



Service Booklet

Invercare Services

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Welcome Message

Invercare is a licensed care-at-home provider accredited by the Care Inspectorate, offering round-the-clock home care services every day of the week. Our services are highly adaptable, ranging from single daily visits to full-time live-in care.


We specialize in catering to individuals with diverse needs, including physical disabilities, frailty, dementia, learning difficulties, as well as providing palliative and end-of-life care. Currently, our services extend across the west of Scotland, encompassing Renfrewshire, Glasgow, North Lanarkshire, and Inverclyde.

In addition to our comprehensive care services, we pride ourselves on our team's compassion, professionalism, and dedication to enhancing the quality of life for those we serve. At Invercare, we understand the importance of fostering independence, dignity, and well-being in the comfort of one's own home. Our tailored approach ensures that each individual receives personalized care that meets their unique needs and preferences.


Join us in redefining home care excellence in Scotland and beyond.

Anges McCaffrey

CLIENT



I think my carers are great, my care and support has been going well since it started recently. My favourite carers are Nathan and Sandra who are very lovely and helpful.





Our Aims & Objective

Quality

At Invercare, we prioritize quality in every aspect of our service. Our care plans are meticulously designed to ensure that each individual receives the highest standard of care tailored to their specific needs. We continually monitor and assess our services, implementing feedback and best practices to maintain excellence. Our commitment to quality means that you can trust us to provide dependable and compassionate care that significantly enhances the well-being and comfort of those we serve.

Continuity

Continuity of care is a cornerstone of our approach at Invercare. We understand the importance of consistent and reliable care, especially for individuals with complex needs. Our team works closely with clients and their families to establish long-term relationships, ensuring seamless and uninterrupted care. By maintaining the same dedicated caregivers whenever possible, we foster familiarity and trust, which are crucial for effective and comforting care experiences.

Professionalism

Professionalism is at the heart of Invercare's operations. Our team is composed of highly trained and certified caregivers who adhere to the highest ethical standards. We approach each situation with respect, confidentiality, and a commitment to excellence. Our professional demeanor ensures that all interactions are conducted with integrity and that our clients receive not only competent care but also the dignity and respect they deserve.

Relationship-Focused

Building strong, meaningful relationships with our clients and their families is a fundamental aspect of Invercare's philosophy. We believe that understanding the unique stories, preferences, and needs of each individual enables us to provide more personalized and effective care. Our caregivers take the time to develop genuine connections, fostering an environment of trust and emotional support. This relationship-focused approach ensures that our clients feel valued and understood, enhancing their overall experience and well-being.



What Services can Invercare Provide ?

- Assistance with personal care: help with getting up, washing, showering, or bathing
- Help with getting dressed
- Assistance with going to bed
- Support with medication management
- Nutritional support and meal preparation
- Respite services for primary caregivers in clients' own homes
- Palliative care
- End-of-life care
- Housing support and assistance
- Post-hospitalization home care
- Companionship and assistance with outings
- Housekeeping, laundry, and shopping assistance
- Overnight care
- 24-hour live-in care
- Specialized dementia care
- Care for individuals with physical disabilities

These services reflect our dedication to providing comprehensive, high-quality care that addresses the diverse needs of our clients.



How can i get service from Invercare?

You can reach out to us directly by contacting Invercare using the details provided at the front of this booklet.

What Happens When You Contact Invercare?

Stage 1: Initial Contact

When you contact us, we will discuss your specific care and support requirements to understand your preferences. We will provide you with detailed information about the available services, outline any costs, and explain how to obtain assistance with funding your care and support.

Stage 2: Comprehensive Assessment

Next, we will arrange for a member of our care team to visit you. During this visit, we will conduct a thorough, outcome-focused assessment of your care and support needs, including any necessary risk assessments to ensure your safety.

Stage 3: Personal Plan Finalization

After the assessment, we will work with you and your family to finalize a personalized care plan, ensuring that you are satisfied with every aspect.

Stage 4: Matching with Care Professionals

We will then identify and assign suitable home care professionals to meet your specific needs.

Stage 5: Commencement of Services

Your personalized home care services will commence, providing you with the support and care you need.

Our goal is to make the process smooth and reassuring, ensuring you receive the highest quality of care tailored to your individual needs.



How can I get help with cost of care and support ?

Help with care and support costs is available to everyone, but eligibility depends on your specific needs. If you think you need assistance in your daily life, consider contacting your council to discuss this with a professional, such as a Social Worker. Invercare can assist you with this process if you wish.

The Social Worker will work with you to assess your needs and, if they determine that you require care and support, they will help arrange the necessary services and funding.

