



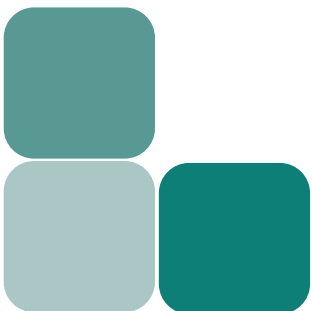
# First Response Provider Team



## Information pack

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## First Response Provider Team (FRPT) service

Welcome to the Community Services First Response Provider Team (FRPT) for adults (aged 18 and over) in Hackney. The FRPT service is monitored and inspected by the Commission for Social Care Inspection (CSCI) and the Health Care Commission. It is inspected by CSCI every year.

Our vision is to make Hackney a better place and improve the quality of life for everyone. Our overall aim is to protect and support the most vulnerable people in our community.

Our First Response Provider Team makes sure our vision becomes a reality. We provide rehabilitation care and support to adults, who are already living in the community or who are waiting to be discharged from hospital. The service runs from 7.30am to 10pm, Monday to Sunday and bank holidays. We aim to provide a service to improve people's health and wellbeing which also gives value for money to the Council.

Our philosophy is to encourage you to live independently and receive support that will help you to stay in your own home and take part in your community as far as possible. We do this by putting rehabilitation strategies in place, providing you with appropriate equipment and support to help you to continue to live as independently as possible.

Janina Knowles  
Service Manager  
Domiciliary Care Services



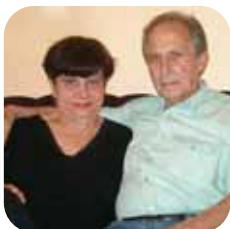
## Commission for Social Care Inspection (CSCI)

The First Response Provider Team (FRPT) service is registered by the Commission for Social Care Inspection (CSCI)

The Commissioning for Social Care Inspection (CSCI) is responsible for managing all care services in England. They inspect care settings to check that they are working in line with the new standards and regulations.

CSCI replaced the work of the National Care Standards Commission, the Social Services Inspectorate (SSI) and the joint review functions carried out by the Social Services Audit Commission. It aims to encourage the services it registers to improve and also to improve the way in which local council social services buy and manage care services.

Each year the CSCI produces an assessment, providing full information for the public about local services and promoting how local services can improve.



## Commission for Social Care Inspection (CSCI)

You can contact your local CSCI office as follows.

Commission for Social Care Inspection (CSCI)

London Regional Contact Team

4th Floor

Caledonia House

223 Pentonville Road

London

N1 9NG.

Phone: 020 7239 0330

Fax: 020 7239 0309

E-mail: [enquiries.london@csci.gsi.gov.uk](mailto:enquiries.london@csci.gsi.gov.uk)

To find out more about CSCI, phone the CSCI national helpline on 0845 015 0120 or 0191 233 3323. Or visit their website at [www.csci.org.uk](http://www.csci.org.uk).

General Social Care Council information helpline: 020 7397 5800



## Who you can contact

Here are the contact details of the FRPT management team.

You can phone or write to us at:

205 Morning Lane

London

E9 6JX.

Fax: 020 8356 4578

Managers	Phone numbers
Ivy Chapman, Group manager	020 8356 4630
Jackie Hunter, Team manager – North Patch	020 8356 4582
Co-ordinator	020 8356 4604
Doreen Stephenson, Co-ordinator	020 8356 4708
Shan Haydar, Team manager	020 8356 4678
Hashim Patel, Co-ordinator	020 8356 4742
Mamako Fallah, Co-ordinator	020 8356 4650
FRPT occupational therapists	020 8356 4605

## Out-of-hours service

The out-of-hours service provides support and advice to people, their carers and care-support workers outside normal business hours.

The service runs from 5pm to 10pm, Monday to Friday and from 7.30am to 10pm on Saturdays, Sundays and bank holidays.

They can provide a service if:

- your rehab care worker has to take leave due to an emergency - you will need to know who will be caring for you while they are away;
- you need to cancel or change your care support visit; and
- you have any other issues about your care.

You can contact the out-of-hours team on 020 8356 8759 or 020 8356 8760, or fax them on 020 8356 8752.



## The referral process

We receive referrals from different care professionals such as:

- Community Services Assessment & Care Management (A&CM); and
- First Response Duty Team (FRDT).

