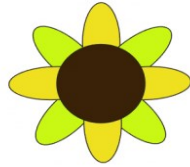


Renicare

Personnel



Our Service Guide

Personalised, Dignified, Care

Website: www.renicare.co.uk

RENI CARE Personnel Ltd

Office Address: 797 London Road Thornton Heath CR7 6AW

Telephone: **+44 (0)2034894494**

Email: info@renicare.co.uk

Website: www.renicare.co.uk

Office opening hours: 9am – 5.00pm (Monday to Friday).

After office hours on +44 (0)2034894494 is linked directly to our
duty care manager

Reni Care Personnel Ltd

Address:

797 First Floor London Road,
Thornton Heath,
United Kingdom,
CR7 6AW

How to Contact Us:

We welcome and value your contact to inquire about our services

Please follow our guide below for your **FREE** assessment by any of these methods

Telephone number: +44(0)2034894494

E-mail: info@renicare.co.uk

Website: www.renicare.co.uk

Reni Care Personnel Ltd will operate 9am to 5.00pm.

However, you can reach us after office hours on +44 (0)2034894494 linked directly to our duty care manager, who will answer your call, or return your call as soon as possible if on another call.

Please ring 999 if you are in need of urgent medical treatment.

The purpose of this brochure is to introduce you to our home care service, Reni Care Personnel Ltd. It gives an overview of the services we offer, our values, and explain how you can request for your services. The brochure also contains the regulatory information required by the domiciliary care agencies and general information and useful resources about social care. This brochure is complementary to the information in our 'Clients' Care Folder.'

Reni Care Personnel Ltd is a domiciliary care service, which aims to provide quality home care services to clients within the comfort of their own homes.

We are situated in Thornton Heath, London Borough of Croydon, but we will also cover other boroughs within Greater London.

Reni Care Personnel Ltd will provide domiciliary care and support services to clients in their homes, and on other sites such as, supported living accommodations, hospitals, residential and nursing care homes, for 24 hours, 7 days, and 52 weeks of the year, including bank holidays and festive periods.

We provide a wide range of daily care support services for the elderly and adults over 18-year-old with physical disability, Learning disability and sensory impairments

We provide specialist services, such as Dementia Care, Mental Health and End of Life Care.

We also provide respite care for families, who require regular or emergency breaks from their caring roles. Our comprehensive list of services are below.

Mission Statement

Reni Care Personnel Ltd focuses mainly on the provision of domiciliary care service.

We aim to provide quality home care services to clients within the comfort of their own homes.

With competent staff and organised and responsive management, we aim to provide effective services, which will not only safeguard you, but also promote your health and well-being, and independence.

Because, we like to care for our clients with dignity, our service provision duration will start from one hour to give us time and not have to rush through things.

Our Aims Are to:

:provide excellent services based on good practice, adhering to the requirements and standard of our registration with the Care Quality Commission.

carry out health and safety risk assessments around all your care

ensure our staff are trained and have the necessary skills to offer quality care.

undertake quality assessments of needs and to ensure good quality care management .

Director Registered Manager >Morenike Ogunsanwo

Morenike Ogunsanwo is a highly skilled professional social worker. She has over 20 years' experience working in social care sector since 1990 in Germany, working with Children and Family, Adults with Acquired Brain injuries, Mental Health, and the Elderly. She has been working in England since 2002, with Adults with Learning Disability, Mental Health and Dementia, and within hospital settings.

Morenike Ogunsanwo has First and Masters Degrees in Social Work, at Johannes Gutenberg University Mainz, Germany. In England, she had Post Qualification training in Foundation in Mental Health and Social Work Practice, and PQ 1-6 (2005 and 2009) at East Anglia/ Anglia Ruskin and Kingston Universities respectively. She qualified as a Best Interest Assessor (Mental Capacity Act Deprivation of Liberty Safeguards), at Bournemouth University 2011, and trained as a Practice Educator at London South Bank University 2012.

Morenike Ogunsanwo also has extensive non-qualified essential trainings over the years to keep abreast of her social work practice

Morenike Ogunsanwo has worked for a number of local authorities as a Senior Social Worker in hospitals setting, undertaking complex hospital discharge assessments. Morenike's vast experience in social work practice, working in various multi-disciplinary settings over the years has given her great opportunities to develop skills and confidence, and establish useful professional relationships that are very valuable and beneficial in delivery of service in Reni Care Personnel.

Morenike Ogunsanwo is very passionate about social care, about empowering people, and about dignity in care.

