Badge, so that they are easily identifiable to you. They will knock and not try to gain entry without your permission. Wherever we are entrusted we will use your key safe. Staff will always knock and introduce themselves on arrival when using the key so that you know who is visiting.

SERVICE DELIVERY CONFIRMATION

At the start of each visit the carer will use their mobile phone to 'log in'. Your person centred tasks will all be visible on the carers mobile phone and they will need to mark these as complete following each task.

Your co-operation with this will be appreciated.

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CONTRACTS

Our Terms and Conditions for the Care Service are embodied in our contract document which forms the basis of your agreement with us. You have free access to copies of any such document and other records concerning your care at any time. Please contact the office and speak to a friendly member of our team, who will be able to explain in more detail. Our contract states it is your responsibility to give no less than 24 hours notice of a cancelled visit, or the regular charge will be incurred.

OUR FEES

Our fee schedule is as follows:

- £21.00 per hour
- £10.50 per ½ hour

Our fees are payable every four weeks and can be paid by direct debit or bank transfer. Please call and speak to one of our friendly team for details of our bank transfer method.

On commencement of service, a 2 week upfront payment is required.

INSURANCE

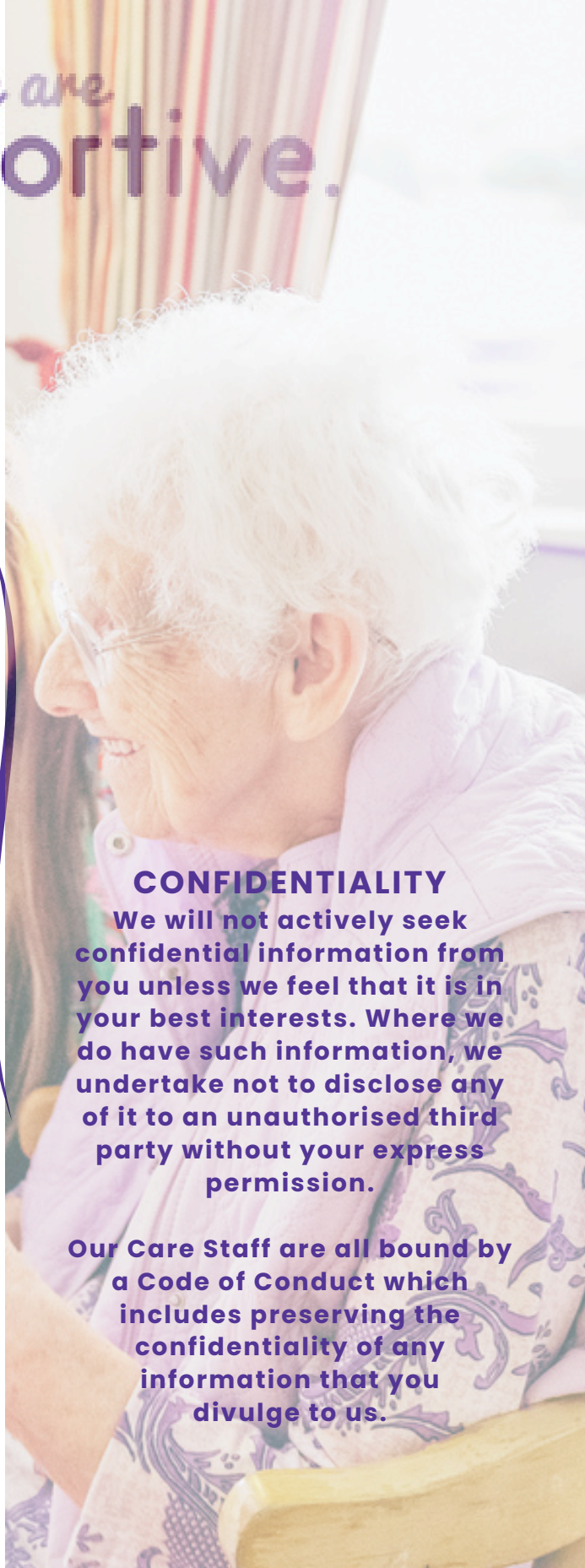
Supportive is fully insured for Public Liability and Professional Indemnity. This means that our staff are insured when they come and visit you. However, this only applies when we visit you and we do recommend that you maintain your own insurances on your home and possessions in the normal way.

