



**Service Users Guide  
&  
Statement of Purpose  
(Domiciliary Care)**

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## 1 Introduction

### **Mission Statement:**

**The aim of Platinum Plus Healthcare Limited is to provide a high quality health and social care service aimed at promoting and maintaining independence, dignity and happiness through evidence based care strategies. We adopt a joined up approach to health and social care management, working closely with the wider multi-disciplinary team to ensure each person is dealt with based on their individual circumstances, needs and wants.**

The mission statement is at the core of the company ethos and provides an underpinning principle for the care and service you can expect at all times.

This document contains all of the information that you might require on a day to day basis relating to your care provider. It also aims to give additional information relating to the service philosophies, practices and background. If at any time you have any query which is not adequately answered by your service user's guide we would encourage you to contact the management team. Platinum Plus Healthcare Limited is here to work with you to ensure that your needs are met and that your experience of care in your own home is a good one.

We look forward to a lasting partnership with you and your family.

Mike and Alison

## **2 Background**

Platinum Plus Healthcare Limited is a domiciliary and nursing care provider established to meet a growing need and desire for people to receive care in their own homes. As a family business, we understand the need for people to remain in their own surroundings, close to their families but with the support of an independent help to relieve the strains that this situation can have. We are motivated to support people in their own homes as long as is medically advisable.

With this goal in mind, Platinum Plus Healthcare Limited has staff skilled in a wide variety of areas and with specialist skills from a number of different healthcare specialities. We are able to provide care for any adult with a wide range of needs from the routine to more advanced clinical needs. This includes those patients who require end of life support, rehabilitation support and assistance with the management of long and short term medical conditions. We are also skilled and able to provide care for adults with psychiatric needs and learning disabilities.

In addition to this aspect of our service, to promote a joined up approach to service provision and shared understanding of roles, our service is also able to provide members of staff to support other organisations. All members of staff employed by Platinum Plus Healthcare Limited are encouraged to take opportunities to widen their base of skills and experience.

### **2.1 Key Staff**

Alison Manning – Manager / Director

Working in the care industry for a total of 8 years, Alison has gradually worked through a vocational training programme, achieving NVQ's 2, 3 and Registered Managers Award. She now works as a manager and clinical assessor for vocational training programmes.

Working in a range of settings including domiciliary care, nursing and residential homes, a hospice and psychiatric hospital, Alison has been exposed to a wide range

of experiences from the core health and social care team. With prior experience ranging from an entry level worker through to senior management, Alison is extremely well qualified to not only co-ordinate care but also deliver high quality personal care.

#### Mike Ellis – Registered Manager / Director

Starting out a career in the care industry, Mike worked as a care assistant in a nursing home deciding to join the Royal Navy to undertake registered nurse training at the age of 18. Working in a variety of clinical specialties including trauma orthopaedic surgery, acute medicine and emergency care as well as continuous work in long term care settings, Mike has a wide range of different care experiences. On leaving the Royal Navy he took a post as lecturer and clinical assessor in Health and Social Care, working with people from the age of 16 upwards, to develop skills and knowledge in health and social care settings. Now qualified as a teacher in the post-compulsory education sector he is committed to ensuring that staff have the right skills and knowledge for the job they are doing. Mike remains a hands-on practitioner who is driven to practice according to current best-practice techniques and will lead others by example.

### **3 Aims and Objectives**

Platinum Plus Healthcare Limited aims to ensure that all service users receive the care they require, when it's needed and in line with best practice methods. To do this we will:

- Promote the rehabilitation and independence of all people.
- Develop the knowledge and competence of health care workers, through supporting NVQ and additional vocational qualification programmes, enabling them to provide effective and efficient care.
- Develop a reputation for outstanding care delivery through consistent, effective and efficient dealings with our service users.

## **4 Service Provision**

This section will identify the supply services provided by Platinum Plus Healthcare Limited. It will also note exceptions to care and detail the groups for which care cannot be provided.

