

## NATURE OF THE CARE SERVICES PROVIDED

A senior member of staff – the Registered Manager or a Locality Manager (Team Leader) – will meet service users prior to the establishment of the service to agree the range of care services, when they will commence and the times and duration of staff attendance. If an urgent visit is required, this will be undertaken by an experienced supervisor.

A comprehensive risk assessment will then be conducted by two qualified risk assessors who will review in detail the risks inherent in the service user's home and in the nature of the proposed care service.

Prime Care's care support workers are trained, supervised, managed, supported and mentored to provide a high quality of personal and practical care services for people with a wide range of illnesses and disabilities. This process will ensure that:

- Each service user is valued and has the right to control their own affairs.
- Every service user has the control over how they live their life, make their own decisions and freely express their wishes and preferences.
- All service users have equal rights and are entitled to protection against any form of discrimination or abuse.

A personal Care Plan will be agreed with the service user/ commissioner of care, and family or advocates as appropriate, and may include the following basic tasks:  
 Support with:

- Bathing
- Dressing
- Mobility and transfers
- Meal preparation and feeding
- Continence care
- Cleaning, shopping, errand running, and other domestic tasks
- Exercise programmes for rehabilitation under the instruction of a physiotherapist or occupational therapist

and social support and companionship.

From time-to-time care support workers may be asked to undertake tasks which may be considered to be specialist. These tasks may be undertaken following appropriate risk assessment and only after specific training. The care support worker will be trained in the procedure before undertaking the tasks with the person with care needs, and the trainer with a relevant qualification (e.g., Occupational Therapist, Speech Therapist, or Registered Nurse) will sign a form indicating the competence of the person undertaking the task.

Such specialist tasks may include:

- Assisting with the administration of prescribed medication, both orally and topically
- Catheter care – changing bags, and monitoring output
- Assistance with eye or ear or nose drops
- Ileostomy and colostomy care – changing of bags.

Our care support workers will not carry out tasks that need the skills and expertise of clinical professionals. These tasks include:

- Cutting your toenails;
- Cutting your fingernails (if there is a medical reason for this);
- Syringing your ears;
- Removing or replacing catheters;
- Helping with gastric feeding (when you eat liquid food through a tube that is put into your stomach);
- Helping you if you are struggling to urinate or empty your bowels;
- All injections;
- Changing or filling oxygen cylinders;
- Lifting you from the floor on their own;
- Tracheostomy care – such as changing tubes or oral suction (using a tube to remove mucus from your throat);
- Changing dressings;
- Giving you medication in your back passage or vagina (suppositories or pessaries);
- Filling dosage boxes for medication; and
- Applying creams or ointments (unless they are prescribed or have an appropriate and approved medication form).

We do not provide nursing services, but our services are managed, where appropriate, by people who include registered and qualified nurses.