Referrals could be from:

- your doctor; or
- another care provider.

We may receive referrals from the Hospital Social Work Team (HSWT) which relate to your discharge from hospital.



## The referral process

### The service we provide

Our service is provided to help you meet your personal and domestic needs at home.

A care manager will already have assessed and referred you to us for rehabilitation support as part of a care package. After assessing your needs, we can first provide a six-week care package.

We provide the following services as part of a care package (depending on your assessed needs.)

Personal care	Helping you to have a bath, wash, go to the toilet and get dressed
Meals	Helping you to cook and prepare meals
Shopping	Shopping in your local area
Housework	Vacuuming, doing your washing and general chores
Escorting	Going with you to your GP surgery and so on ( <b>within Hackney</b> )
General finance	Collecting your pension and helping you with finances
Medication	Prompting (reminding) and assisting (helping) you to take your medication
Sitting service	We will stay with you while your carer has a break
General help	Reading and writing letters, filling in forms and so on



## Occupational therapists

Occupational therapists work with rehabilitation care workers to:

- make sure your carer practices safe manual handling (in line with health and safety laws) at all times;
- identify any risks (to you or your carer) in your home, which could prevent the carer from being able to carry out their activities safely;
- provide carers with training to use a range of equipment; and
- help you (depending on your assessed needs).

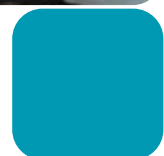


## Our aims

We are committed to promoting the wellbeing and independence of vulnerable adults in Hackney who need support in their own homes.

### We are committed to achieving this by doing the following.

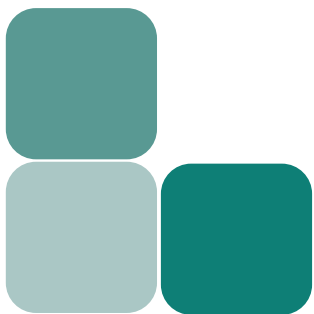
- We provide a service that supports vulnerable adults, and their carers. We have a dedicated, skilled workforce.
- We provide a service that is flexible and appropriate to your needs, and sensitive to your culture, race, religion, sexuality and disability. Our staff are supported and trained to achieve this.
- We will arrange appropriate services to promote your independence and good health and to improve the quality of life for you and your carers.
- We work in partnership with other care professionals who are involved with your care.
- We will keep your information confidential and respect your privacy. If we have to share any information about you, we will make sure that we tell you or your representative and get your permission, if appropriate.



## Your rights

### You have the following rights.

- To be listened to and have your wishes and opinions considered.
- To be supported to stay independent.
- To receive a flexible and reliable service that meets your needs.
- To have the choice of which days you would like your service, and which tasks we do at each visit.
- To refuse the service.
- To receive an information pack showing:
  - ✓ what our staff will do;
  - ✓ when you will receive the service and on which days;
  - ✓ the name of the rehabilitation care workers and team managers, who will be providing care regularly, and their office contact number; and
  - ✓ a copy of your care plan.
- To have any personal information that we have about you kept confidential.



## What you can expect from us

- All staff will have a Hackney Council ID card with them. If you are not sure whether to let someone into your home who says they are a rehabilitation care worker, please phone our offices, we will be happy to help.
- We will do a risk assessment of your home when we start providing the service to make sure we can work safely with you.
- We will not discriminate against you because of your age, sex, ethnic background, culture, sexuality or disability.
- We have the necessary insurance to provide a care service to you.
- If there are changes in your service, we will contact you and let you know the new arrangements.
- If your rehabilitation care worker is going to be late, we will let you know what time they should arrive. Sometimes rehabilitation care workers can be late if there is an emergency with another service user.



## What you can expect from us

- If there are any changes in your service, we will consult you before making these changes.
- Our staff will not use any of your property for their own benefit.
- Staff will not bring any unauthorised person, children or pets into your home.
- A copy of each communication sheet, which will be kept in your home. The rehabilitation care workers will record details of each visit on the communication sheet and sign them.
- We will visit you while you are receiving your service to check the quality of the service you are receiving.
- You can contact us or our complaints unit. We have included a copy of Community Services complaints procedure in this information pack.