### **4.1 Service User Groups**

Platinum Plus Healthcare Limited focuses on providing care for the following groups of people as termed by the Commission for Social Care Inspection:

- Older people (over 65 years of age)
- People with physical disabilities
- People with hearing or eyesight difficulties or both
- People with mental health problems
- People with learning difficulties
- People with dementia
- People with drug or alcohol problems
- People with a terminal illness

We are currently unable to offer support to service users in the following groups:

- Children and their families

We also supply staff on an occasional basis to work in other organisations to support their existing staff teams.

### **4.2 Services Available**

Each individual receiving care services will have their own needs assessment conducted and based on this appropriate care services commenced. Your care needs assessment will be made available to you with a complete care plan detailing the agreed provision at each assessment. Your initial assessments will always be

conducted by a Registered Nurse or Assistant Practitioner (a care worker who has a level 4 qualification but is not registered). Subsequent reviews and reassessments may be conducted by senior Healthcare Assistants and Care Supervisors who have been trained to conduct care needs assessments. During the assessment it will be determined whether your needs have increased and now require nursing care. If this is the case you will be issued with a new nursing care contract and your care will be managed by a nurse.

The following list identifies the typical services we provide for domiciliary care:

- Personal care (hygiene assistance, showering/bathing, dressing and similar)
- Mobility support
- Nutritional support (preparing meals, assisting with eating and drinking activities)
- Medication administration (in conjunction with appropriate medical prescription) including invasive medication administration.
- End of life support within the home (including support of family members)
- Cleaning (when in conjunction with other care needs)
- Emotional and psychological support (counselling or psychiatry services are not available)
- Supporting social activity (shopping, attending appointments with the service user, for example hairdresser, doctor)
- Rehabilitation support (e.g. prescribed physiotherapy routines)

Additional specialist services may be available on request and will be quoted for individually.

### **4.3 Standards of Staff**

When you are visited by a member of staff from Platinum Plus Healthcare Limited, you should always expect the our staff to do the following:

- Complete the tasks in your care plan

- Arrive as near as possible to the time stated in the care plan (please allow 30 minutes either side of your planned visit time). If, however, they are delayed by an emergency or road conditions every effort will be made to contact you.
- Wear a uniform with the Platinum Plus Healthcare Limited photo identity card.
- Be polite and courteous.
- Maintain a good standard of appearance.
- Keep all your personal and financial matters strictly confidential.
- Respect your rights and dignity and promote your independence at all times.
- Respond to changes in your needs and help to put you in touch with other agencies when necessary.
- Show respect for your home, belongings and personal standards.
- Have the knowledge, skills and competence to carry out their work with you.

In order to ensure that these can be achieved your care workers will have undergone induction training and in the majority of cases either achieved or be working towards an NVQ level 2 or 3. These are general qualifications which provide staff with both the skills and knowledge to be effective and efficient. Where you are receiving specialised care interventions you can be assured that your care worker has been trained and are competent in the tasks they perform. In some cases this will include the care worker having a higher level qualification either as a registered nurse or assistant practitioner. These members of staff will have an appropriate degree, diploma of higher education or equivalent.

#### **4.4 Service Delivery**

Home care services will normally be provided between the hours of 0700 and 2230 only. You will be able to contact the duty manager at any point of the day between these hours. Outside of these hours you will be able to leave a message which will be collected at the start of the next day's duty and dealt with as appropriate.

There will be occasions in community care, as negotiated by the client and the management, where services may be available outside of normal operating hours.

This is considered on an individual basis. When out of hours services are provided an appropriate on-call support service will also be in place.

#### **4.5 Contacting Us**

We always welcome your contact and would encourage you to use the details here to make contact with us. During normal office hours (0830 – 1630) and for non-urgent calls please use the office telephone number. For any urgent enquiries outside of office hours please contact the duty managers mobile telephone. Please note that it may not always be possible to answer your telephone calls immediately, please leave a message and a member of staff will be in contact at the earliest possible opportunity.

