**CWD OUTREACH SERVICE**

**(for children with disabilities and their families)**

# Parent / Carer

# Information Pack

# SCC2014-white.pngMar 2023

**LIST OF CONTENTS**

|  |  |
| --- | --- |
| Contact details | **3** |
| Our Vision | **4** |
| Aims and objectives, Values and principles | **5** |
| What you can expect from the service/ staff team | **6** |
| Availability of support  Agreed care plan | **7**  **8** |
| Arrangements for monitoring and review | **9** |
| Safe working practices | **10** |
| A competent & confident workforce | **11** |
| Charter of rights | **12** |
| Manual handling | **14** |
| Cancellations  Cancellation procedure | **16**  **18** |
|  |  |
| Complaints procedure | **20** |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
| Address: | **CWD Outreach Service**  **Woodhatch Place**  **11 Cockshot Hill**  **Reigate**  **Surrey RH2 8EF** |

Email: CWDOutreach@surreycc.gov.uk

Coordinators

Rachel Weatherley (Mon, Tues, Wed (short day), Thur and Fri) Mobile: 07968 832785

Kim Oxborough (Mon, Wed and Thu) Mobile: 07970 376851

Leonie Childs (Mon, Thu (short day) and Fri) Mobile: 07811 707778

**Manager**:

Jo Austin Mobile: 07896 822171

**Business Support:**

Carole Jones Telephone: 01737 737237

**Nominated Individual**

Laura Hoyles Telephone: 01483 518496

**The office is open**: Monday to Friday 9am-5pm

Telephone: 01737 737237

**If you have an urgent issue which cannot wait, it is important that you ask to speak to the**

**Children with Disabilities Team Duty Social Worker – telephone number:**

**East: 01737 737 828 West: 01483 517 950**

If you need to speak to a coordinator, outside of office hours, please call mobile numbers. (Contact numbers as above)

In the unlikely event that you are unable to make contact with a co-ordinator and require immediate assistance, please contact the Emergency Duty Team (EDT) on:

01483 517 898

**Care Quality Commission:** Telephone: 0300 061 616

Fax: 01484 772132

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

Welcome.

This information pack has been prepared to give you all the information you need when your child starts accessing this service. It is one of two key documents that you will need to familiarise yourself with. The second document are our Policies and procedures.

CWD Outreach service provides quality assured home based support for children with disabilities and their families. The support offered is based on assessed need and forms part of the child’s care plan.

This service is subject to registration and inspection by The Care Quality Commission, and our most recent inspection report can be viewed on the Surrey County Council website [www.surrey.gov.uk](http://www.surrey.gov.uk) on the Short Breaks page, or on the CQC website.

We look forward to working with you and your child.

**VISION**

**As set out in the Community Vision for Surrey in 2030;**

* Children and young people are safe and feel safe and confident.
* Everyone benefits from education, skills and employment opportunities that help them succeed in life.
* Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing.
* Everyone gets the health and social care support and information they need at the right time and place.
* Communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.

### AIMS AND OBJECTIVES

1. A responsive service providing quality home based personal short breaks for disabled children.
2. A flexible service using support workers who are chosen for their skills, empathy, qualifications, and experience.
3. A service that benefits the whole family, by supporting the child, allowing time for other family members to enjoy time together.

4. A service that works with the social care team to improve outcomes for each child.

**VALUES AND PRINCIPLES**

This service is subject to the principles of the SEND partnership strategy:

1. Outcome focused
2. Timely and preventative
3. Supporting resilience and independence
4. Person centred and personalised
5. Supporting children to achieve their full potential

|  |
| --- |
| You and your child are central to all our work |

* We are child and family centred, committed to providing a high quality service.
* Working in partnership is a key principle. We believe that this achieves the best possible outcomes for disabled children and their families.
* The service has a culture of continuous improvement striving to achieve best practice.
* We are committed to equality of opportunity for children, parent/carers and all staff.
* We value openness and transparency and encourage your comments on the service you receive.
* You and your child will be actively encouraged to make choices and decisions regarding the service you receive.
* We will encourage our staff and managers to learn from their experiences and the outcomes of their decision-making, through supervision and annual appraisals.
* We will maintain flexible organisational arrangements to ensure that the changing needs of children are met, with the capacity to learn and adapt to changing needs.

