



Client Handbook

Welcome to TrustBridge Care

This handbook provides information about your privacy, safety and rights while using our service.

Aims and Objectives

TrustBridge's primary aim is to enable our clients to live safely, independently, and comfortably in their own homes.

We consistently achieve this by providing high-quality and personalized care, tailored to the unique needs of each client.

This is accomplished through the use of regularly updated, person-centered care plans, working collaboratively with clients and their families and focusing on valuing, developing, and rewarding the dedicated caregivers who work with us.

Imran Ali
Registered Manager



Statement of Purpose

‘There for you’

This statement of purpose is provided in accordance with the Health and Social Care Act (2008), and takes into account Regulation 12 of the Care Quality Commission (Registration) Regulations 2009. As such, this statement is reviewed annually and updates when necessary.

Where necessary TrustBridge will provide the information included in this statement of purpose to all clients in a format appropriate to their needs e.g. large print, Braille, or in an audio or electronic format. Please contact the office if you require this.

TrustBridge’s services are available 365 days a year. The Registered Manager and Care Coordinator are available during office hours between 9am and 5pm Monday to Friday, and a responsible person is on-call in the case of emergencies at all other times.

About Us

Thank you for choosing TrustBridge Care to provide you with quality care within the comfort of your own home.

This booklet provides you with:

- Important information about our services
- Complaints policy
- Privacy statement
- Mission Statement.

Our aim is to work collaboratively with you, your family, friends and medical professionals to meet your care needs.

The TrustBridge office is owned and operated by a local business passionate about providing excellent home care.

Our Mission:

At TrustBridge Care, our mission is to enhance the quality of life for our clients by providing our TrustBridge **CARE**

Values:

- Compassionate
- Attentive
- Respective
- Excellent



Your Privacy

What is a privacy notice?

A Privacy Notice is a statement by TrustBridge to clients, families, carers, the public and staff that describes how we collect, use, retain and disclose personal information.

This notice may be referred to as a Privacy Statement, Fair Processing Statement, or Privacy Policy. It is part of our commitment to ensure that we process your personal information/data fairly and lawfully.

Why issue a privacy notice?

TrustBridge recognizes the importance of protecting personal and confidential information in all that we do and takes care to meet our legal and regulatory duties. This notice is one of the ways we demonstrate our commitment to your values and our dedication to transparency and openness.

It also explains your rights regarding the control of your information.



Privacy Notice

Why and how we collect information

We may request or hold personal confidential information about you, which will be used to support the delivery of high quality, safe and appropriate care.

What are we governed by?

The key pieces of legislation/guidance we are governed by are:

- Data Protection Act 1998
- Human Rights Act 1998 (Article 8)
- Health and Social Care Act 2012, 2015
- Copyright Design and Patents Act 1988
- Computer Misuse Act 1990
- The Common Law Duty of Confidentiality
- Records Management—Code of Practice for Health and Social Care 2016
- Accessible Information Standards
- General Data Protection Regulations (GDPR)



Privacy notice

These records may include:

- Basic details such as your name, address, date of birth and next of kin.
- Contact we have had with you, including reviews and care assessments.
- Details of your care, including medical and life history, gathered from healthcare professionals and relatives.

Additionally, it may contain sensitive personal information such as your sexuality, race, religion or beliefs and whether you have a disability, allergies, or health conditions. Having a complete picture is essential for us to provide care that meets your needs. Information is collected through various channels, including healthcare professionals, or directly from you.

How we use information

- To help us make informed decisions about your care.
- To ensure that your care is safe and effective.
- To work effectively with other organizations who may be involved in your care
- To review care provided to ensure it is of the highest standard possible
- For quality checks and audits
- To demonstrate compliance to our regulator

Privacy Notice

How is information retained and kept safe?

Information is retained in secure electronic and paper records, with access restricted to only those who need to know. Ensuring that your information is kept safe and secure is crucial to protecting your confidentiality.

We safeguard your privacy through various means, including restricting access, adhering to strict policies and procedures, following stringent contractual conditions and ensuring robust sharing or processing agreements are in place.

We will retain your information for seven years after the end of your care package. The Data Protection Act 1998 regulates the processing of personal information, governed by strict principles to ensure that your information is kept safe and secure. Each TrustBridge office is registered with the Information Commissioners Office (ICO).