**Tel**            01803 540 687 (office phone during office hours only 0830 – 1630)  
                    07830 292 701 (duty manager contact 0700 - 2230)

**Address**    Torbay Innovation Centre  
                    Long Road  
                    Paignton  
                    Devon  
                    TQ4 7EJ

**Email**        info@platinumplushealthcare.co.uk

#### **4.6 Charges and Payments**

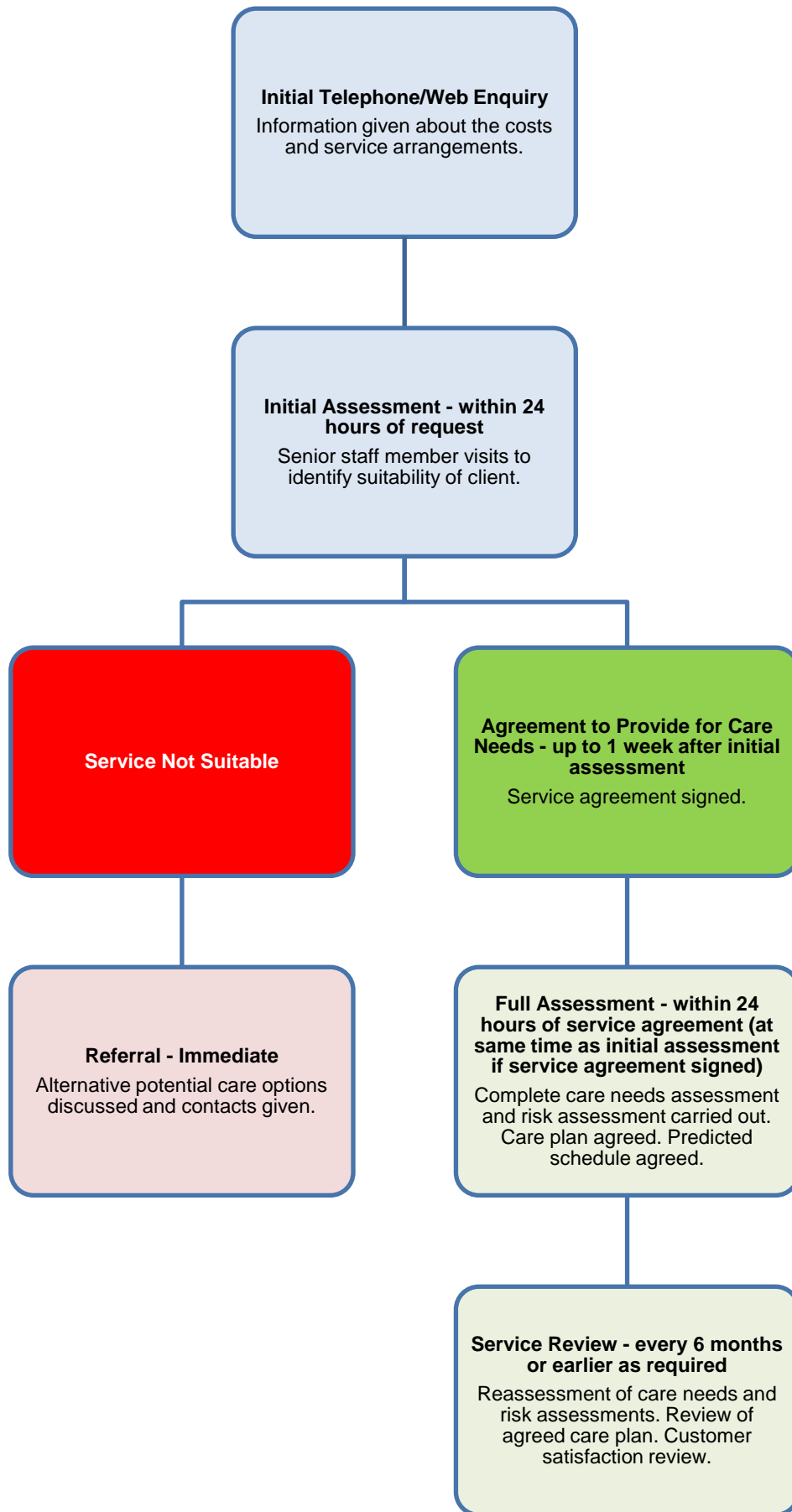
The basic charge for care services is £14.50 per hour or £7.25 for half an hour. There is a 30 minute minimum visit time. Clients who are eligible to funded care services will be assessed by the local authority under the fair access to care services regulations and may be whole or part funded for their care services. If this is the case for you, please contact your local authority care manager for further details. If you have commissioned our service privately, we will support you to identify any additional financial support which may be available.