**WHAT YOU CAN EXPECT FROM THIS SERVICE**

* Clear and concise information in both your child’s Person Centred Plan and Risk Assessment.
* A regular 6 monthly review of service provision.
* Commitment to provide support as agreed.
* Confidentiality; all information you share will be kept safe and shared with others with your permission and on a need to know basis, in line with Data Protection and GDPR legislations. Please note that where there are safeguarding concerns information will be shared as necessary.
* A commitment to working in partnership with you so that you can make informed decisions and choices.
* A service which complies with all relevant legislation in particular The Childrens Act 1989 , the Care Act 2015 and the Children and Families Act 2014.

**WHAT YOU CAN EXPECT FROM THE STAFF TEAM**

|  |
| --- |
| **All members of staff employed by the CWD Outreach Service** **are recruited using our recruitment and selection policy and process, which takes into account current legislation including equalities legislation. As a minimum two written references (one if internal) are always obtained (including one from the most recent employer). All staff will have an up to date Enhanced DBS (Disclosure and Barring) check on the Children and Adult Barred list.** |

Se t can you expect from teh staff teament to carry out their role

* A well supported and competent workforce.
* Respect for your home environment.
* Reliability and punctuality.
* Respect for your gender, race, religious beliefs, culture and status.
* Openness, honesty and courtesy at all times.
* Manager/Coordinator attendance and participation in any reviews as appropriate.
* Recognition of your child’s developmental needs.
* Adherence to your child’s care plan and domiciliary support plan.
* Strict adherence to the Surrey County Council Employee Code of Conduct.

# Availability of Support

The Outreach Service aims to offer a flexible and responsive service to meet changing needs, circumstances and demands.

* Outreach support may be available seven days a week, 24 hours a day, to meet the needs of you and your family in accordance with your care plan, which is specified in your child’s Person Centred Plan.
* Support will be given at a time which is agreed with you and your family, social worker and health practitioner (when applicable).
* If a support worker is going to be late, we will make every effort to contact you to let you know and will discuss alternative arrangements if applicable.
* If your usual support worker is unavailable, every effort will be made to notify you. An alternative support worker who is trained to the agreed standards will be sent wherever possible.
* Support workers will not come to your home if they are unwell.
* If your child is unwell and is contagious, please call the office to cancel support.
* **Wherever possible please give us 48 hours’ notice of cancellation**; for instance, as a result of holiday, short break arrangement or illness. If we are given less than 24hours notice, Support Workers can still claim for the hours that they were booked for, and this will come off of your care plan.
* If you need to change the agreed time of your support, please inform us as soon as possible and we will endeavour to accommodate any changes required. However, we cannot guarantee this.

# Agreed Support Plan

CWD Outreach Services will be provided as agreed in your child’s Support Plan which has been drawn up following an assessment completed by your Social Worker and agreement of funding.

* The service as outlined in the Support Plan, will not be withdrawn unless the support worker is considered to be at immediate or significant risk. The Social Worker will be notified.
* The Service will not normally withdraw support services without giving a minimum of 7 days’ notice to the social worker, unless the worker is considered to be at significant risk.
* The name(s) and pen portrait(s) of the support worker(s) will be given to you and your family prior to support starting.
* As far as possible, continuity of support workers will be maintained, with the minimum number of support workers involved.
* We will give as much notice as possible if we need to change your support worker.
* The Service will ensure that support workers are appropriately informed of your family needs and will receive your child’s Person Centred care Plan and Risk Assessment before meeting you.

# Arrangements for monitoring and review

The service will be reviewed 6 monthly to determine whether it continues to meet the assessed needs as part of the Support Plan Review arranged by your Social Worker.