Our technology allows us to protect information primarily by restricting access. Our guiding principle is to hold your information in strict confidence.



Privacy Notice

Sharing your information

To provide the best care possible, there are times when we need to share information about you with others. We may share your information with various Health and Social Care organizations and regulatory bodies. These organizations may contact you for specific reasons, and they are obligated to inform you of the purpose of their contact. Information sharing is governed by specific rules and laws to ensure your privacy and confidentiality are maintained.

Your right to withdraw consent for us to share your personal information

You have the right to refuse or withdraw consent to information sharing at any time. We will fully explain the potential consequences, which may include our inability to provide care for you. For more information, you can contact the Data Controller or Data Protection Officer. If you wish to make a complaint, you also have the right to contact the Information Commissioner's Office (ICO).

Principles of Care

TrustBridge will ensure that your care will meet the following fundamental standards:

- **Person-centered:** Customized to meet your unique needs and preferences
- **Respect and Dignity:** Ensuring your privacy, treating you as an equal, and supporting your independence and community involvement
- **Consent:** Always seeking your consent before providing care
- **Safety and Security:** Evaluating risks to ensure your safety and ensuring our staff are well-qualified and experienced
- **Nutrition:** Providing suitable food and drink during your care
- **Complaints Handling:** A system in place for addressing, responding to and investigating any complaints
- **Quality Assurance:** Our systems continuously monitor and improve the quality of our services

Our Services

Personal Care

We can help with:

- Bathing and personal hygiene maintenance
- Assistance with toilet needs and continence care
- Help with eating and drinking
- Personal grooming
- Support with dressing
- Mobility assistance within the home
- Help with basic equipment
- Administering medication
- Oral care and hygiene

TrustBridge will not perform tasks that require clinical professional skills and expertise, such as:

- Toe Nail trimming
- Ear irrigation
- Catheter removal or replacement
- Bowel evacuations
- Bladder washouts
- Infection treatment
- Unassisted lifting from the floor



Our Services

Domestic Services

We can help with:

- Housekeeping
- Shopping support, including trips and deliveries
- Laundry and ironing
- Prescription collection
- Travel assistance
- Meal preparation
- Companionship and social support
- 'Sit-in' services
- Encouraging hobbies and interests
- Pet care
- Maintaining community connections



Complaints

Learning and Improving

Complaints Procedure

While TrustBridge strives to deliver a high-quality service at all times, we acknowledge that there may be occasions when our service does not meet our own high standards. Clients and their families are encouraged to notify us of any such instances at the earliest opportunity, so we can promptly investigate and rectify the situation.

A complaint is defined as any communication from a client, family member, carer, or other visitor, whether verbal or written, that expresses dissatisfaction. The recipient of the complaint will document it in the initial complaints log and, if possible, will investigate the matter immediately. This aims to provide an immediate, acceptable solution to the complainant and ensure that our standards are upheld.

Complaints

Complaints procedure

If the issue cannot be resolved to everyone's satisfaction immediately, the complaint will be referred to a manager within one working day, either verbally or in writing. If a manager is unavailable, another competent person will handle the complaint.

The manager will acknowledge the complaint in writing within seven days of receipt and provide a formal response within 28 days. All complaints will be recorded on a Complaints Investigation Form. The manager will:

- Ensure that the relevant employee addresses the complaint and inform all associated persons of actions taken at each stage of the complaints procedure
- Investigate the complaint and establish the facts
- Determine if any policies or regulations have been violated
- Attach all relevant documentation to the Complaints Investigation Form

Complaints

- Ensure necessary corrective actions are taken
- Notify the Registered Manager if the investigation exceeds 28 days. The Registered Manager will then review the complaint and implement additional actions to resolve it as quickly as possible.

After a thorough investigation, the manager will relay the response to the complainant, detailing the corrective actions to be taken. The manager will monitor the effectiveness of these actions.

A record of all complaints will be maintained. The Initial Complaints Log and the Complaints Investigation Forms will be regularly forwarded to the Registered Manager, who will monitor and analyze all complaints and report the findings at management review meetings.

If the manager cannot resolve the complaint, it may be escalated to the director:

zirka@trustbridgecare.co.uk

01332 340551



Complaints

If the outcome of your complaint does not meet your expectations, you can contact the TrustBridge Office at derby@trustbridgecare.co.uk or call 01332 340551.