By the first working day of each month you or your service broker will be issued with an invoice for the care provided for the preceding calendar month. At the time of your

full care needs assessment the arrangements for invoicing will be discussed. If a nominated individual or service broker will be dealing with this aspect of your care they will be contacted within 24 hours of your service agreement being signed to make the necessary payment arrangements. Once payment has been received, you (or your service broker) will be given a receipt of payment. You may opt to pay by BACS, cheque or cash; we regret that we cannot currently accept payments by direct debit or card transaction.

#### **4.7 The Service Process**

From the point of referral, whether that is self referral or through a third party such as social services, you will be treated with respect and dignity. The following is an illustration of the common process that will be followed and the average timescales from point of referral. There may be differences in the time scale depending on the referral process. A potential client must be assessed in the environment they will be receiving care in prior to a service agreement. Services will only commence after the full assessment has taken place and the appropriate care plans, risk assessments and contract arrangements are in place.



## 5 Key Terms and Conditions

In order to be receiving private home care services you will have signed a contractual service agreement. This is a contract between the client and Platinum Plus Healthcare Limited which ensures that there is mutual respect and understanding of the rights and responsibilities of both parties. Full terms and conditions are included in your contract. If your care has been brokered by your local authority you are not required to sign any contracts with us as there is a standing agreement between your broker (the local authority) and us (the service provider).

Some of the key terms and conditions of service are set out below, however it is important to realise that each contractual service agreement is individual. As such some of the terms and conditions listed may differ to the ones that appear in your contract, particularly if your care is brokered by your local authority. Always refer to your contract for full terms and conditions.

### 5.1 Period of Notice:

- In order for either the service provider or client to terminate the contract of care, 1 full weeks' notice must be given in writing.

### 5.2 Termination of Contract by Platinum Plus Healthcare Limited:

Platinum Plus Healthcare Limited reserves the right to cancel any contract without notice under the following circumstances:

- The health and safety of any staff member is considered at risk while they are providing care services.
- If after risk assessment it is decided that the client's needs are beyond the capabilities of the company.
- If the client or any member of the household is threatening or abusive (including physical, verbal and racial abuse) towards an employee of Platinum Plus Healthcare Limited.
- Failure to pay your service charges on time may result in termination of the contract.

- If the company feels that the service it offers is no longer suitable in accordance with the care plan.

### **5.3 Payment:**

- All payments should be received for services provided in the preceding month no later than the 10<sup>th</sup> working day of each month in full. Payment can be made by cash cheque or BACS.

### **5.4 Provision of Care:**

- The service provider will aim to agree a mutually convenient time for all service calls. For service reasons this may not always be possible and on occasion your service visit may need to be earlier or later than intended. You will be notified at the earliest opportunity of any temporary changes the service provider may need to make.
- If you notice any disruption to your care provision which you have not been notified of you must contact the duty manager immediately. The duty manager will endeavour to meet your needs at the earliest possible opportunity.
- If at any time you are dissatisfied with your service you are encouraged to contact the duty manager so that action can be taken quickly.