* The Service will provide information to any Support Plan Reviews organised by your Social Worker.
* Support workers are expected to liaise regularly with the CWD Outreach Care Manager and Co-ordinators to provide feedback and to discuss concerns/issues as they arise.
* The Service will hold a file with your child’s Person Centred Plan and other relevant documents in your home with your permission. Records of support will be written by the support worker and regularly reviewed by the Co-ordinator or the Service Manager and made available for the review process. These records will be returned to the office on completion of the service and will be kept in accordance with our policies and procedures, the Data Protection Act 1998 and GDPR (General Data Protection Regulations) legislation.
* Support workers will receive formal office based supervision, on a regular basis at least every 6 months and an annual skills audit. This is supplemented by support workers meetings, training events and direct observations in the work environment. Co-ordinators will contact you for feedback prior to support workers supervisions.

* You will be encouraged to comment on the quality of the service and to complete our annual Quality Assurance Questionnaire, from which feedback will be given.

# SAFE WORKING PRACTICES

# All Support workers will be aware of their Health and Safety responsibilities.

* An assessment of any risks to you and your family or the support worker will be made before members of staff start work. In an emergency support workers may start work before the assessment of risk has taken place, but the assessment will be carried out within a maximum of two weeks.
* The Service will ensure that support workers know who to contact for help and advice at all times, and will know the action to be taken in an emergency.
* Support workers will be trained to carry out specific tasks required of them to meet moving and handling needs, e.g. use of hoists, and other equipment as appropriate.
* Where appropriate support workers will wear suitable personal protective equipment (i.e. plastic aprons, disposable gloves) which will be provided.
* If a support worker is required to use his/her own car to transport your child to and from an activity, the support worker will have suitable insurance cover. Unless included in the care plan, you will be required to fund petrol money for outings and entrance fees for activities.
* The child will use their own car seat and /or restraint if being transported.
* Support workers will report verbally and in writing all incidents, accidents or injuries occurring in your home.
* Support workers will contact Co-ordinators if they observe major changes in your child’s health or well-being.
* As a duty of care to your Child and family, support workers will report any Safeguarding concerns to Manager/ Coordinators.
* Support workers will report hazards and defective equipment to you and if necessary to the Co-ordinators/occupational therapist in the case of moving and handling equipment.
* Support workers will not be expected to work with defective equipment.

# A COMPETENT AND CONFIDENT WORKFORCE

All staff will have the knowledge, skills and correct level of competency to undertake all support activities to a high standard.

All support workers will have training and/or experience in Safeguarding, Manual Handling and Health and Safety before working with you. Written policies exist and will be implemented to ensure that support workers are appropriately trained and aware of the following;

* Maintaining Professional Boundaries
* Health needs training and procedures as required
* User involvement and customer care
* Equal opportunities
* Disclosure of information and confidentiality
* Health and Safety
* Aids and HIV
* Serious incidents
* Management of challenging behaviour
* Child protection procedures
* Moving and handling
* Fire safety awareness
* Bereavement support
* Food hygiene
* First Aid
* Finances
* Gifts and Hospitality
* Insurance for use of cars for business purposes
* Mental Capacity Act
* Multi-Sensory Awareness
* Makaton
* Autism Awareness

The CWD Outreach Service will ensure that support workers are made aware of any dietary and cultural needs as identified in the Person Centred Plan, and training will be arranged as appropriate.

All families who receive a service from the CWD Outreach Service will be given a copy of the policies and procedures.

**POLICY SECTION**

|  |  |
| --- | --- |
| NAME OF POLICY | MOVING AND HANDLING |
| PURPOSE | To ensure that practical assistance is given to the service user and health and safety regulations are followed by all members of staff. |
| INITIATING OFFICER | Jo Austin |
| APPROVAL BODY | Surrey County Council Resources |
| DATE OF ISSUE | August 2005 |
| DATE OF REVIEW | April 2024 |
| REVIEWING OFFICER | Jo Austin |
| DISTRIBUTION | All Support workers and Families |

# MOVING AND HANDLING

Information for Service Users

The overall aim of arranging for you and your child to have practical assistance at home is to enable you to remain as independent as possible and in control of your own lives.

