



Social
Interest
Group



Penrose Community Care and Support

Experts in Mental and Physical
Health Support at Home

SERVICE USER GUIDE

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About us

Penrose Community Care and Support (PCCS) is a pan London homecare service provider with a 'Good' CQC rating.

This Service User Guide tells you about our organisation and what you can expect from our services.

PCCS is a service within Penrose Options that is part of the Social Interest Group; a group of like-minded charities that have a wealth of experience in care and support.

To find out more about the Social Interest Group please visit our website: www.socialinterestgroup.org.uk

Inspected and rated

Good





A wealth of experience in service delivery for over 45 years.

Support we offer

PCCS prides itself in offering a personalised and holistic service, providing the care and support you need when you need it most.

This includes:

- Monitoring of mental and physical wellbeing
- Relapse prevention and early intervention
- Medication management (daily or as required)
- Support to engage in local, structured activities such as sports and art groups
- Signposting and management of alcohol and drug addiction
- Telephone support as appropriate
- Support to attend key worker and clinical meetings as required
- Support with CPA reviews and meetings with mental health practitioners
- Attendance at appointments/medical reviews
- Assistance with shopping and domestic responsibilities
- Personal care

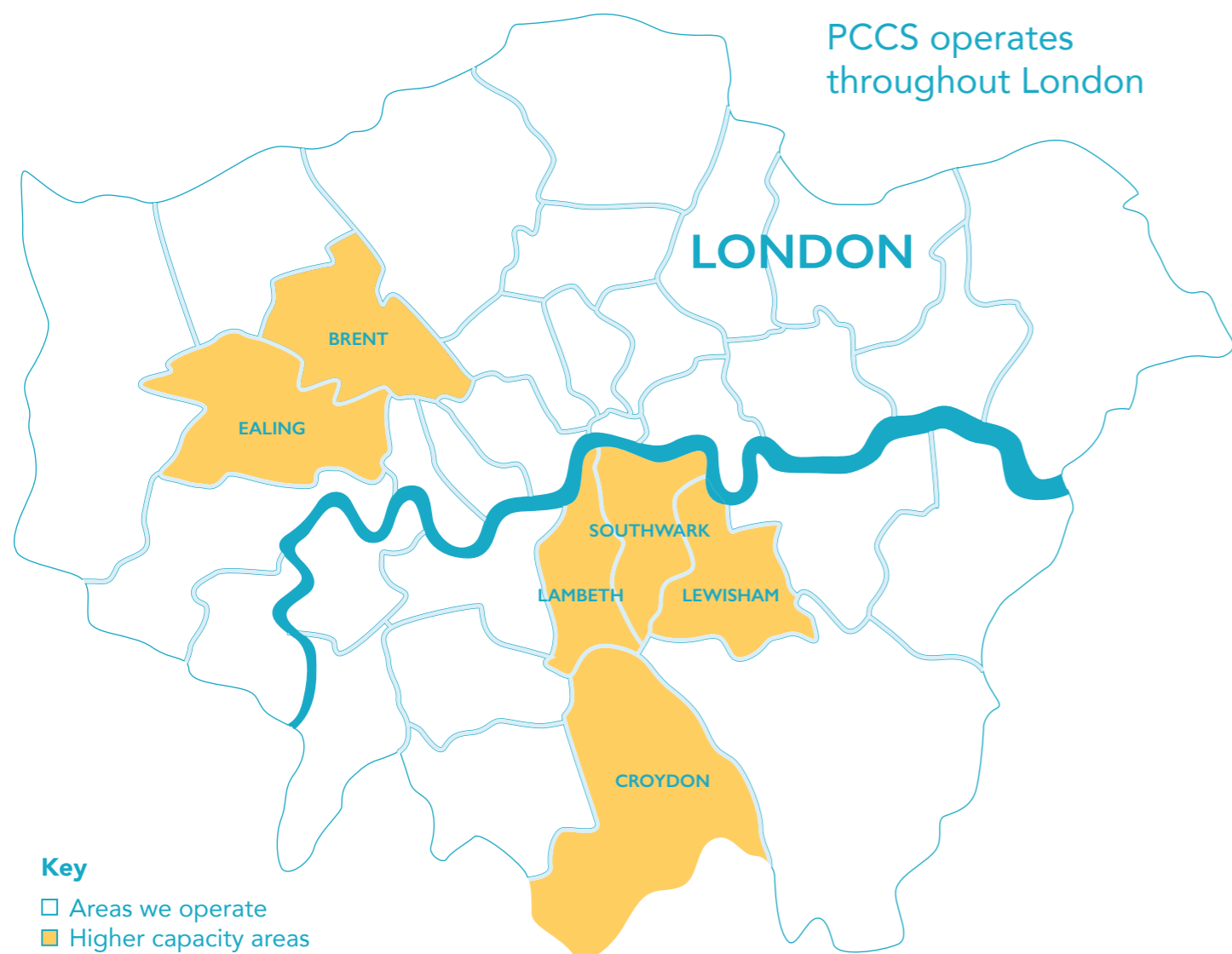
Service Locations

Our CQC Registered Manager is available:
Monday to Friday
9.00am – 5.00pm

Their contact details are:
Mobile - **07814 285 448**
Office - **020 3668 9275**
Email - **pccs@penrose.org.uk**

If you need to contact someone out of office hours the number to call is **07814 285 448**. This line is monitored 7 days a week but please note that this line opens at 8am and closes at 8pm each day.

Our Head Office is based at:
1 Waterloo Gardens
Milner Square
London
N1 1TY



Aims and Objectives

PCCS is committed to:

- **Offering choice and control**
Empowering you to make informed decisions and to live as independently as possible
- **Always demonstrating care and compassion**
- **Responding to your needs**
We will frequently review the quality and frequency of your care with you, enabling prompt changes when they are needed
- **Being honest, direct and accountable**
This includes a transparent and straightforward approach to complaints and concerns
- **Respecting you and your uniqueness**
Our staff are diverse and are respectful of differences in our clients
- **Person-centred care**
Our person-centred care is designed to support your privacy, personal choices, lifestyle, customs, cultures and values

Keeping you safe – this is supported by:

- Home visits from our management team - a minimum of every two months
- Random spot checks for staff at least every 6 weeks
- Electronic monitoring to ensure staff arrive/leave as agreed
- Immediate notifications from our system if our staff have concerns