Yetunde Ogunfuwa (Psychologist)

Yetunde Ogunfuwa gained a BA Hons Degree in Education and Psychology and various qualifications supporting learning difficulties and independent living. Yetunde Ogunfuwa currently works with ASD boys in a special educational needs school.

She has experience working as a form teacher and also teaches English and social/life skills.

Yetunde Ogunfuwa has experience working in schools for over 8 years and my roles have ranged from child councillor to nurture leader.

She worked a play worker, enabling PMLD/ASD/LD children and young adults to play and learn in an inclusive environment.

Yetunde Ogunfuwa worked as a business administrator in a government department.

Yetunde Ogunfuwa is a compassionate and caring individual and believe every one should be given the chance to fulfil their full potential.

She has gained a BA Hons Degree in Education and Psychology and various qualifications supporting learning difficulties and independent living.

Our Care Staff

Our carers are rigorously vetted through our recruitment process. They also receive extensive training to ensure they have the required skills and knowledge to deliver care to a high standard, and ensure our full compliance with the Health & Social Care Act.

Our carers are compassionate and conscientious of their roles, and they will support you with respect in a safe and dignified manner.

Our Vision, Value and Commitments

At Reni Care Personnel Ltd, our mission is to provide quality and high standard home care services to people, who need care support in their homes and other sites

We are committed to providing you person centred service.

We will ensure you are fully informed about all matters, which might affect your well-being.

We will ensure you have access to caring, compassionate, competent and well trained and skilled staff.

We will work with you and your representatives without prejudice and discrimination.

We will have regular consultations with you and/or representative about your satisfaction with the services are receiving from us, encouraging suggestions for improvement.

We will protect your' confidentiality and inform you of your rights, regarding your data in line with the new GDPR regulation.

Our mission is also to provide all-around support for our employees, because we understand the link between satisfied staff and excellent care provision.

Our Unique Selling Points:

Person centred approach

Dignity in care

Compassionate and responsive service

Competitive prices with no hidden cost

Guaranteed safe and timely service delivery

Extensive knowledge and experience of social care sector and network,

Our Services

Our services will be provided in line with your individual needs and choices.

We offer a wide range of home care support services listed below, but not exhaustive.

Personal Care Tasks

Assisting services users to get in out bed of bed

Dressing and undressing

Toileting, washing, bathing, shaving and hair care and mouth care

Personal hygiene

Assistance with eating and drinking.

Assistance Continence Management and Catheter Care, Colostomy / Stoma Care

Pressure Area Care and Prevention

Practical/ Domestic Care Tasks:

Making or changing a Service User's bed

Shopping for Service Users

Paying Service User's bills

Collecting Service User's pensions

Assistance with Service User's pets

Service User's laundry



Service User's ironing

Preparing Service User's meals

Lighting fires for Services Users

Light domestic tasks such as washing dishes, dusting cleaning of toilets and bathrooms vacuum cleaning etc.

Live In Care

A Live-in Care Service gives people the freedom and rights to make their own choices and live within their own homes. Reni Care Personnel aims to provide Live-in care service for you in your home, 24 hours per day, 7 days per week. Our well trained and DBS checked carers will be directly employed by us. Our carers will support you, and give you companionship. They will respect your homes and properties.

Respite Care

Respite care provide planned short-term and time-limited breaks, (hours or weeks) for unpaid care givers of children with a developmental delay, children with behavioural problems, adults with learning disability, and adults with cognitive loss in order to support and maintain the primary care giving relationship. Respite can also provide a positive experience for the person receiving care. Reni Care Personnel will be able to provide support for your loved ones in their familiar environment when you need to take a break from your daily caring role.

Specialist Care Services:

Dementia Care:

Dementia is the name for a group of symptoms caused by disorders that affect the brain. Memory loss is usually the earliest and most noticeable symptom. Other symptoms may include, difficulty recalling recent events, with recognizing people and places, finding the right word and planning and carrying out tasks. We recognise each person is unique, with their own life history, personality, likes and dislikes. Within the scope of our care, we will focus on what you are able to do, not on what you may have lost, and on what you feels rather than what you remember. Our competent carers will support you to live well with your conditions.



End of Life

End-of-life care refers to health care, not only of a person in the final hours or days of their lives, but more broadly care of all those with a terminal condition that has become advanced, progressive, and incurable. We will support you to still live as well as possible, and to die with dignity.

Mental Health:

A mental illness is a behavioural illness that causes significant distress or impairment of personal functioning, which may be persistent, relapsing, remitting, or occur as a single episode. People can recover from mental illness and return to live life in full. Our carers will support you in the process of recovery to regain capacity to function independently.