### **5.5 Equipment:**

- All personal protective equipment required for your care will be provided by Platinum Plus Healthcare Limited (gloves, aprons, masks, soap and hand towels).
- The service user will be responsible for ensuring that there are appropriate facilities for hand washing on their premises.
- The service user will be responsible for the provision of all other necessary equipment required for their normal care (manual handling equipment, wound care products etc.).
- The service user will be responsible for the provision of any hygiene or additional supplies required for the care worker to complete the activities in the care plan.

## **5.6 Equal Opportunities:**

- Service users and staff will always be treated with dignity and respect regardless of their age, sexual orientation, gender, race, beliefs and customs or any other factor which may incur discriminatory behaviour.

## **5.7 Service Disclaimer:**

- Staff employed by Platinum Plus Healthcare Limited will always, whilst providing care to Service Users, treat your property and possessions with respect. However, on occasions accidental damage and breakages can occur. You are therefore advised that Platinum Plus Healthcare Limited accept no liability or responsibility for this type of damage. We recommend to Service Users that breakages and damage should be processed through your own buildings and contents insurance where the cause is accidental.

## **6 Key Policies and Procedures**

In order to ensure that we are able to provide the highest quality service, we implement a wide range of different policies and procedures. They aim to serve the interests of the clients, employees and management of Platinum Plus Healthcare Limited. A brief outline of some of these policies and procedures, specifically the ones which we feel are directly relevant to you, are included below.

### **6.1 Health and Safety**

The health and safety of your own environment is essential, both to ensure that you are protected from harm and employees of Platinum Plus Healthcare Limited are also protected. In order to comply with health and safety requirements you must consider the following:

- Any repairs which are required to your property in order to make it a safe environment for your care workers must be organised by you.
- If you smoke inside your property you should not smoke for 1 hour prior to any scheduled visit or during that visit.
- Where your care workers are unable to carry out their full duties because of health and safety problems they may have to leave without completing all activities in your care plan. The duty manager will be informed of any such problems and make contact with immediately.

### **6.2 Manual Handling**

In order to comply with legislation, Platinum Plus Healthcare Limited operates a no lifting policy. Any assistance you require with movement and mobility will be provided to the best of our ability working with the equipment you provide. It is your responsibility to:

- Ensure that you have all of the manual handling equipment required for your personal situation and that it properly maintained.

- Co-operate with Platinum Plus Healthcare Limited in relation to your assessed manual handling needs. This will include participating in any referrals to external agencies for additional assessment or support.

There may be some situations which your care worker is legally unable to provide support for your manual handling needs. These will be explained and the duty manager informed immediately, the duty manager will then advise the appropriate course of action.

### **6.3 Infection Control**

An important consideration of receiving home treatment is the risk of having infections brought from other areas of practice. Your care workers are trained in infection control practices and will ensure that they limit these risks as much as possible. In order to do this they will wear personal protective equipment (gloves and aprons) and demonstrate good hand washing practices.

In order to support infection control practices you will be asked to:

- Provide appropriate hand washing facilities (hot running water).
- Ensure that you have adequate waste collection services (including clinical waste where appropriate).
- Provide kitchen towels/paper towels

Platinum Plus Healthcare Limited will ensure that all members of staff have:

- Liquid soap
- Alcohol hand gel
- Gloves
- Aprons
- Masks (where appropriate)

## **6.4 Emergency Procedures**

All care workers are trained to know what to do in a range of emergency situations. In most cases they will make contact with the appropriate emergency service and attempt to get you to a place of safety.

Where it is not possible to arrange your safety without compromising the safety of the care worker they will first ensure that they are safe in order to assist emergency services when they arrive.

## **6.5 Contract Cancellation or Amendment to Delivery**

On occasion it is recognised that short term changes may be required to your normal service provision. This may be due to holidays, short term changes of circumstance, hospital admission etc. For short term changes 2 days notice is required in order to make the appropriate amendments. Any changes advised with less than 2 days notice will mean that you may be charged for your scheduled service delivery for 2 days to incorporate a notice period.