Providing the care and support you need when you need it most.

Your Care and Support Plan

Consultation

A PCCS Field Manager will come and visit you at home to co-produce your care and support plan, and carry out a risk assessment, alongside any relevant health or social care professionals. You may have a family member or advocate present if you wish.

Your Plan

The documents produced by the PCCS Field Manager will provide details of the care and support to be provided, how you would like this to be delivered and timings and frequencies of visits. It also identifies any risks to you or our staff and how best to manage them.

Based on the visit and the information gathered, we will allocate a Care and Support Worker to best suit your needs and preferences. We will arrange for you to meet them in advance where possible, so they are a familiar face when they begin your care and support visits. We will provide a consistent team of staff to support you so you know who to expect; if a change cannot be avoided, we will ensure you are made aware in advance.

Your care and support plan and risk assessment are live documents which can be reviewed and updated anytime, should your needs or preferences change. Care plans are reviewed formally every 6 months, or sooner should your care needs change.

Your Privacy

The documents are securely stored on our network which staff will access through a smartphone app. Only those assigned to deliver your care have access. This is password protected and can be remotely disabled by the management team if the phone is lost or stolen. Any medication requirements you may have will be stored within our system, ensuring that staff have real time information and updates for any changes to your medication routines. No confidential documents will be left in your home.

PCCS Staff

Our staff are recruited for their caring nature, diversity, integrity, experience, and professionalism.

All staff are subject to stringent background checks. Enhanced DBS checks and references are obtained in line with our Safe Recruitment Policy.

Staff receive mandatory induction training in line with the Care Certificate and are supported in further training and development, including either holding or working towards NVQ level 3 in Health and Social Care.

All staff are issued a photo ID card which they must show you upon arrival. If you have any concerns about the member of staff, you should contact the office immediately.

Staff do not wear uniforms; this is to protect your privacy.

Staff carry a "Peoplesafe" personal alarm, which is there to protect both themselves and you in the event of an incident.

Staff are provided with protective clothing/equipment which includes gloves, mask, apron. This is to prevent the spread of infection and to keep you and themselves safe.



Our Managers and Quality Control

The Registered Manager and Field Managers are responsible for supervising and monitoring our Care and Support Workers. They will visit you, with or without the usual Care and Support Worker, to ensure that everything is running smoothly and to talk to you about the service that you receive.

