



Statement of Purpose and Service User Guide

Rated as “OUTSTANDING” for caring by the Government’s Care Quality Commission

This booklet has been produced to try and answer some of the questions you may have and can be made available in different formats and languages on request. We do appreciate that all your questions may not be fully answered here, please feel free to talk through any queries or concerns you may have on a personal or financial basis with a member of the management team at any time.

On request all our information can be provided on easy read format – AIS- (Large print, yellow coloured paper)

Address for Service

**Ladies in Waiting
10 Skipton Road
Ilkley
West Yorkshire
LS29 9EJ**

Tel: 01943 817082

E-mail: care@ladiesinwaiting.co.uk

Ladies in Waiting is a Limited Company which was incorporated on 13th May 2008 and is owned by Crabtree Care Homes Ltd, Company No: 6591247.

Organisational Structure

Mr David Crabtree RMN - Proprietor

Mr Andrew Crabtree BA, Dip Health – Registered Manager

Mrs Anne Haythorne – Care Coordinator

Mrs Sarah Crabtree- Care Support Team

Claire Holmes– Senior Administrator



Ladies in Waiting is proud to be different

- We visit at the time that suits the client
- We spend 1 hour minimum on each person-centred visit
- We pride ourselves on ensuring that the clients have the same, or a small team of consistent carers depending on the number of visits required
- All our carers are of a mature and caring nature

Ladies in Waiting are a domiciliary care agency based in Ilkley. We provide care and companionship to people in their own home. We are registered with the Care Quality Commission who are the Government Inspectorate.

Ladies in Waiting visits at a time that suits the client and person-centred care visits are a minimum of one hour.

We pride ourselves on sending the same mature natured carers to our clients and keep the number of carers introduced low to ensure continuity of care, a recognisable 'face', and above all that a healthy, respectful friendship develops.

Ladies in Waiting carers are all 'mature', ensuring that our carers can have meaningful conversations with our clients. Ladies in Waiting has a good percentage of carers who are retired health care professionals.

We provide as little or as much care as a client needs in order to encourage them to continue living their life as independently and individually as possible, whilst maintaining their freedom, dignity and privacy in a sensitive and professional manner.

Clients' needs are constantly changing therefore we strive to provide a flexible service tailored to their individual needs in a way that compliments and benefits their day-to-day requirements.

We strive to maintain continuity in relation to the care worker and the client, therefore building up a relationship of reliability, trust and often friendship.

Ladies In Waiting uses an electronic monitoring system (Birdie) that records the arrival and departure times of our team members to all visits. Our team members use this system to make records of their visits, what they have cooked, what activities these have accomplished during the visit.

We invite our clients and should they wish their relatives to be able to log on to this system and be able to read the notes that have been made for their visits.



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Our Aims and Objectives

- To promote the physical, social and psychological well being of the clients.
- To protect and maintain client privacy and autonomy.
- To promote and deliver high standards of care.
- To provide assistance wherever there is a need, across the full range of the adult age group, colour and creed.
- To provide levels of care, as required, within the client's own home, providing employment for our staff. We are committed to running Ladies in waiting as a sound and profitable business.
- To accomplish these objectives, we are committed to training and developing all staff to have understanding skills and competencies to carry out their roles successfully and happily.
- Additional to ensure customer satisfaction, a customer review form is sent out to all clients twice yearly.
- To make sure that all people who use our service and their families are more involved in their care planning.
- Provide a tailored care plan to meet the specific needs of the client, ensuring that the same care workers are always sent to a client.

Locations where services are provided

Ladies in Waiting is based in Ilkley, West Yorkshire and provides this service in the Ilkley and surrounding areas including Burley in Wharfedale, Burley Woodhead, Menston, Otley, Guiseley, Silsden and Addingham.

Our offer of delivery of care or companionship depends on staffing levels and requirements at the time. Every effort will be made to deliver a request in these areas. Requests for care outside these areas will be assessed on an individual basis.



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Ladies in Waiting offer the following Services:

Personal care - We can provide assistance with bathing, showering, washing, dressing and support & administration of oral and topical medications. This can be as little or as often as you like from 1 hour to 24 hours a day. We do not deliver nursing care, or complex care needs involving patient handling.

Companionship - You may feel the need for companionship, just to chat or maybe go out together. This can be as little or as often as you like from 1 hour to 24 hours.

Shopping – Carers are available to either go shopping on your behalf, or if you prefer you can go together.

Domestic assistance- We are able to provide light domestic assistance around the home as part of an overall care package, doing laundry, preparing meals, washing up, vacuuming. We do not deliver heavy domestic assistance, such as window cleaning, moving furniture or heavy equipment, scrubbing floors, exterior work, gardening or work that requires specialist training.

Trips out – You may have an important appointment, a hospital appointment, a wedding to attend or just wish to go out for a drive where you need someone to drive, provide companionship and/or support. We can offer a carer to deliver the care you need during these trips out. All staff supporting this service will have suitable car insurance in place.



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Aspects of Personal care we are unable to provide.

Ladies In Waiting is predominantly a companionship agency, however we do deliver the above aspects of Personal Care. Ladies In Waiting may have to approach a client and or their appointed 3rd parties if we feel that the client's care needs have exceeded the level of personal care we can provide.

We do not provide such things as management of incontinence, percutaneous endoscopic gastrostomy (PEG) feeding, management of catheters / stoma bags, care packages that require two carers to attend, hoisting, administration of controlled drugs.