We can now do this more effectively by incorporating the use of equipment and better ways of working. There is no ‘one solution’ that will meet all needs, but each individual young person will be assessed at home by our qualified co-ordinators to identify which solutions will best ensure the safety of all involved e.g., the young person, family members and people working within your home.

The type of personal assistance that the young person needs will be assessed and agreed with the young person and their parent carer and the Social Worker. There may be activities that the young person could do more easily on their own or with minimal assistance, if elements of their home and furniture are adjusted. If this is the case the Social Worker/ Co-ordinator will arrange for an Occupational Therapist to visit and assess them at home.

Should your child need a substantial amount of personal assistance we can use a variety of equipment to enable the Support workers to assist you safely. As an employer of Support workers in your home we have a duty to ensure their health, safety and welfare at work. This means that Support workers are unable to manually lift your child and must have an unobstructed space in which to work with them.

Where moving and handling is required we must assess the level of risk involved and minimize the risk of injury to your Support workers as far as possible. This may involve a manual handling assessment by an Occupational Therapist. Information outlining any methods identified and the use of equipment will be recorded on a manual handling assessment in your child’s risk assessment. This will be available to you and all those involved, ensuring consistency.

Changes in your child’s circumstances are likely to occur over time. Either you or your support worker should make your child’s Social Worker/Surrey Domiciliary Care Manager or Co-ordinator aware of these. This will enable us to plan changes, which will avoid crisis situations developing. A visit from an Occupational Therapist may be required, to identify a new safe method of working.

Throughout the above we need you and your child to be central to the information gathering and decision making process. It is essential, however, that Support workers make full and proper use of the agreed way of handling in compliance with the Manual Handling Operations Regulations 1992 and Health and Safety at Work Act 1974.

|  |  |
| --- | --- |
| NAME OF POLICY | **CANCELLATION POLICY AND PROCEDURE** |
| PURPOSE | To ensure that parent/carers have information about changes in service delivery and how to report a change initiated by them. |
| INITIATING OFFICER | Jo Austin |
| APPROVAL BODY | Surrey County Council Resources |
| DATE OF ISSUE | August 2005 |
| DATE OF REVIEW | April 2024 |
| REVIEWING OFFICER | Jo Austin |
| DISTRIBUTION | All Support workers and Families |

**Cancellation Policy**

# Policy Statement

Service provision as agreed in the Care Plan will not be withdrawn without giving a minimum of 7 days’ notice whenever possible. Where a support worker is at immediate risk the service will be withdrawn. In this instance the Social Worker will be notified immediately and the worker withdrawn.

As far as possible, continuity of Support workers will be maintained. If this is not possible (e.g. through sickness) a replacement will be sought. In this instance, we will aim to introduce the new worker to the family having fully explained the Care Plan, and provided you with a pen portrait.

Where a replacement Support worker cannot be found, CWD Outreach Service will inform the social worker and where possible, alternative arrangements will be made.

Maximum notice of a change of support worker will be given to service users and their families.

If you have to cancel support for any reason less than 24hrs before support is due to start, these hours cannot be accumulated and used at another time.

Support times and hours will only be varied in accordance with the care plan assessment.

Any change in the support plan which necessitates an alteration in the hours of support to a service user needs to be in writing and emailed to the CWD Outreach Manager. CWD Outreach Service cannot guarantee immediate alteration to the service unless there is availability of staff.

# Cancellation Procedure

## Cancellation

* You should notify your CWD Outreach Co-ordinator giving at least 48 hours’ notice of cancellation of service. This gives the Manager or Co-ordinator the opportunity to re-direct the staff member and reschedule the support time if possible.
* If 24 hours’ notice is not given, CWD Outreach Service cannot guarantee to reschedule the service and lost hours cannot be accumulated for use another time.
* Families should inform the service of planned hospital admissions, appointments and holidays. It is helpful to have such information in advance of the rota being formulated.
* If a family requests a change of support worker, the Manager or Coordinator will respond as quickly as possible but cannot guarantee immediate replacement. The family will be kept informed and contacted as soon as a replacement is found.

