

## Where life leads you

### Service User Guide

Compass was established in 1996 specifically as a Support Service for people with a learning disability. We provide a 24 hour service for thirty four people in Powys and for six people in South Wales. The service we provide in Powys covers the Newtown and surrounding areas and in the south Caerphilly and the Vale of Glamorgan.

The company started a peripatetic service in 1998 for one person and extended this in April 2004 to provide a dedicated team of staff members initially to nine people. This has grown recently and we are providing more support to clients with ILF as a Direct Contract with the Client.

### Compass Community Care LTD Services we provide

Our aim is to provide a range of support including personal care that enables people to maintain or develop new skills if they want to, whilst at all times respecting the rights and wishes of our clients.

Presently we provide two services;

1. Services for those who have tenancy agreements with a housing association and require 24 hour support to maintain their tenancy and access community resources.
2. Services for those who live in their own homes or live with their families and only require support at certain times during the week.

We provide a range of support, such as support with;

- Personal care.
- Medication and Health Related issues.
- Your Housework, shopping, cooking and any other activity that maintains your independent living skills at home.
- Understanding the individual responsibilities of maintaining your tenancy agreement.
- Developing and maintaining contact with families and friends.
- Planning activities and accessing leisure activities.
- Accessing Health professionals.
- Minor repairs or access to skilled maintenance people.
- Developing independent living skills.
- Finance budgeting and benefits.
- Maintaining the security of your home.
- Meaningful day time activities
- Identifying risks and how to reduce them.
- Maintaining health and safety in your home.



## **Support Services Client Finance Manager**

At our Head Office we employ a Client Finance Manager and at our regional South office we employ a Client Finance Coordinator. They are there to support you with your finances. If you are provided with 24 hour support you will automatically be provided with this service at no extra charge. If however you only receive some service there will be a small charge. Contact Head Office for prices.

## **Support Services Housing Management**

Compass employs a Housing Management Coordinator who undertakes the management of the Communal Areas on behalf of the Housing Associations. This service is only available for those clients receiving 24 hour support, share their house with other people and where we have a contract with the Housing Association.

## **New Client Process**

Before any service is offered one of the Area Managers, trained in assessment, will need to visit you to complete the necessary documentation. It may be necessary for them to obtain information from other people. This will only be done with your permission.

The assessment will include any requirements that are necessary for your support. This information may be supplied by yourself or through another agency.

Compass will need to retain records of the assessment in their office. You may have access to all the relevant information held at the office. We will provide a record for you to keep at home, if you so wish.

Our staff will only provide the agreed service. However, if your needs change please contact the Service Manager who will review the support you are currently being provided with.

If there are any potential risks attached to a particular activity for you or the staff then a comprehensive risk assessment will be undertaken which will involve Social Services prior to the activity commencing. Staff will work within the company good practice guidelines.

Compass has an individual Support Planning System they use to ensure that the staff know what you want to do and how to support you. This plan is reviewed in line with your Care Plan so we always know what is expected of us.

The support you require can be reviewed at any time and will always be reviewed annually by the Service Manager.



## **Staff Training**

All staff will undertake relevant training as identified in your assessment. Staff may also be working toward an NVQ qualification. This will require observation and assessment of their working practices and we will ask your permission for an assessor to visit whilst they are working with you. The assessor may ask you to provide a witness statement to confirm the staff members work practices.

## **Staff Working with you**

All compass staff are issued with I.D. cards and will have them whilst working with you. You have the right to ask to see these at any time.

Before staff come to work with you we will send you information about the member of staff which will include their photograph. They will also visit you with the Service Manager before starting to support you on an individual basis.

## **Other staffing**

The Service Manager is responsible for arranging cover for staff holidays and sickness. We will always try to ensure the cover is provided by staff that you know.

## **Out of hours**

Compass only operates an out of hour's service for those clients who they provided a 24 hour service. All peripatetic clients can access the services of the Head Office between 9am and 5pm Monday to Friday and talk to the Duty Manager.

## **Quality Assurance Process**

Compass has an established independent system for monitoring our services with a regular quarterly review at board. Our system involves getting information from you as well as external professionals. Part of this process is to visit with you to discuss your service and to also observe staff practices. This is to ensure that they are in line with Company policy and procedure.

## **Cancellation of service**

Compass will continue to provide the service in line with any contract they hold and those that payment is being received for.