Self-Directed Support

Previously, your council would have arranged your care and support, leaving you with little choice over the provider. Now, you have more control through Self-Directed Support (SDS), which offers four options:

1. **Direct Payments:** You choose and arrange the support you want.
2. **Managed Arrangements:** You select the support you want, and another organization, such as the local authority, arranges it on your behalf.
3. **Local Authority Arrangements:** You ask your local authority to select and arrange the support that suits you.
4. **Combination:** A mix of any of the above options.

If you are unhappy with your current option, you can change it at any time. For more information, visit www.sdsscotland.org.uk

After Your Assessment with the Local Authority

If the council determines that you need care and support, the amount of funding provided will depend on your assessed needs. The allocated funds should cover everything outlined in your support plan, ensuring you receive the care you require.

Invoices

For services in Inverclyde – As part of our contract with Inverclyde HSCP we are required to confirm with our customers that all services have been delivered. To do this a member of the management team will visit your home or contact you via email approx. every 4 weeks to obtain a signature. We will then send this on to Inverclyde HSCP for payment to be made.



What are the costs and charges for these services?

The services provided by Invercare that you may pay for will depend on your individual circumstances, and there are various ways to get help with funding your care and support. While we do not conduct financial assessments, the local authority is responsible for this. However, during your home care assessment, if a financial need is identified, we can assist you with the process if you wish.

What Does Invercare Charge For?

We charge for the following services:

- 1.All day and night home care services
- 2.Shopping
- 3.Housework
- 4.Laundry
- 5.Escort services
- 6.Outings and trips

How Do I Pay for Services Provided by Invercare?

We will invoice you every 4 weeks, and all invoices are due within 7 days of receipt. Invoices not paid within this period may incur a 2% interest charge above the bank interest rate.

Payment Methods

We accept various payment methods, including cheque, standing order, or cash directly at our office. Please do not give payment to your home care worker; it must be made directly to the service.

Ways to Pay	How
Standing order/ bank transfer	Bank Name: Royal Bank of Scotland Sort Code: 83-46-00 Account Number:13169615
By post - cheque	Cheques should be made payable to Invercare Services Ltd and posted to, Inver House Business Centre, suite 1, 9 Ardgowan Square, Greenock,PA16 8ET
In Person	At the address above

What if I Forget to Pay?

If you forget to pay, we reserve the right to apply an interest rate of 2% above the bank interest rate on any invoice not paid within 7 days.

What if I Go on Holiday or Need to Stay in Hospital?

There may be times when you need to stay in the hospital, go on holiday, or visit family and friends. In such circumstances, please contact our service to discuss the arrangements during these periods.

What if My Needs Change on the Day I Receive Support?

We will always provide the planned services as agreed with you. If you require more hours than initially planned, we will charge for any additional services provided. If you receive only part of your planned services, we will still charge for the full amount of the scheduled service.

What if I Want to Go on an Outing or Trip and Need Support?

If you require support for outings or trips, the home care worker should not bear any additional costs incurred. You will be responsible for covering any expenses for the worker, such as transport and food. These arrangements should always be discussed with our service in advance.

What if I Need to End My Services with Invercare?

Your support services with Invercare can end for various reasons, such as changing care providers, moving homes, or in the event of a death. Services will end immediately upon death, with no further costs incurred. If you are changing providers or moving homes, a 4-week notice period is required.



Information you need to know

How is Invercare Regulated?

Invercare is registered with the Care Inspectorate, which conducts regular annual inspections of our services. You can read our inspection reports online on the Care Inspectorate website under “Using and Choosing a Service.” Alternatively, you may request a copy directly from us, and we will be happy to provide it.

What if My Home Care Worker is Not Available?

There may be times when your home care worker is unavailable due to holidays or illness. In such cases, a replacement home care worker will be provided. We will do our best to notify you in advance of any changes, although this may not always be possible.

What are Invercare’s Policies and Procedures?

Invercare has comprehensive policies and procedures guiding our operations and staff practices. If you would like a copy of any of our policies and procedures, please contact us, and we will be happy to provide it.

Are There Tasks Invercare Cannot Perform?

While our home care workers perform many tasks as detailed in your personal care plan, there are some restrictions to be aware of:

- Home care workers should not retain any keys to your property, such as your house or car.
- Home care workers cannot accept gifts, money, or bequests and cannot sign your Will.
- Home care workers should never be given access to your bank account or bank cards and pin.
- Your home care worker should not provide you with their personal contact information, if you need to speak to your worker, please contact the office.
- We are unable to offer home care services to children under 16

Our goal is to provide safe, reliable, and professional care while adhering to these important guidelines.

What if Invercare closes or there is a change of ownership?