Learning Disability:

Learning disability is a classification that includes several areas of functioning in which a person has difficulty learning in a typical manner. Our trained carers will support clients to live a meaningful life and fully participate in society, through focusing on your strengths.

Companionship, Social inclusion and Other Activities Support Services

Sitting in service

Collecting pension or visiting the bank with clients

Accompanying clients to do shopping for food and other items

Accompanying clients to leisure activities

Enjoying a chat over a cup of tea

Company while doing crafts or hobbies

Going to a day service

Visiting a community centre

Using public transport

Company and transport for doctor and hospital appointments

We have procedures that cover all of these tasks in practical detail.



Service Request Guide and How to Contact Us

We welcome and value your contact to inquire about our services

Please follow our guide below for your **FREE** assessment by any of these methods:

- Telephone: **+44 (0)2034894494**
- Email: info@renicare.co.uk

Website: www.renicare.co.uk

- Office Address: 797 London Road Thornton Heath CR7 6AW

We will arrange a visit with you or your family, friend or representative at your home or in hospital, at a convenient date and time, to discuss your needs and how you want to receive your care.

Once you are satisfied, we will draw up your support plan and provide you with a copy.

Once you are happy with your support plan, we will agree a start day, and arrange to introduce your carer to you at home.

Your carer will discuss your care with you daily, and ensure your care is delivered as planned and agreed.

We will provide a documentation file, which your carers will use to document their attendance and completed tasks.

You will also be able to communicate with us through the client section to tell us your views, add or reduce any service as you choose.

We will update our records to update your care plan and reflect the changes you have made.

Also, our care coordinator will review your care needs with you yearly and revise your care plan accordingly.

We operate a 24 hour call out system and you can reach us after office hours on +004 (0)2034894494 linked direct to our Duty Care Coordinator

Paying For Your Care

If you are arranging care for yourself or a loved one over the age of 18, please find the following useful information to access various means of financial support that may be relevant to your local area.

London Borough of Croydon > Website: www.croydon.gov.uk

London Borough of Lambeth > Website: www.lambeth.gov.uk

London Borough of Sutton Website: www.sutton.gov.uk

London Borough of Merton Website: www.merton.gov.uk

London Borough of Southwark Website: www.southwark.gov.uk

London Borough of Wandsworth Website: www.wandsworth.gov.uk

Age UK Age UK provides services and support for older people < Website:



www.ageuk.org.uk

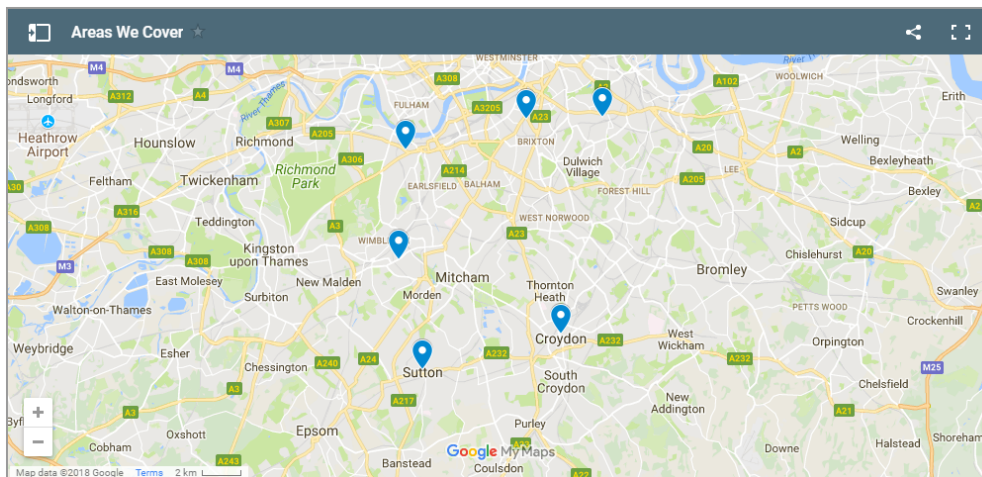
Carers UK 20 Great Dover Street London SE1 4LX Tel: 020 7378 4999

Website: www.carersuk.org



Our Core Service Areas

Croydon, Lambeth, Merton, Sutton, Southwark and Wandsworth



Ensuring Safety in Care

Insurance

Reni Care Personnel Ltd is fully insured for professional indemnity, public liability and employer's liability

Dignity on Care

We understand that living with a disability can be very difficult, and can sometimes leave people with a feeling of vulnerability.

We are committed to ensuring dignity in care is at the heart of our service, by giving you choice and control and promoting your confidence and positive self-esteem.