There is a system in place where staff who cannot work will phone the Duty Manager. However if you have not been informed within an hour of the time that the staff member is expected, we would ask you to contact the Duty Manager yourself. (9am – 5pm) see out of hour's information.

You have the right to cancel the service provided to you, albeit on a temporary or permanent basis in line with the contract in place.



## Key Policies and Procedures

There are some key policies and procedures that you need to be familiar with to ensure that the service provided to you is in line with the company's expectation.

They are:-

Key holder policy – if a staff member is asked by you to have a key to your home then a reason for this has to be agreed and authorized by Social Services.

Support given – the staff member will only support you in the agreed activity from your timetable. If this changes they need to get authorization from their Service Manager. If this is not authorized then they will not be able to support you in anything other than the planned activity.

Administering of Medication – Staff will only support you in this activity if it is agreed within the support plan and the staff have been trained.

Compass reserves the right to withdraw their services immediately if any client is verbally or physically abusive or aggressive towards their staff.

## Fees Payable

Compass operates with several Social Services Departments who either pay full or part fees. You will be notified by the Care Manager if you have to contribute towards the service fees. There may be circumstances whereby you are paying personally for the services. On these occasions the fees payable will be stated in an individual contract that will run alongside the Service User Guide. Invoices will be sent directly to you for the full amount payable. An annual uplift/increase will be applied every April.

## Complaints Procedure

If you want to complain about the service, you can do so by contacting the Duty Manager between 9am and 5pm Monday to Friday at Head/Regional Office. If you need to contact someone on call urgently outside of these hours to complain about the service being provided then you should telephone the Social Services Duty Manager.

Following our complaints procedure, does not take away your right to complain to Social Services or the Care Standards Inspectorate. Their address's are at the back of this booklet. A copy of our complaints procedure can be obtained on request.

## Where to get information from

If you would like to have more information regarding the services Compass provide then please contact your local office and ask for the Duty Manager.

## Service Information available

A copy of the most recent inspection report  
Detailed information on policies and procedures  
The outcome of any Quality Assurance Surveys  
Any other information relevant to you.

This information is correct at the time of printing. If there are any changes to the service then you will be notified in writing. You will receive an updated brochure if and when any fundamental changes take place.

## Signatures

Service User:

Date :

Or Representative:

Date:

Registered Manager:

Date:

## Contact addresses and telephone numbers

### Compass Community Care Ltd

#### Head Office & Regional Office

##### North/Mid Wales

St David's House  
New Road  
Newtown  
Powys  
SY16 1RB

Tel: 01686 610303  
Fax: 01686 610323

##### Social Services

###### Powys Social Services

Learning Disability Team  
Robert Owen House  
Trehafren  
Newtown  
Powys  
SY16 1EN

Tel: 01686 617700

##### Regional Office South Wales

Wine Street  
Llantwit Major  
Vale of Glamorgan  
CF61 1RZ

Tel: 01446 792222  
Fax: 01446 792288

###### Caerphilly Social Services

Learning Disability Team  
Lansing Linde Building  
Newbridge Industrial Estate  
Newbridge Road  
Pontllanfraith, Blackwood  
Caerphilly, NP12 2XF

Tel: 01495 233203



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## Care Standards Inspectorate of Wales—Local Offices

### Powys

Mid Wales Regional Offices  
Government Buildings  
Spa Road East  
Llandrindod Wells  
Powys  
LD1 5HA

Tel: 01597 829319

### Caerphilly & Vale of Glamorgan

Vale 7 Valleys  
Registration Office, Unit 4/5  
Charnwood Court  
Heol Billingsley , Parc Nantgarw  
Nantgarw, Cardiff  
CF15 7QZ

Tel: 01443 848527

### Social Services Vale of Glamorgan

West House  
Stanwell Road  
Penarth  
Vale of Glamorgan

02920 712722

Compass Community Care Ltd, Gofal Cymunedol Cwmpass Cyfyngedig  
Head Office Ben Swydd  
St Davids House Ty Dewi Saint  
New Road Ffordd Newydd  
Newtown Y Drenewydd  
Powys SY16 1RB

Tel Ffon 01686 610303 Fax FFacs 01686 610323 Email [contactus@compassccl.com](mailto:contactus@compassccl.com)

Compass Community Care Ltd is registered in England and Wales at the above address. Number 39566446



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