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CARE PLANS

Your Care Plan is the key document for your care. We will have assessed and identified your needs and how our staff can meet these needs. Your Care Plan is continuously reviewed because needs change and we have to respond to these changes to make sure that we're delivering the right support. You are encouraged to be involved and make decisions about your care.

Whilst delivering your care, we will be generating records of visits and tasks performed on a daily basis. You have the right to have access to these Care Plans and records at any time. Please contact a friendly member of our office team to discuss this further. Please understand that your carer will need to notify our office of any changes in your condition, or any accidents that you may have had, to ensure that we can maintain the best level of care and support for you.



CONFIDENTIALITY

We will not actively seek confidential information from you unless we feel that it is in your best interests. Where we do have such information, we undertake not to disclose any of it to an unauthorised third party without your express permission.

Our Care Staff are all bound by a Code of Conduct which includes preserving the confidentiality of any information that you divulge to us.

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SAFEGUARDING OF VULNERABLE ADULTS

Abuse can come in many different forms, such as physical abuse, domestic abuse, sexual abuse, psychological or emotional abuse, financial or material abuse, modern slavery, discriminatory abuse and organisational or institutional abuse

At Supportive, we implement procedures and train all our staff to recognise any signs of abuse.

REPORTING CONCERNS OR ABUSE

• Confidentially call a member of Supportive on 01740 658880

• Call Social Care Direct 24 hours a day on 03000 267979. A trained officer will listen carefully to your concerns, give advice and take a referral if necessary, even if you want to remain anonymous.

• If you are a Service User or a family member you should immediately report your concerns to a member of staff.

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COMPLIMENTS & COMPLAINTS

Supportive encourages those who use our service and/or their relatives to express their views about the service we provide. We don't always get things right first time, therefore we need you to tell us when you have not experienced the expected standard of support. Anyone who is not completely satisfied with our service is encouraged to contact a friendly member of our office team on 01740 658880. Every effort will be made to deal with the complaint informally, but if a satisfactory solution cannot be reached then a formal investigation will take place. This will take no longer than 14 days. Supportive will make every effort to resolve the situation. If this fails, your Social Worker from Durham County Council Social Care & Health will be informed. You can also Contact the Care Quality Commission. Details can be found on the back cover of this guide.

YOUR OPINIONS

We value your views and opinions on our services. We strongly believe that by asking for your feedback we can obtain the information we need to continually improve our services. From time to time, we ask you to complete a simple questionnaire via telephone or post.
We do welcome feedback from you at any time.

GIFTS

We are unable to accept any gifts, tips, or gratuities, though we welcome compliments from our service users and their families. Your understanding on this matter is appreciated.

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SUPPORTIVE

7a Dean & Chapter Industrial Estate, Ferryhill, County Durham. DL17 8LH
Telephone Telephone: 01740 658899
Website: www.supportive.org.uk
Registered Charity no. 1095388 & Company no. 3962187

CARE QUALITY COMMISSION

National Contact Centre CQC – National Correspondence
Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA
Telephone: 03000 616161 Website: www.cqc.org.uk
Open hours 8.30am - 5.30pm (Monday to Friday)

SOCIAL CARE DIRECT

Durham County Council, County Hall, Durham DH1 5UL Telephone: 03000 267979
Working hours 8.30am - 5.00pm (Monday - Thursday) 8.30am - 4.30pm (Friday) Emergency: 03000 260000 (24 hours)
Minicom Telephone: 01429 884124 (for the hearing impaired)
email: scd@durham.gov.uk
Texting: 07537453102

LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN

PO Box 4771 Coventry CV4 0EH. Website: www.lgo.org.uk
Adviceline: 03000 6106114
or text 'callback' to 07624811595 and someone from LGSCO will call back.

COUNTY DURHAM & DARLINGTON NHS FOUNDATION TRUST

Telephone: 0191 3713612
email: cdd-tr.generalenquiries@nhsnet



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