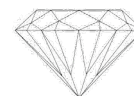




Blue Sapphire Care



**The local Gem for all your care needs
Because your Care is a very precious thing**

www.bluesapphirecareltd.co.uk Tel: **01525 853481**



Blue Sapphire Care is a Domiciliary Care Agency in Bedfordshire, covering Leighton Buzzard, Linslade and the surrounding villages. At the heart of the business are three ladies that decided to pull together and bring back the personal touch to peoples care. With a combined 40 years experience in the care profession they feel its time to break away from the large care companies and care franchise to bring you quality care.

The team consists of Sue Roberts, who brings a wealth of experience and knowledge to the team.

Sue previously worked for Buckinghamshire Social Services and then moved to a small local agency. Nicky Senior, who herself as been in the Care Profession for many years, working in administration and in the field and Shirley Whatman who has worked alongside Bedfordshire Social service in a Care Managers roll for over eight years locally.

They all operate to extremely high standards of expertise and excellence.

They are the foundation of quality service that Blue Sapphire Care Ltd can offer.

Why should you choose Blue Sapphire Care?

By choosing Blue Sapphire Care you are making a choice to have your care provided by a handpicked team of care workers, chosen for their dedication, skills and expertise in care.

All Blue Sapphire Carers are either qualified to NVQ2 or are working towards it or the equivalent.

This assures you that only carers with the adequate training and skills attend your needs.

Another important aspect of meeting your expectations is the successful delivery of your care on a day to day basis. Blue Sapphire Care has invested in the technology to assist in identifying and responding to potential problems before they occur and putting in place robust and permanent solutions. Our Carers are trained in all aspects of care from Physical Disabilities, Dementia Care Medication, plus more. These Carers are the heart of Blue Sapphire Care and together our

reputation has grown locally.

What we stand for:

The Service User comes first

The Service User is entitled to maintain their independence

The Service User has an input into the preparation of their care plan

The Service Users care plan is reviewed regularly.

Services Provided by Blue Sapphire Care

Personal Care

Washing showering and bathing

Toileting

Shaving, hair and nail care

Catheter and Colostomy care, (non medical procedures)

Food and Drink

Drink preparation

Meal preparation (Microwave meal)

Domestic Tasks

Washing-up

Help with laundry

Light cleaning tasks

Errands

Escort duties, to the shops, bank, doctors etc.....

Shopping

Paying Bills

Medication

Medication assistance with pre-prepared dossett box

Prescription collection

Personal assistance

Getting up and going to bed

Getting dressed or undressed

Getting around the home

National Statistics

“By 2040, the number of people over 64 in Britain is expected to Grow from 9.5 million to 15 million.”

“About half of spending On hospital and Community health Services in Britain is For people over 65.”

“Figures for the Number of dependent Older people in England are projected To grow from 2.5 Million in 2001 to just Over 4 million in 2031 - an increase of 57%....”

Let us help



Areas we cover

Town Boundary

Leighton Buzzard

Linslade

Eggington

Heath and Reach

Billington

Great Brickhill

Other surrounding

Areas (Please call for more details)

Villages

Stanbridge

Tilsworth

Hockliffe

Soulbury

Wing

Bow Brickhill

Service provided by Blue Sapphire Care Ltd

Personal Care

***Getting up and going to bed**

***Washing, showering or bathing**

***Toileting**

***Shaving, hair washing**

***Catheter and Colostomy**

Care (non medical procedures)

Food and drink

***Drink preparation**

***Meal preparation**

Domestic Tasks

***Washing up**

***Help with laundry**

***Light cleaning tasks**

Errands

***Shopping**

***Escort duties, to shops,
bank, doctors etc.**

Personal Assistance

***Getting dressed or undressed**

*** Getting around the home**

Who is it available to

- * **Anyone over the age of 18 years**
- * **People with physical disabilities**
- * **Dementia Care**
- * **People with sensory loss, including those with sensory impairment**
- * **Support for those who are family carers**

What you can expect from Blue Sapphire Care Ltd

- * **To arrive when we say we will** (within 15 minutes either side of your call)
- * **To stay for the full length of time** (less 5 minutes travel locally)
- * **For your care worker to complete the tasks prescribed in Your personal care plan**
- * **For your care to abide by the care workers code of conduct**
- * **For your rights to dignity, privacy and independence to be observed at all times**
- * **To have the opportunity to discuss any aspect of the service provided with a Blue Sapphire Care manager**

Quality Assurance



We believe that Quality Assurance is a key factor in delivering a service that meets your expectations.