They are also responsible for coordinating your care. For example, if your usual Care and Support Worker is unable to visit you, they will ensure that a suitable replacement will visit instead and keep you informed of this. They are also available to answer your questions and to deal with any complaints or changes you may wish to make to your support plan and/or Care and Support Workers. Contact details can be found in your home record folder and in this document.

The CQC Registered Manager must ensure records are kept and any incidents or complaints are escalated to the Care Quality Commission in a timely fashion. The CQC is an independent organisation designed to oversee safety, quality and security within care and health services.



After our last inspection PCCS received a good rating, which means CQC's independent inspector rated us as:

- Safe
- Effective
- Caring
- Responsive
- Well-led

You can see the full details of the report at: www.cqc.org.uk/location/1-3927744081

We can provide a hard copy upon request.



Complaints, Comments, Concerns and Suggestions

PCCS welcomes feedback on its services, especially from the people we support and their families/carers.

You can provide feedback by:

- Speaking with your Care and Support Worker
- Contacting the Registered Manager or Field Manager by phone, email or text on:
Mobile - **07814 285 448**
Office - **020 3668 9275**
Email - **pccs@penrose.org.uk**
- Emailing our head office directly:
communications@socialinterestgroup.org.uk
- Directly contacting the CQC (see below)
- Submitting your complaint, comment or suggestion. These can be sent in any format including telephone, email or letter
- Completing our annual survey

All complaints, comments, concerns and suggestions are logged and monitored at local and central organisational level to ensure our policies are adhered to and to promote continuous improvement.

In line with our policy, the following timescales will apply:

- A complaint, comment or suggestion must be logged and acknowledged within 3 days of receipt
- A response must be given in 10 days or as agreed with the complainant
- A customer can request a Panel Review up to 21 days after receipt of outcome of Stage 1
- A Panel Review meeting must take place within 14 days of the receipt of the request
- The Panel Review decision must be communicated to the customer within 10 days of the meeting having taken place

If you feel that PCCS has not dealt with a complaint to your satisfaction, you can mark emails 'To the attention of the Director of Operations' and send to:
communications@socialinterestgroup.org.uk

You have the right to complain to the Care Quality Commission, which regulates our service and you can do so here:

www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider

Or call: **03000 616161**



What you can expect from us

PCCS ensures that you can expect:

- Care and Support workers who are well trained and competent
- Care and Support Workers who are punctual, polite and caring
- To be treated as an individual, with your support designed to reflect your unique needs and preferences
- To be informed of any changes to your Care, and Support Workers
- To be involved in any discussions regarding your own care
- To be listened to by Care and Support Workers, and to have direct contact with the management team
- To have your safety, comfort, and wellbeing the focus in all your interactions with us as individuals, and as an organisation

Your Rights

You have the right to:

- Receive a good quality, reliable service that meets your assessed needs
- Control the way your service is delivered, for example the days, times, and tasks to be completed at each visit
- Always be treated with dignity and respect
- Have all complaints investigated and appropriate actions taken
- Refuse help with tasks; but we expect you to take responsibility for your own safety



What we expect from you

We have responsibilities not just to you as a Service User but also to our staff as employees. Our Care and Support Workers have rights as private individuals and are fully protected by law to go about their duties.

We expect you to:

- Treat our staff politely, with respect and not to discriminate against them for any reason
- Refrain from threatening or harassing our staff, or allowing other people to do so
- Provide all necessary equipment and cleaning materials
- Ensure that your home is safe for our staff, which includes not smoking in enclosed spaces where the Care & Support Worker is present
- Inform us if you are unlikely to be home for your call, to prevent us raising concerns with the care team or emergency services



A reliable service that meets your assessed needs.

Get in touch

We trust that this user guide helps explain how PCCS can work with you to help you live the life you want to live.

Please do get in touch with us if you have any questions, or you would like to discuss any aspects of your care or support.

Address

Penrose Community Care and Support
1 Waterloo Gardens
Milner Square
London
N1 1TY

Management Team

CQC Registered Manager
Mobile **07814 285 448**
Office **020 3668 9275**

Field Manager/Deputy
Mobile **07805 739 090**

Field Manager
Mobile **07813 716 577**

Out of Hours Emergencies

07814 285 448



For further information please email
pccs@penrose.org.uk

socialinterestgroup.org.uk

Penrose is part of the Social Interest Group (SIG).
The group provides a range of residential and support services.

Penrose, 1 Waterloo Gardens, Milner Square, London, N1 1TY
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