### Cancellation by the Service

* In the event of cancellation of support because of staff absence, the Outreach Manager or Care Co-ordinator will contact the service user by telephone as soon as possible. Where possible the support arrangements will be amended to ensure continuation of service.
* CWD Outreach Service will not substitute staff members without consultation with the service user.
* If a staff member feels unsafe for any reason, CWD Outreach Service reserves the right to cancel support with immediate effect. In this case, the social worker will be contacted by the manager or co-ordinator and a resolution sought.
* If CWD Outreach Service is unable to sustain a package of support, the service user and the social worker will be informed. A full explanation for the cancellation of service will be given.

|  |  |
| --- | --- |
| NAME OF PROCEDURE | COMPLAINTS PROCEDURE |
| PURPOSE | To ensure service users are fully aware of and informed of how to make a complaint. |
| INITIATING OFFICER | Jo Austin |
| APPROVAL BODY | Surrey County Council Resources |
| DATE OF ISSUE | August 2005 |
| DATE OF REVIEW | April 2024 |
| REVIEWING OFFICER | Jo Austin |
| DISTRIBUTION | All Support workers and Families |

**Complaints Procedure**

**1. Introduction**

* 1. Children/ Young people, their families and advocates must be aware that they have the right at any time to access the Complaints Procedure operated by Surrey County Council. Staff will facilitate access to this procedure by providing written information or a telephone contact number.
  2. The Service recognises the right of all Service Users and their families to make complaints about the service they receive.
  3. Complaints will be dealt with promptly and with sensitivity ensuring that Service users and their representatives are given support to pursue their complaints in accordance with this procedure.

1. **Raising a Concern or Complaint**
   1. Wherever possible we will endeavour to deal with a concern or issue speedily at a local level.
   2. If an issue cannot be resolved in this way, the Child/ Young person and their representatives will be supported to follow the Complaints Procedure.
   3. All staff should inform their manager if a concern or complaint is raised. Where the matter cannot be resolved quickly, the manager will arrange for the Child/ Young person or their representative to put their complaint in writing and send it to the Service Manager and to the Children’s and Education Relations Team by using this link:

<https://www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/children-and-education-send>

## 

## Children's and Education Customer Relations Team

* Email: be.heard@surreycc.gov.uk
* Children's free phone number: 08000 562 132 (not free from mobiles)
* Children's text number: 07805 846 386
* Children's email: be.heard@surreycc.gov.uk
  1. The Service Manager will acknowledge receipt of the complaint in writing within 5 working days explaining how it will be dealt with.

1. **Complaint against the Service Manager**
   1. Where the complaint is about the Service Manager, the Nominated Individual will be informed and will investigate the complaint in line with Surrey County Council’s Complaints Procedures.
2. **Surrey County Council Complaints**
   1. To access Surrey County Council complaints procedure please follow link below:

<https://www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/children-and-education-send#contact>

1. **The Care Quality Commission**

**5.1** Service users and their families and advocates must be aware that they can contact the **Care Quality Commission** at any time;

**CQC National Customer Service Centre**

**Citygate, Gallowgate,**

**Newcastle-upon-Tyne**

**NE1 4PA**

**03000 616 161**

Or by email at:[**www.cqc.org.uk**](http://www.cqc.org.uk)

**6. Resolution and Decision Making**

6.1 The Manager will investigate the complaint fully.

6.2 The Manager will write to the Service User and/or their representative within 28 days explaining their decision or why longer is necessary to gather further information.

Please note that our latest Inspection report can be viewed on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk)

Please find below comments from our 2022-23 Parents Quality Assurance Questionnaire:

***‘We rely on support staff to help my child. They are an important part of the logistics of family life and in improving my child’s care, comfort, and enjoyment. We value the SDCS support staff immensely and they make a huge contribution to our family. We are grateful to them for their hard work, and their compassionate and caring natures.’***

***‘The carers are very good at their jobs. They are also very pleasant and friendly, and I feel confident my child is in good hands.’***

***‘Our support worker is extremely thoughtful to my child's needs and respects his needs and promotes his independence and dignity.’***

Document last reviewed: September 2023

Reviewed by: Jo Austin

Next review date: September 2024