For contract cancellation you are required to give written notice as described in your service agreement, this will be no more than 1 week. Failure to do so will result in additional charges for a maximum of 1 week to include the appropriate notice period.

## **6.6 Confidentiality**

Platinum Plus Healthcare Limited will hold personal and sensitive information relating to you. All information held by the company is treated in confidence.

Only members of staff involved in your care provision will have access to your records and only relevant elements of those records will be available. All information provided by you will only be made available to those people who need that information in order to carry out their service obligations to you.

Information will only be disclosed to another party, including your family and friends, if you give your consent first. It may be necessary at times to share information with external agencies such as your GP or social services. This will only occur if the information they require is needed in order to enable us to continue your service provision and where confirmable proof of need is supplied. You will have been asked to sign a declaration as part of your service agreement which gives us permission to share limited information with these agencies. If we are asked to share any sensitive information with external agencies, your consent will always be sought first. Information will only ever be disclosed without your consent if it is required by law.

## **6.7 Gifts and Hospitality**

On occasion you may wish to thank your care worker by giving them some form of gift or hospitality. In order to maintain a professional service, Platinum Plus Healthcare Limited does not allow its staff to accept any gifts which could have any financial value. All gift offers will be recorded by the company. Staff are not allowed, under any circumstances to accept any personal cash gifts. We operate a service users fund which is used for the good of service users e.g. to support group or individual outings, purchase of equipment for disadvantaged individuals etc.

## **6.8 Handling Service Users Money**

No financial transactions will be carried out by a Care Worker on your behalf, unless it is part of your identified care needs, this includes:

- Collection of benefit and/or pension
- Shopping
- Paying Utility Bills
- Deposit and/or Withdrawal of money from the Bank, Building Society or Post Office

Care Workers are issued with a Financial Transaction form, which details any financial transaction they undertake on your behalf.

## 6.9 Uniform

All staff are expected to comply with the uniform policy in order to meet infection control requirements and also to support easy identification of individuals as employees of Platinum Plus Healthcare Limited. You should expect to see employees to have a clean and smart appearance and be dressed in the appropriate uniform and carrying their company ID badge.

### **The uniform is as follows:**

Healthcare assistants without formal qualifications

- Light green tunic and navy blue trousers

Healthcare assistants qualified to NVQ 2 or 3

- Jade green tunic and navy blue trousers

Registered Nurses / Assistant Practitioners

- Royal blue tunic and navy blue trousers

Management Staff

- Navy blue tunic and trousers

Hair

- Must be worn off the collar when long
- Must be tidy

Makeup / scents

- Nail varnish or polish must not be worn
- Minimal facial makeup
- No strong scents should be worn

Jewellery

- 1 plain ring may be worn (no jewels)
- No additional hand or wrist jewellery (wrist watches must be removed prior to commencing duties)
- No jewellery to be worn around the neck
- A single pair of stud earrings only

- Any other piercings must be covered with an appropriate plaster or removed for the duration of the duty

We operate a 'bare below the elbow' policy in order to improve infection control standards. This means that while a member of staff is providing services they must not wear long sleeves and must remove any wrist watches.

All staff are expected to be clean and present themselves hygienically.

From time to time staff may be seconded from other organisations and may appear in a different uniform. In this case they must still carry a valid Platinum Plus Healthcare Limited ID card and must still conform to all other aspects of the uniform policy.

### Example ID card



If you notice any discrepancies please inform the duty manager. The uniform policy is in place to protect the service user from the risks of infection and potential; health and safety problems which might result in harm to the service user.

### 6.10 Timesheets

Timesheets are an important part of the monitoring and management process and provide evidence of services provided. It is therefore a requirement that all staff have timesheets signed at the time of every visit on completion of their shift with you. Your signature verifies that the member of staff has completed the planned amount of time in your service.