Provision of service offered.

We would identify at the point of initial contact with Ladies In Waiting with the prospective client or their representative what the requirements would be and we would be able to indicate what Ladies In Waiting can deliver.

Should a client's care needs increase beyond what Ladies In Waiting can deliver, we would work directly with the client and their representative to secure alternative care provider and to ensure a seamless transition and continuity of care for the client.

The Team

The care staff at Ladies in Waiting are mainly female, this is solely due to demand rather than design, and all act as care workers and are not nurses, we do not deliver nursing care.

Our care staff all have varied experience in care, ranging from nursing qualifications, NVQ training and general experience in the care sector, along with retirees from different sectors.

This service is for adults only; we do not intend to deliver care to any client under the age of 65, or with acute/ severe mental health problems. We can deliver care on a short or long-term basis, for post- operative care or to convalesce.

Ladies in Waiting strive to be dependable and reliable, to arrive at the specified time and work for the full amount of time allocated or until the required tasks are completed.

A member of the management team interviews applicants applying for employment within Ladies in Waiting, references are applied for and an advanced Criminal Records Bureau check is carried out.

Carers are not able to start work until three satisfactory references had been received in writing. Staff are also required to have completed an application form and health form and all staff are required to have an enhanced Criminal Record check (DBS) before commencing work.



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Ladies in Waiting are contactable 24 hours a day, 7 days a week, always on the same phone number which is 01943 817082. We would ask you to ring between the hours of 8.00am – 4.00pm, Monday – Friday, unless it is an emergency.

Prior to delivering care to a new client, all prospective clients are assessed in his or her own home, by a member of the management team. Their current situation, needs, wishes and requirements would be talked through with the prospective client and often a member of their family or close friend.

A risk assessment, care plan and falls assessment (if the client had sustained a fall within the last year) would be completed, covering potential risks to the client and to the care worker. The care plan would cover personal care, physical abilities, feeding and diet, cognition and general behaviour.

This information would be studied by management, who would decide whether we could provide the required level and amount of care by staff qualified to do so for the length of time needed.

If we felt we could competently commit to providing the required service, then the information relevant to the care of the client would be documented in a care plan along with our complaints procedure, which would be duplicated, so that one copy would be safely stored with Ladies in Waiting and the second copy would be at the client's own home, accessible to the client and their family and the allocated members of staff could adhere to this and make a report after each visit.

Therefore, the client and their family are kept fully informed about the care the client is receiving. This care plan may be reviewed annually, or when necessary, if the client's requirements change for example.

Please note : if following an assessment and instigation of our services the client subsequently cancels the service within four weeks we reserve the right to make a charge of £25 for administration costs incurred.

Clients or their relatives/representatives (with permission of the client) are able to see their personal files kept at Ladies in Waiting in accordance with the Data Protection Act 2018. These files may be reviewed as part of the inspection and regulation process of the Care Quality Inspection.

Clients are free to arrange a personal visit with management to discuss any changes they may wish to make or any queries or concerns they may have.

Ladies in Waiting strive to be flexible; we would aim to install any alterations as quickly as possible. Questionnaires are sent out every six months to fill in anonymously if desired so that we can actively strive to deliver a high quality of care by acting on any concerns or compliments received.



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Ladies in Waiting has affected a Public and Employers Liability insurance policy to indemnify against costs incurred in respect of proven acts for which Ladies in Waiting can be held liable for in law.

Two copies of the Terms and Conditions and Care Plan would be issued to the client for them to sign, or whoever was acting on their behalf.

One copy would be sent back to Ladies in Waiting and stored in their file. To see an example of our Terms and Conditions of Service please contact Ladies in Waiting.

All our policies and procedures are held at the Ladies in Waiting office and are available for anyone to read.

Ladies in Waiting encourage our clients and their families to discuss any queries or concerns with the management, without hesitation, so therefore we can strive to provide a high level of care which enhances and complements our client's individual needs.

COMPLAINTS PROCEDURE

If you have a complaint or concern the person to discuss it with first is the person in charge at the time. Ladies in Waiting can be reached 24 hours a day on 01943 817082.

If the problem cannot be resolved on the spot, then the complaint will automatically be referred immediately to the Registered Manager.

Should you wish to contact the Registered Manager at any point, Mr Andrew Crabtree can be contacted at:

**Ladies in Waiting
10 Skipton Road
Ilkley
West Yorkshire
LS29 9EJ**

**Tel: 01943 817082
Directly on: 07976241020**

If it were an extremely serious complaint, e.g. abuse, then the Registered Manager would be informed immediately. A record of any complaints will be kept, and the client and their relatives will be informed of the developments.

The results of the investigation, together with a plan of action to prevent the same situation recurring, will be passed on to the client and/or relatives within 48 hours.

If this should not result in an outcome that you are entirely happy with, you should raise the matter with our registration authority.



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If you wish to contact the Care Quality Commission the contact details are:

**Care Quality Commission
National Correspondence
City Gate
Gallow Gate
Newcastle upon Tyne
NE1 4PA**

Tel: 03000 61 61 61

Bradford Adult Protection Unit Duty Line

**Tel: 01274 434442
Fax: 01274 431727
E-mail: adult.protection@bradford.gov.uk**

Leeds Adult Protection Unit Duty Line

**Social Care : 01132224401
Out of Hours : 07712106378**

Thank you for your consideration when choosing a reputable care agency for yourself or a loved one.