Our skilled and compassionate carers will value you as an individual.

They will respect your views, choices and decisions, and not make assumptions about how you want to receive your care.

They will encourage you to maintain your independence as much as possible

They will respect your right to privacy

Health & Safety

We are fully compliant with Care Quality Commission (CQC) Health and Safety requirements and The Health and Social Care Act 2008.

We will complete all necessary risk assessments such as fire, infection control, COSHH, premises, administration of medication, food, personal hygiene, use of stairs, use of wheelchairs, use of bathrooms, equipment, lone working, manual handling, expectant mother, travelling, office safety, etc. to ensure you and your carers are safe when they are supporting you.

During our initial assessment visit to your home, our care coordinator will assess your home environment with you, to identify equipment that might be required to support you. Health and safety risk assessments will also be carried out around your home, to identify potential risks/hazards to you and your carers, in order to discuss measures to mitigate the risks with you and minimise these.

You will be responsible for ensuring that any equipment required for moving and handling is maintained and safe.

We will ensure your safety and that of our care staff, by always ensuring any equipment required for moving and handling is in good working order and safe.

We will provide our care staff with professional protective equipment or clothing (PPE), such as aprons and gloves.

We have Health and Safety policies in place for each safety requirement. We regularly review our Health and Safety Policies and Procedures and we ensure our staff receive Health and Safety Training and Practice Induction before they visit you.

Information Governance

This is the way in which all information is handled, including personal and sensitive information relating to our clients and staff. Having the right information about our clients enables us to work efficiently and provide effective support for them.

Data Protection

We will treat your personal information with care and to comply with all relevant legislation.

We have a Policy in place to ensure all your personal information is handled legally and securely. We will also ensure all our staff are trained in the need to treat your personal and sensitive information carefully.

We have a clear structure in our policy to deal consistently on how information is handled.

Data Controller

In line with the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR), we are classed as “data controller” because we collect your personal data in order to provide you home care support services.

We are also required to provide you with information on how and why we use your personal data and of your rights under the legislation.

We will safeguard your confidentiality and maintain data security

.We will encrypt our emails to protect your personal data from being intercepted, or accessed by an unintended recipient. • We will not use portable electronic devices such as mobile phones tablets and laptops to store your personal data as these can easily be misplaced.

We will review our records regularly to ensure your personal data is secured, and we will not keep your data longer than necessary • We will restrict access to our clients’ records to only those that require the information. Each staff member will have a secured password to be changed regularly. We will also restrict staff access to USB ports and DVD/ CD drives, and our information transfers will be systematically logged.

Your personal information will be used for the purpose of providing you care support safely.

• Consent to Chare Information

Sharing your information may be necessary for Medical emergency, Enquiries/ inspection by the Care Quality Commission (CQC), or your local authority, when arranging your care. It may be necessary to share some confidential information about your care and support with other agencies or professionals to enable us to provide safe, effective and responsive care support for you. To this effect: We will seek your permission verbally or in writing at the initial stage before we share your personal information with a third party.

Your Rights – to Access information under the New Data Protection Act 2018 and the EU General Data Protection Regulation.

Your Rights in relation to our processing of your personal data are:

The right to be informed about how we use your personal data

The right to see a copy of the personal information we hold about you. (This may attract a small administration fee, depending on the volume)

The right to have personal information rectified if inaccurate or incomplete.

The right of erasure of your personal information where there is no compelling reason for its continued processing.

The right to restrict processing in certain circumstances, e.g. if its accuracy is being contested.

The right to data portability which, allows you to obtain and reuse your personal data across different services.

The right to object to certain processing including for the purposes of direct marketing.

Rights to information in relation to automated decision making and profiling.

If you have any complaint about how we use your personal information, or you want further information on our Privacy Notice, to access your personal information, or to exercise any of your other rights, please contact us on Telephone +4 (0)2034894494 or Email: info@renicare.co.uk

You also have the right to lodge a complaint with the Information Commissioner’s office at any time,

Safeguarding of Clients

In The Care Act 2014, the aims of safeguarding adults are: to prevent harm and reduce the risk of abuse or neglect to adults with care and support needs. Our Registered Manager, as a qualified social worker has years of experience in dealing with safeguarding matters, which will be very useful in the service operation in Reni Care Personnel.

We in Reni Care Personnel are committed to ensuring the safety and well-being of adults with care and support needs. We recognise that they must be safeguarded from all forms of abuse when and where it might happen. To this effect, we will:

- always take safeguarding seriously in our duty of care to you as required by law.

- act promptly to deal with any incident of abuse against you

- seek to respect your privacy and confidentiality in the process, but we all also explained to you that our duty of care to you and the requirement of the law may override the need for confidentiality.