In order to protect clients, time sheets are individualised and only 1 clients details will appear on each sheet. Time sheets are valid for 1 week and so if more than one visit is performed in any calendar week for the same client, multiple shifts may appear on a single sheet.

For all individuals who receive domiciliary care, timesheets are held in your service user file in the main office once complete. Copies of these can be requested at any time via the manager in accordance with the Data Protection Act.

### **6.11 Safeguarding Clients**

The safety of all those involved in our service delivery is of paramount concern. As such, Platinum Plus Healthcare Limited operates safeguarding policies for clients in accordance with the local statutory safeguarding procedures. All staff are trained in safeguarding procedures and how to recognise possible cases where abuse may be taking place. We have a legal requirement to report any suspected cases of abuse to local statutory authorities (social services / police). The vulnerable individual will always be informed of an intention to report a specific incident or concern.

### **6.12 Safeguarding Staff**

Platinum Plus Healthcare Limited operates a lone worker policy in order to protect the safety of individuals working independently without direct supervision. This policy requires staff to be extra cautious at all times when working alone. In the event that the place of work is in a secluded or poorly illuminated area, or there are other health and safety concerns, risk assessments may demonstrate a need for your support in ensuring the safety of staff. Specific guidance will be given based on individual circumstances.

### **6.13 Medication Administration**

All members of staff who are permitted to administer or support the administration of medication must complete a medication administration training programme. This includes an ongoing practical test, theoretical competency test and a numeracy test.

If the member of staff has not been assessed as competent, they will be unable to help with any aspect of medication administration. All members of staff (registered nurses and unregistered healthcare assistants) who support medication administration are required to adhere to the guidance published by the Nursing and Midwifery Council.

All individual service users who are assessed as needing support with medications must have an appropriate risk assessment and care plan which identifies this. If you develop this need between scheduled assessments, please inform us as soon as possible so that an appropriate member of staff can be allocated to support you. Where medication support requires specialist skills (e.g. inhalation, oxygen therapy, suppositories, enemas, injections or administration via feeding tubes), staff will only be able to support these needs if trained to do so. Early identification of these needs will help to ensure that we are able to meet all of your care needs.

## 7 Complaints Procedure

Platinum Plus Healthcare Limited is committed to ensuring that you receive the services you need with professionalism at all times. It is therefore important to us that you are able to make comments or complaints and know that they will be addressed promptly. The company's complaints procedure is outlined below.

When making a comment or complaint we would request that in the first instance you discuss the problem with the duty manager. The issue may be something which can be quickly and easily resolved and the management team may not already be aware.

If the problem is not resolved immediately or you do not receive a satisfactory response please put your complaint in writing for the attention of the management team at Platinum Plus Healthcare Limited.

- **Within 2 working days** - On receipt of your complaint we will send an acknowledgement in writing giving you an indication of the expected timescales needed to resolve the issue.
- **Within 1 Month** - As we will need to consider and investigate fully, it may take some time before we can respond in detail. You will be notified of our investigation findings and actions taken as a result of the complaint.
- Once the findings have been reported back to you, if you remain dissatisfied you will be advised that you may contact the area CQC team. You are entitled to use their complaints procedure at any time, either in place, or as well as the procedure for Platinum Plus Healthcare Limited. You may do so either from the outset of the complaint process or at any point thereafter.
- If you are still dissatisfied you may wish to implement the appeals stage of our procedure or that of CQC
- Platinum Plus Healthcare Limited will endeavour to aid local authorities (including CQC, NHS and local council) with any investigation and related issues regarding complaints involving the company.

## **8 Quality Assurance**

Platinum Plus Healthcare Limited is committed to ensuring that the services provided or of a high quality. In order to do this there are a number of quality assurance processes in place which help the management to monitor service deliver. The aim the quality assurance process is to use the information gathered to help develop a better service and maintain best practice standards.