## What we expect from you

- Treat our staff politely and with respect, and do not discriminate against them because of their age, sex, ethnic background, culture, sexuality or disability.
- Let us know if you are going away on holiday, have a planned appointment or are not going to be there when the rehabilitation care worker is due to visit.
- Provide the necessary equipment and cleaning materials.
- If you are not able to answer your door, you may want to give staff your keys to your home. All keys are kept in a secured place and do not say what they are for. Staff will always ring the doorbell, knock on the door or call out when they enter your home.
- Do not threaten or harass staff in your home or allow others to do so. If you do, we could withdraw your service.
- Do not give money or gifts as a token of appreciation to your rehabilitation care workers.



## General information

### Our policy on confidentiality

Standard 5 of the national minimum standards for domiciliary agencies, deals specifically with confidentiality. Under the standard, we must make sure you and your relatives or representatives are satisfied with the way we are handling your personal information.

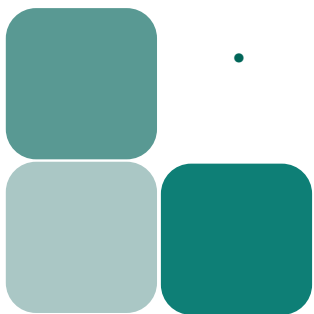
It sets out rules for:

- sharing information with other staff and other agencies;
- referring to confidential information we share under supervision;
- what we must do if we break our rules for keeping your information confidential; and
- storing and handling confidential information.

The Data Protection Act 1998 sets out what we must do when handling the information we have about you.

For example, we must:

- collect information in line with the law;
- keep it for a specific purpose;
- make sure the information is relevant and that we only ask you for the information we need;
- keep the information accurate and up to date; and



## General information

- only keep the information for as long as we need it.

We follow all of these requirements.

### Our principles

- To provide a good-quality service we need to know certain information about you.
- Much of this information is very personal and sensitive. We recognise that you have a right to privacy and dignity and we will intrude as little as possible on those rights.
- We want you to feel at ease with the staff who help to care for you. An important part of that relationship is that you feel able to share information with staff and are confident that it will be treated with respect and only used in relation to the care provided.
- Providing care is complicated so it is not possible to guarantee that your information will only be handled by the staff you first gave it to, but we can make sure that staff only see your information when they need to.



## General information

- We will only break the rules of confidentiality in very extreme circumstances, where we need to do so to help you, or in exceptional circumstances. For example:
  - if you are at risk;
  - if we need to for your safety;
  - if we think you are being abused; and
  - to help others.
- We will keep all the information we hold about you in secure cabinets which are locked.



## How our compliments and complaints procedures work

### Compliments procedure

Once in a while it is rewarding for us to hear about good things we do to provide our services to you. We can only improve our service if we know what you think about it. If there is something you are happy with, tell your rehabilitation care workers or the FRPT manager that you feel most comfortable with.

You can do this by:

- telling your care manager;
- telling other professionals;
- phoning us; or
- writing to us.

We will acknowledge your compliment by sending you a letter within five days of receiving it.



## How our compliments and complaints procedures work

### Complaints procedure

We try to provide you with a good-quality service at all times and we understand there may be a time when you need to tell us something you are concerned about.

We can only improve the service we provide if we know about what we need to improve. So, please tell us if there is anything that you are not happy with.

You can help us to deal with your complaint quickly by telling us:

- what you think we have done wrong or should have done;
- when you first became aware of the problem and how it has affected you;
- when the incident you are concerned about happened; and
- what you would like us to do to put things right.



## How our compliments and complaints procedures work

To make this as easy as possible for you, we deal with complaints in stages. We have included a copy of Hackney Community Services complaints leaflet in the information pack.

### Stage one

This is the most informal level. If there is something you are not happy with, tell your rehabilitation care worker, the team manager or our office, whoever you feel most comfortable with. If possible, we will work with you to sort the problem out quickly and smoothly.

### Stage two

This is when you put your complaint in writing. You should do this if you are not happy with our response at stage one.

### Stage three

If you are not satisfied with our response at stage two you can ask a review panel to look into your complaint. This panel will be completely independent of us.



## Quality of our services

We are committed to providing you with a high-quality service. With your feedback we will be able to maintain this service. We welcome your suggestions that may help us to improve our service. (See the flyer about Customer-satisfaction survey.)

The FRPT management team will also visit you within six weeks to check the quality of our service. We welcome any comments that you have.