You may also contact the Care Quality Commission or the organizations listed in the Key Contacts Sheet. Please note that while the CQC uses the information you provide to monitor compliance, they do not investigate individual complaints.

Quality Assurance

Quality Assurance ensures that the service we provide meets the standards we have promised our clients. These standards are documented in our Quality Standards, which we strive to achieve. Our Quality Assurance processes enable us to monitor our performance.

Our Quality Assurance systems include, but are not limited to:

- Staff spot checks
- Annual client surveys
- Regular client reviews
- Audits of care records
- Regular analysis of compliments and complaints

Our Staff

Experience and Qualifications

Our goal is to provide carers who have achieved or are working towards RQF/QCF Level 2 in Health and Social Care. All staff members complete an induction aligned with Care Certificate standards before working independently. Our carers receive regular training in all aspects of their work, including:

- Moving and Handling
- First Aid
- Food Hygiene
- Medication Administration
- Infection Control
- Health and Safety
- Safeguarding Vulnerable Adults
- Specialization in Dementia and Palliative Care



Your Protection

Vetting of Staff

Every staff member undergoes a thorough vetting process before starting with TrustBridge Care. This includes:

- Values-based interviews
- Work references, verified via telephone
- Enhanced DBS checks with Adult First Checks
- Work history checks
- Practical training and competency assessments

TrustBridge has robust policies and procedures to safeguard you from abuse. For a full copy of our policy, please enquire at the office.

If you have any concerns regarding someone using TrustBridge Services, you should immediately contact TrustBridge's Manager. The manager is responsible for making a referral to Social Services within 24 hours.

Your Protection

Our staff will act quickly and professionally, but if you feel uncomfortable speaking to them, contact details for Social Services are included with the letter accompanying this guide. If the individual is in immediate danger, you should call Emergency Services. The CQC will also be notified.

Occasionally, as part of their regulatory activities, the CQC may require TrustBridge to provide information we hold about you prior to an inspection. They may use this information to contact you about the quality of the service you are receiving from us.

Abuse is a violation of an individual's human and civil rights by another person or persons. It can take many forms, including physical abuse, emotional abuse, financial abuse, institutional abuse, or neglect. It can involve a single action, repeated actions, or a lack of action. If you want to know more, please contact the office or ask your carer for more information.



Your Rights

We believe that all individuals have the right to:

- Be treated with dignity and respect by their families, carers and service providers.
- Receive services that acknowledge their abilities and diverse needs, without discrimination based on age, gender, sexuality, disability, ethnic origin, culture, or religion.
- Live safely at home and within the community, free from any form of physical or emotional abuse.
- Have their personal finances and property protected in a manner that minimizes distress.
- Access services that support their full potential development, community participation, and independence.
- Be fully informed about service options and involved in decisions that affect them, even if those decisions involve some level of risk. (However, if a risk is deemed too high, for the individual or others, Social Services would have a duty to intervene).
- Receive support to lodge a complaint or seek help in cases of mistreatment.
- Expect confidentiality and be informed beforehand about the conditions under which information may be shared with others.
- Access their personal information kept in records.
- Utilize an advocate at any stage during an adult protection investigation process.

Cancelling our Service

TrustBridge reserves the right to decline providing a service if, in its judgment, the requested pattern and/or type of care is deemed inappropriate or conflicts with the client's needs, or if TrustBridge believes it cannot meet the required care standards. TrustBridge may temporarily or permanently withdraw care in situations including:

- When the carer's health and safety are at risk
- When the carer has faced threats of violence or any form of abuse

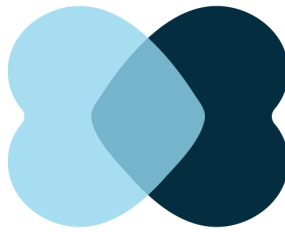
TrustBridge aims to provide at least one week's notice before withdrawing service, though immediate withdrawal may occur in some circumstances. If the withdrawal is not permanent, the client will receive information on the conditions necessary to resume service.

For client-initiated cancellations of a specific visit, the client or their representative must provide as much notice as possible, at least 48 hours in advance. Failure to give 48 hours' notice may result in charges for the scheduled visit.









trustbridge
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