- seek your written consents and inform you that your personal information may be shared with other agencies such as the local authority and the Care Quality Commission (CQC) on a need to know basis, as required by law.

The Care Quality Commission is the independent regulator of health and adult social care in England.

We have Safeguarding Policy in place to address any safeguarding matter.

To report any incident of abuse, please see contacts below

Telephone number: +44(0)2034894494

E-mail: info@renicare.co.uk

London borough of Croydon Adult Abuse Reporting Line: 020 8726 6500.

While we will always respond be swiftly to any incident of abuse against you, you can also contact the police and appropriate emergency services without delay in an emergency situation, on 999

Complaint and Feedback

We welcome any Comments, Concerns or Complaints about the services we deliver, to improve these:

- We will treat your complaints or concerns seriously

- We will respond to any complaints from you within 48 hours.

- If you or a relative requires help to make a complaint, you would be afforded advice about potential advocates as outlined in our brochure.

We have an implemented Management System, which includes comprehensive arrangements for dealing with Comments, Suggestions and Complaints in our Comments, Suggestions and Complaints Policy and Confidentiality and Access to Records Policy.

A copy of our complaint policy will be included in your file in your home.

Evaluation And Monitoring

We will regularly utilise your Complaints, Feedbacks and Compliments to review our services and statement of purpose, in order to ensure it continues to provide effective services and meet your needs.

If you have any complaint or you want to give feedback about our services to you, please contact us on: Telephone: +4 (0)2034894494,

Email: info@renicare.co.uk

Useful Contacts for Information and advice on Social Care

London Borough of Croydon Adult Social Care,
Bernard Weatherill House,
8 Mint Walk,
Croydon CR0 1EA
Tel: 0208 7266500 In Emergency (after 5pm): 0208 7266000

Email: referral.team2@croydon.gov.uk

Website: www.croydon.gov.uk

Clinical Commissioning Group
2nd Floor Zone G, Mint Walk, Croydon CR0 1EA

Tel: 020 3668 1300

Website: www.croydonccg.nhs.uk

Consumer Rights
Mint Walk, Croydon,
CR0 1EA

Tel: 0208 726 6000

London Borough of Sutton Adult Social Care Civic Offices,
St Nicholas Way,
Sutton SM1 1EA

Tel: 020 8770 5000

NHS Sutton Clinical Commissioning Group

Priory Crescent Cheam

Sutton SM3 8LR

Telephone: 020 3668 1200

Website: www.suttonccg.nhs.uk

London Borough of Merton General enquiries

Address: London Borough of Merton
Civic Centre
London Road
Morden, SM4 5DX

Telephone: Monday to Friday, 9am to 5pm:
020 8274 4901

Other times: Emergency out of hours line: 020 8543 9750

An out of hours Social Services standby service is available through Sutton
Civic Offices on 020 8770 5000

NHS Merton Clinical Commissioning Group
5th Floor 120 Broadway Wimbledon
London SW19 1RH

Telephone: 020 3668 1221

Consumer Rights
Merton Civic Centre
London Road Malden
SM4 5DX

Tel: 0208 5454018

Email: trading.standards@merton.gov.uk

Lambeth Council
www.lambeth.gov.uk my.lambeth.gov.uk

Wandsworth Council
The Town Hall
Wandsworth High Street
London SW18 2PU
Tel: 02088716000

Care Quality Commission
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

Our Terms & Conditions of Service

If you give us at least 48 hours cancellation notice, we will not charge you.
You are free to end your care agreement with us without a charge if you give us 7 days' notice.

If your usual care worker is unable to attend your call, we will arrange for an alternative carer, known to you to attend to your needs. We will inform you of this in advance via telephone.

We may cease to provide services to you if:

You requests to change your agency.
We are unable to fulfil the terms of the contract with you.
it is unsafe for care workers to provide care.

Time Sheets

Because, we like to care for our clients with dignity without rushing through things, our service provision duration will start from one hour onward.
Our timesheets are generated electronically via this system. You will not be required to sign for time spent within your home, as our electronic call monitoring system will provide us with this information.

How to pay:

We are happy to consider any cashless means of payment that you may prefer.
We generally do not accept cash. However, if you must pay by cash, our care coordinator will personally collect and sign for your cash payment, preferably with a witness.

When to pay:

We will prepare invoices two weekly to be paid within 10 working days.
Our rates and pricing are simple to understand with no hidden cost to you, so that you have a better understanding and control over what you are paying for your services. We will provide you with our pricing leaflet from the start. This will be included in your file