

Herts at Home

Ensuring every person is supported to live the life they choose so they can lead happy and fulfilling lives



Herts at Home
hertsathome@hertfordshire.gov.uk



Welcome to Herts at Home

Herts at Home Limited is a company wholly owned by Hertfordshire County Council, established to provide local care services, including support at home. Our aim is to provide the best quality care to help people do the things they want to do and enable them to remain independent.

Herts at Home's focus is entirely on providing services within Hertfordshire. We work closely with the County Council to ensure people can receive the support they need to stay in their own home. Herts at Home support a local workforce and work with a range of organisations to safeguard high standards of care and attract more people to work in the care sector in Hertfordshire.

Our mission statement is:

'Ensuring every person is supported to live the life they choose so they can lead happy and fulfilling lives.'



We understand the importance of high-quality service that can meet your care needs. Therefore, we will make sure that your wishes and preferences are respected through listening and responding to your views. To achieve your desired outcomes, we will work with you to design the right care plan that best meets your assessed care needs.

Our vision is:

'Delivering high quality care that is adaptable to supporting the changing needs of people who use our services.'

We strive to deliver excellent standards of care, that is safe and respectful of the wishes of people who use our services. We will identify and review any changes required to maintain your independence. We will continue to support you to feel empowered to live a life that enables you to exercise the rights of your choice, expression, religion and cultural beliefs.

We endeavour to work to our values:

- Collaborative
- Inclusive
- Sustainable
- Adaptable
- Enabling
- Trusted





The services we can offer:

Our company can offer you a wide range of care and support options that are organised to meet your care needs with a variety of homebased activities covering anything from 15 minutes to longer more intense care and support.

Personal care:

- Dressing/undressing
- Washing/bathing
- Support to eat and drink
- Continence care
- Assisting with medication

Practical care:

- Light housework
- Shopping
- Preparation of light meals
- Assisting with reading/writing
- Companionship

About our staff

To ensure safety of people who use our services, all carers and managers, that work for Herts at Home, are required to undertake Enhanced Disclosure and Barring Service checks that provides information on spent and unspent criminal convictions, reprimands, cautions, final warnings and any relevant information held by police. In addition, staff that join our company are required to provide at least two satisfactory references.

Policies and procedures.

Our staff are committed to follow Herts at Home policies and procedures and we monitor our care workers to make sure they follow these policies to ensure high quality care is delivered. These policies are in place to protect you and your staff. A full list of our policies or more detailed information on them can be obtained by contacting our registered office (see page 8).



Safeguarding

Herts at Home will treat any allegations and/or suspicion of abuse and/or neglect very seriously. We always aim to deliver services, in a way that protects individuals from harm. All Herts at Home staff are expected to follow our policies, procedures and protocols on safeguarding. All staff are required to complete safeguarding training to ensure that they understand the processes that Herts at Home and other establishments have in place for protecting vulnerable people.

All adults and children should be able to live free from fear of harm and have their rights and choices respected.

Abuse can be the result of a single act or may continue over many months or years. Abuse can be accidental, or deliberate act. An abuser may be: a relative, a partner, someone paid to provide care and services, a volunteer, a neighbour, a friend or stranger.

Abuse can happen anywhere: at home, in care home, in hospital, in sheltered housing, in supported living homes, in day centres and other places in the community. Herts at Home recognises that some people are less able to protect themselves than others and some have difficulty making their wishes and feelings known.

What should you do if you suspect abuse or neglect?

If you feel that you or someone you know is being abused you can contact Herts at Home (see page 8) to discuss this.

**IF THERE IS IMMEDIATE DANGER TO LIFE,
RISK OF INJURY, OR IF A CRIME IS BEING
COMMITTED DIAL 999.**

Confidentiality

We will treat all information we have about you confidentially in accordance with The Data Protection Act 2018. All Herts at Home Staff will respect your right to confidentiality and will not discuss or share anything they have seen, heard or read about you during their work with you. There may be times, however, that require Herts at Home staff may need to discuss your health and care needs with their manager, especially if they have concerns about your wellbeing or safety. We will seek your permission to speak to a third party about your care unless you are unable to do so in an emergency situation or where we have a legal obligation to do so. As part of our requirements to be able to continue to provide care and support we have to be inspected by a council official of Care Quality Commission inspector. These authorities may need access to your file that is saved electronically, in an encrypted folder, or may view paper versions of your documents at our registered office. The inspectors are also bound by confidentiality principle and will not share any information they see about you. A full Statement of Purpose, details of our Data Protection Policy and Confidentiality Guidance are available on request (for contact see page 8).

Compliments and complaints.

Herts at Home are always delighted to hear your thoughts regarding our service, which will support us to develop our service offering.

Feedback on our company can be given by you, your family, next of kin or others involved in your life. We wish you to have a positive experience with our company and we will always work with you to ensure we resolve any issues raised.

If you are not satisfied with the outcome of a complaint you can self-refer to the Local Government Ombudsman (LGO) and ask for an independent review.



The LGO provides a free, independent service.

The address is:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Contact number: 0300 061 0614
Website: www.lgo.org.uk

You can also contact the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but are happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence
City Gate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Website: www.cqc.org.uk/contactus.cfm

Herts at Home will conduct surveys on all aspects of care with deliver. Your engagement in the surveys is very important to us as we strive to continuously develop and improve our services, having your needs, wishes and aspirations at the centre of what we do. We will learn and implement new processes if required to continuously delivery a high quality service.

Herts at Home contact details.

Registered Office:

Herts at Home CHR005

County Hall

Pegs Lane

Hertford

Herts

SG13 8DN

Office number: 01438845220

Email address: hertsathome@hertfordshire.gov.uk



Although the days are busy and the workload is always growing, there are still those special moments when someone says or does something and you know you've made a difference in someone's life.

Jasmeen

"Care is not my whole life but it makes my life whole"

Stephen



"When I decided to become a care worker, I feel that I made one of the most important decisions of my life. I chose to dedicate myself to the care of others.

Helen

Herts at Home

Design ref: 085xxx

Herts at Home
hertsathome@hertfordshire.gov.uk