### **8.1 Client Satisfaction Monitoring (community care)**

This process allows the management to collect information produced by you, the service user and your family/advocates. This is an important role for the service user and gives you a way to regularly feedback your comments about the service you receive.

Every 6 months, as part of your care needs review you will be asked to complete a client satisfaction survey. If you are unable to complete this or would like someone to do this on your behalf, you could ask a family member or advocate to help. We are also interested in the views of your family and friends regarding the service they see you receiving and they will also be invited at this time to complete a survey form.

In addition to this ongoing process you will also be asked to complete the survey if you decide to terminate your contract with us. This helps us to ensure that we can respond to your views about the contract termination process. If you are registered as a short term client you will be asked to complete this survey on completion of your arranged care period as you may not require 6 months of care. This ensures that your views are considered also.

In addition to the regular monitoring cycles you are also invited to make comments at any time either by telephone, email or using the comments form at appendix 1.

## 9 Useful Contacts

### Platinum Plus Healthcare Limited

Your care provider can be contacted at any time between 0700 and 2230 daily. The duty manager will always be on hand to answer any queries or questions regarding the services you receive.

**Tel** 01803 540 687 (office hours only)  
07830 292 701 (duty manager contact 0700 - 2230)

**Address** Torbay Innovation Centre  
South Devon College  
Long Road  
Paignton  
Devon  
TQ4 7EJ

**Email** [info@platinumplushealthcare.co.uk](mailto:info@platinumplushealthcare.co.uk)

### Care Quality Commission

They inspect and report on care services and councils. They are independent but set up by Government to improve health and social care and stamp out bad practice.

**Tel** 0300 061 6616

**Address** CQC South West  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**Website** [www.cqc.org.uk](http://www.cqc.org.uk)

**Email** [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)

### General Social Care Council

The General Social Care Council is responsible for setting standards of conduct and practice for social care workers and their employers, for regulating the workforce, and for regulating social work education and training.

**Tel** 020 7397 5100

**Address** Goldings House  
2 Hay's Lane  
London  
SE1 2HB

**Website** [www.gsccl.org.uk](http://www.gsccl.org.uk)

**Email** [info@gsccl.org.uk](mailto:info@gsccl.org.uk)

### **Torbay Care Trust**

Responsible for commissioning, or buying, services on behalf of local people, including specialist health care for local people from hospitals, particularly Torbay Hospital, and social care from care homes, residential homes and from home care agencies.

**Tel** 01803 210500

**Address** Bay House  
Riviera Park  
Nicholson Road  
Torquay  
TQ2 7TD

**Website** [www.torbaycaretrust.nhs.uk](http://www.torbaycaretrust.nhs.uk)

### **Devon Social Services**

Responsible for the co-ordination and management of social services throughout Devon, they aim to ensure that people get the care they need when it's needed.

**Tel** 0845 1551 007  
0800 212783

**Address** Adult & Community Services  
Devon County Council  
County Hall  
Topsham Road  
Exeter  
EX2 4QR

**Website** [www.devon.gov.uk/social\\_services](http://www.devon.gov.uk/social_services)

**Email** [csc.caredirect@devon.gov.uk](mailto:csc.caredirect@devon.gov.uk)

## 10 Insurances

Platinum Plus Healthcare Limited has insurance for the following:

- **Public Liability** £5,000,000 any one event
- **Employers Liability** £10,000,000 any one event
- **Domiciliary Care Limit** £5,000,000 any one event
- **Homecare Treatment Risk** £2,000,000 any one event

Insurance is provided by Ecclesiastical Insurance and can be contacted on 01452 528533.

In addition to company insurance all care workers are required to have their own professional indemnity insurance arranged either through the Royal College of Nursing or other appropriate insurance provider.

## Appendix 1 Comments Form

<b>Name (optional)</b>
<b>Date of form completion</b>
<b>I would like to say.....</b>
<b>I would like you to .....</b>
<b>If you would like a direct response please include your address below:</b>