We support the philosophy of meeting your rights to Dignity, Privacy, Safety and Independence.

On a day to day basis the Care Manager will gather feedback from both the Service User and Care Worker alike and use it to determine changes to policies and procedures.

On an annual basis we will survey all our service users offering a forum in which they can openly participate. The result of the survey will be published for all to read.

Your rights

Dignity : Your right to be treated with respect at all times and enjoy a full range of social relationships.

Privacy: You're right to have your privacy and property respected and be free from unnecessary intrusion.

Choice: You're right to make informal choices, while recognising the right of the other people to do the same and know about the ranges of choices.

Safety: You're right to feel safe and secure in all aspects of life, including health and wellbeing. Enjoy safety but not be over-protected; and be free from exploitation and abuse

Realising potential: Your right to have the opportunity to achieve all you can and make full use of the resources that are available to you to make the most of your life

Equality and Diversity: Your right to live an independent life, rich in purpose, meaning and personal fulfillment. Be valued for your ethnic background, language and faith. Also be treated equally and live in an environment which is free from bullying, harassment and discrimination.

Changing needs

Blue Sapphire Care operates a program to monitor and check the service delivered to you is to the required standard.

Your care plan will be reviewed after the first 6 weeks of your care and 12 monthly there after. If needs change before these due dates an unscheduled review will take place, this is to establish that the service we are providing is of the relevant level and standard required.

This will be carried out by qualified personnel who will involve you or your representative during the entire process, if you desire.

The care worker will liaise with the relevant person within Blue Sapphire Care if they feel, in their opinion, the care plan needs to be reviewed outside the regular time scale.

It is important to ensure that the care plan accurately reflects the care being delivered so that the monitoring of progress and change can be achieved.

What part you play

The delivery of care to you in your own home has responsibilities that are covered in law. In particular, your home is the “work place” of the care worker and as such Blue Sapphire is duty bound to ensure that it is a healthy and safe environment.

Blue Sapphire will carry out a risk assessment to identify any potential areas of risk and ask that you assist in resolving any potential risks.

We also ask that you treat your carer and any Blue Sapphire staff with courtesy and respect, regardless of their race, gender, disability or sexual orientation. Also to inform us of any changes to your care requirements. Not to ask your carer to carry out tasks not agreed to in your service user care plan. Allow your carer to carry out the tasks in the method agreed during your risk assessment. To provide adequate and safe household equipment and materials and maintain a safe working environment based on the content of the risk assessment.

Health and Safety

Health and safety is an important aspect of providing care.

Often the care worker works alone with you in your own home. To ensure your safety your care worker will have been processed through the Criminal Records Bureau Service, at the enhanced level, to validate that there is no reason why they might not be suitable for working in the care industry.

This check includes a number of registers that are deemed necessary by the Government and importantly includes the Safeguarding Of Vulnerable Adults.

All staff are trained in the techniques of safe and healthy manual handling procedures by qualified instructors. This certificate is renewed every 12 months.

All carers are trained in safe and healthy food and hygiene procedures

Blue Sapphire Care Ltd has a Comprehensive Health and Safety policy, which is available for review at any time.

How to cancel your care

We recognize that there are occasions when you may like to cancel your care.

If this is required for the odd calls you can call the Support Office and cancel a call in office hours. We require 24 hours notice for cancelled calls, otherwise the Service User will be charged for the call.

