



DOMICILIARY CARE - ADULTS & OLDER PEOPLE

4.5 DISRUPTIONS TO THE SERVICE

OUTCOMES TO BE ACHIEVED:

The service user receives a continuous Care Service within the terms of the Contract for Care.

- Elements addressed:*
- Failure to Gain Access to the Service User's Home
 - Non-attendance of Care Staff
 - Communication Systems
 - The Right to Withdraw the Care Service
 - Contingency Planning that Ensures Continuity of Service User Care
 - Leaving the Service User's Home at the Service User's Request

#	Performance Indicator / Standard	SCORE	Evidence
1	There is a procedure for the action to be taken when a Care Worker is unable to gain access to a service user's home to keep a pre-arranged appointment.		
2	There is a procedure to be followed where a service user has advised that a Care Worker has failed to keep an appointment at the their home.		
3	This procedure addresses occasions when the Care Worker does not report for duty at all, (e.g. bad weather or vehicle breakdown which prevent staff from attending service users).		
4	This procedure addresses emergency measures to ensure continuity of care for the service user in the event of the Care Worker being unable to attend.		
5	Procedures provide for notifying the service user in advance when a Care Worker is unable to keep an appointment. This will involve notification of substitute Care Staff as appropriate.		
6	Procedures provide for continuity of the Care Service through a pool of Care Workers to cope with holidays and absences, including unforeseen absences.		
7	Care Staff have emergency contact numbers through a 24-hour back-up system to inform management when they are not able to attend a service user for any reason.		
8	Each service user is provided with details of the Organisation's address and contact telephone numbers, including emergency numbers, for working hours and out-of-hours.		
9	There is a documented policy regarding the communication systems to be used between the Organisation and Care Workers, and between the Organisation and the service user.		
10	Where the service user has a telephone installed, Care Staff ensure that it continues to function properly, and check discreetly to ensure that bills are paid on time.		
11	Instances of disconnection are reported immediately to supervisory staff who may act as the service user's advocate with the telephone company.		
12	Appropriate Care Staff receive training in sign language and pictographic symbols as a means of specialist communication.		
13	The policy for matching a Care Worker with a service user addresses specialist linguistic and / or interpreter needs where the service user is non-English speaking.		
14	Where the service user has a personal emergency alarm linked to the telephone service, Care Staff ensure that it continues to function properly.		
15	The Organisation retains the right to withdraw the Care Service where it is judged that staff safety or security is being compromised, and this is documented in a policy.		
16	This policy clearly stipulates the conditions under which the Care Service may be withdrawn, e.g. harassment, violence, dangerous pets, infestation / infections etc.		
17	There are planned contingency measures to protect a service user's interests in the event of the withdrawal of the Care Service.		