There may be a variety of reasons which may cause the service to close or change ownership. For example, an action taken by our Regulator, the Care Inspectorate, the organisation ceasing to operate, or the business going into administration or liquidation. Some of these situations could be planned or unplanned.

If such events occur, there will be a transition period of 3 months where arrangements will be made for you, your relatives, friends, POA or guardian to be given notice in writing and to be consulted on alternative service arrangements. The Care Inspectorate as with the Local Authority and Health Board in the relevant areas, will have notified us. During any such period we will provide relevant, robust detailed information to ensure that we retain the service in its entirety, by aiming to keep staff and you are together.

“

I get on Really well with my carers, Wing is amazing and they have a good bond. The staff are very respectful of my mum. Our experience has been brilliant, the staff work as a team which is amazing. it's a big change and she's adjusting well, she loves her carers.

”

Sarah Totten
(Next of Kin Lynn answered on behalf)
CLIENT



What to do if I have a complaint?

We value feedback and use complaints as a vital tool to enhance our services. If something goes wrong or if you are dissatisfied with our services, please let us know. This section outlines our complaints procedure, how to submit a complaint, and what you can expect from us.

What is a Complaint?

A complaint is an expression of dissatisfaction regarding our actions or inactions, or the quality of services provided by us or on our behalf.

What Can I Complain About?

You may submit a complaint regarding:

- Delays in responding to your inquiries and requests
- Failure to deliver a service as agreed
- The standard of the service provided
- Dissatisfaction with our policies and procedures
- The conduct or attitude of any staff member

What Cannot Be Addressed Through Our Complaints Procedure?

Our complaints procedure does not cover:

- Routine first-time requests for service, such as reporting a problem that requires initial action
- Requests for compensation related to issues currently in court or already adjudicated by a court or tribunal
- Attempts to re-open a previously concluded complaint or to reconsider a final decision made in Stage 2

If other procedures or avenues for appeal might help resolve your concerns, we will provide information and advice to assist you.



What to do if I have a complaint?

Who Can Complain?

Anyone can make a complaint, including representatives of those dissatisfied with our service.

How Do I Complain?

You can complain in person, by phone, in writing, or by email (Complaints@invercare.co.uk) For quicker resolution, address complaints directly with our staff, who may resolve issues immediately. Please provide:

- Your full name and address
- Details of the complaint
- What went wrong
- How you would like us to resolve it

How Long Do I Have to Complain?

You must submit your complaint within 6 months of the event or discovering the issue, but no later than 12 months after the event. In exceptional cases, we may accept complaints outside this timeframe. Contact us if you believe this applies to your situation.

What Happens After I Complain?

Stage 1 – Frontline Resolution:

We aim to resolve complaints quickly and close to where the service was provided, often within 5 working days. If unresolved, you can request further investigation through Stage 2 within 5 working days of our response.

Stage 2 – Investigative Resolution:

For unresolved or complex complaints, we will acknowledge receipt within 3 working days, discuss your concerns, and provide a full response within 20 working days.

Our goal is to address your concerns effectively and promptly.



What to do if I have a complaint?

What If the Investigation Takes Longer Than Expected?

If our investigation extends beyond 20 working days, we will inform you of the delay, agree on revised timeframes, and keep you updated on our progress.

What If I Remain Unhappy?

You have the right to contact the Local Authority, Care Inspectorate, or the Scottish Social Services Council at any stage of the complaints process. Once our investigation is complete, if you are still dissatisfied, we will remind you of your right to escalate the matter to these bodies.

You can reach the Care Inspectorate at:

- Phone: 0345 600 9527
- Website: www.careinspectorate.com
- Email: enquiries@careinspectorate.com

Contact Information for Local Authorities

Inverclyde Council

Hillend Centre

2 East Crawford Street

GREENOCK

PA15 2BT

TEL: 01475 715949

hcmonitor@inverclyde.gov.uk

Our goal is to ensure your concerns are addressed and resolved effectively.



How is my personal information protected?

Handling Your Personal Information

To deliver our care and support services, we collect and use personal information about you. Personal information is any data that can identify you, excluding anonymous data.

As the "controller" of your data, we are responsible for managing it in line with the General Data Protection Regulation (GDPR). We ensure your information is:

- Used Lawfully and Transparently
- Collected for Specific, Clearly Explained Purposes
- Relevant and Limited to Those Purposes
- Accurate and Up-to-Date
- Retained Only as Necessary
- Secured Against Unauthorized Access

We have strict security measures to protect your data and limit access to those with a legitimate need to know. For more information, our "Privacy Notice" is available on our website at www.invercare.co.uk If you need a copy, please contact us directly.



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