If you would like to cancel the full package of care this may be done by writing to the Registered Manager at the Blue Sapphire Care address

We will normally ask for reasons as to why care is being cancelled in a bid to ensure that the policies and procedures delivered meet the expected level of care.

We will not pester you and sincerely hope that, if it is for any reason other than that it is no longer required, we have an opportunity to gain some feedback on the service we provide.

At Blue Sapphire Care we aim to deliver an efficient service at all times. We do however realise that from time to time complaints may occur.

We believe that any complaint should be dealt with in a manner which provides a solution based on the facts of the complaint.

This should be done in an efficient and professional manner with the solution being implemented as soon as possible.

* Full details of the complaint will be collated.

* These will be reviewed and possible solutions discussed with the complainant

* If the complainant agrees to the solution then it will be implemented immediately

* If the complainant does not agree to any of the proposed solutions, then the complaint will be referred to the Registered Manager for a solution

Should you believe that Blue Sapphire Care has not dealt with your complaint to your satisfaction, you have the right to refer the complaint to the Care Quality Commission which regulates our service.

Carers code of conduct

All care workers are expected to abide by a code of conduct that reflects your rights and ensures that there is nothing that they do that you do not agree with.

This is designed to protect you and the care worker.

- * Carers are not allowed to bring unauthorised people (Including children and pets) into your home.
- * Carers must not smoke in your home.
- * Carers must not accept any gifts or money from you.
- * Carers must not take your laundry or ironing to their own home.
- * Carers must not handle money for you unless it has been agreed on your service plan. This includes knowledge of Pin numbers and the use of credit or cash cards on your behalf.
- * Carers must not use their own store cards when purchasing goods for you.
- * Carers must not retain your money or financial documents after the transaction has been completed.
- * Carers must not undertake any of their own tasks whilst employed to carry out services for you.
- * Carers are not allowed to have any legal involvement with your finances or property. This includes Power of Attorney.
- * Carers are not allowed to witness Wills or be a beneficiary under your Will. If a carer believes they have been made a beneficiary, they must inform the Blue Sapphire Care Manager.
- * Unless authorised by you carers must not use your telephone.

What we cannot do for you

When a carer arrives at your home there is a regular plan of care to be delivered. This should be completed within the time allocated. Any request for a task not covered in the plan will be politely refused. This is not to say we are inflexible, as many of the tasks will be rather generic. We will only stay for the period of time agreed in the service plan (in medical emergencies this will not apply). We cannot carry out any work that extends beyond light house work duties, so we can wash the cutlery and crockery but are unable to wash the windows. We are unable to change light bulbs and move heavy furniture or other items

Insurance

Blue Sapphire Care Insurance is provided by a specialist catering for Domiciliary Care Agencies.

The level of cover below illustrates our commitment.

Public Liability	£10.000.000
Employee Liability	£5.000.000

How much will it cost

Day: 7.00am-18.00 Eve: 18.00-22.30	30mins	45mins	60mins
Weekday day	£20.59	£24.68	£32.62
Weekday eve	£22.08	£26.16	£33.59
Weekend day	£22.08	£26.16	£33.59
Weekend eve	£23.14	£27.96	£35.88
Bank holidays	Double	Double	Double

Domestic Calls: £25.86 per hour

- * A travel time allowance of 5 minutes per visit is included
- * Prices are based on a single carer visit
- * **A travel premium of 0.45 per mile should be added for out of town locations**

To address the common issue of being able to travel between service user's homes where the finishing time of one call is the start time of the next, the carer will spend 5 minutes less than the quoted time providing the service. We believe that it is fair to inform you that this is the case rather than make futile attempts to solve the problem by simply leaving early and arriving late. The 5 minute time period is based on Leighton Buzzard (urban) visits; rural visits will be calculated based on the location and distance of the Blue Sapphire Care Office:

Blue Sapphire Care Ltd,
2 Chartmoor Road, Leighton Buzzard, Beds. LU7 4WG
Telephone: 01525 853481
Visit our Web Site: www.bluesapphirecareltd.co.uk