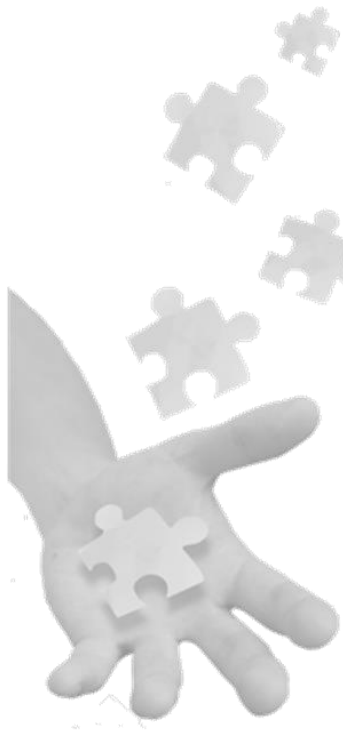




# CCMS

Care & Case Management  
Services Ltd

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## SERVICE USER GUIDE

April 2018

Care and Case Management Services Ltd  
Company registered in England and Wales  
Company Registration No 6079954

Registered with Care Quality Commission (CQC)

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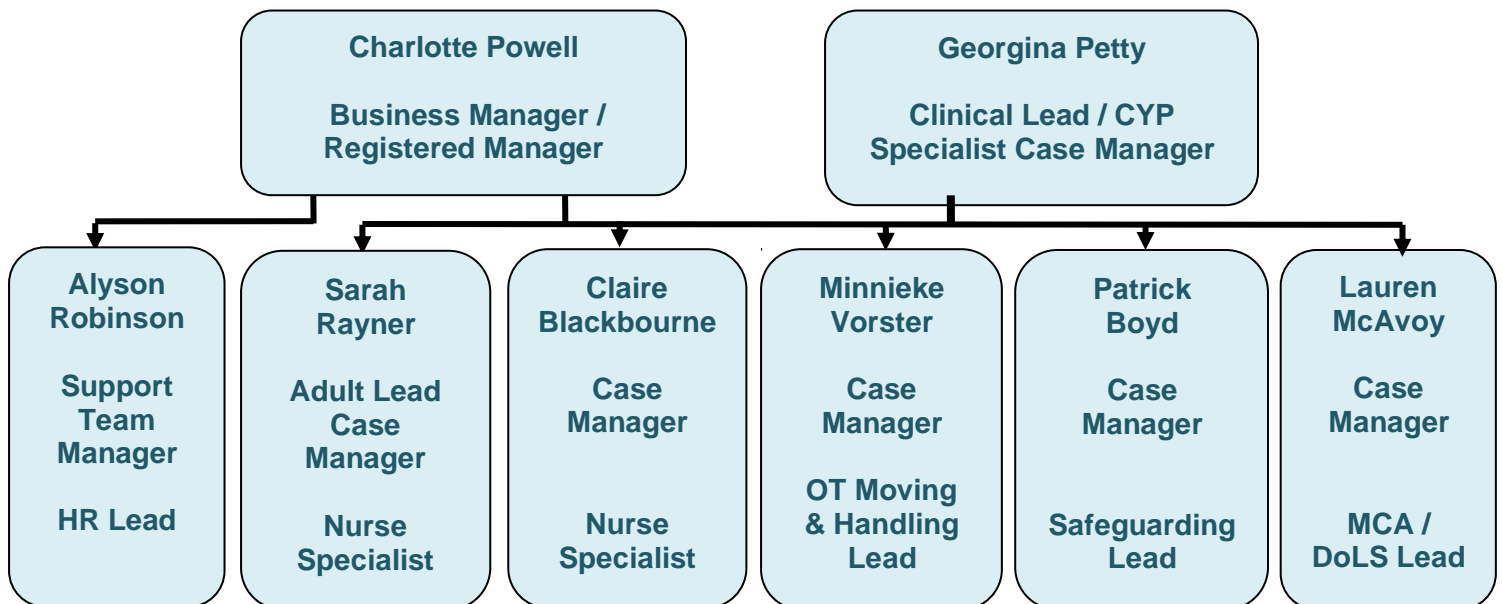


## Welcome to CCMS

CCMS Ltd offers packages of personal support and personal care to clients with an acquired brain injury, Cerebral Palsy and more recently, spinal injuries. Services include:

- ❖ Advice to clients and their funders in respect of available resources;
- ❖ Recruiting a range of Support staff, Personal Carers and Rehabilitation Assistants;
- ❖ CCMS will recruit and manage staff on behalf of clients and their funders; or
- ❖ CCMS will employ staff on behalf of clients and their funders.

### Organisation Structure



### Philosophy of Care

Our philosophy is simple. It is based on the premise that everyone regardless of need, health, disability, age, race or gender should have the opportunity to reach their potential and in doing so they can enjoy freedom of choice, respect and dignity.

### Core Values

In line with our Philosophy of Care all our staff will incorporate The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers within our Core Values.



We will:

- ❖ Remain accountable for the quality of our work and of those we employ, manage or supervise by the standards we set and through supervision, training and personal development;
- ❖ Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our service at all times;
- ❖ Work collaboratory with the multi-disciplinary team to ensure the delivery of high quality, safe and compassionate, person-centred care and support;
- ❖ Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use our service;
- ❖ Uphold and promote equality, diversion and inclusion;
- ❖ Act in the best interests of our Service Users;
- ❖ Promote the interests and independence of Service Users while protecting them as far as possible from danger or harm;
- ❖ Respect the confidentiality of our Service Users;
- ❖ Keep high standards of personal conduct and act with honesty and integrity.

As Responsible Managers we will:

- ❖ Safeguard our Service Users through safe recruitment practice;
- ❖ Ensure our policies and procedures are used proactively to meet the codes of practice and CQC standards;
- ❖ Provide supervision, training and developmental opportunities to strengthen and develop skills and knowledge;



- ❖ Uphold our policy on Equal Opportunities and Positive Working Environment by encouraging a positive and fulfilling organisational culture and acting quickly in the face of dangerous, discriminatory and exploitative behaviour.



## Aims and Objectives

CCMS provides emotional, practical and personal support to encourage, empower and enable the Service User's recovery and promote positive outcomes. We aim to help Service Users fulfill their potential by maximising their rehabilitation. We strive to offer individually tailored support packages of the highest standard.

Our objectives will be to work with Service Users, their families and other professionals:

- ❖ To improve the health of the Service User;
- ❖ To improve quality of life for the Service User;
- ❖ To help Service Users make a positive contribution;
- ❖ To facilitate the Service User exercising choice and control;
- ❖ To ensure the Service User remains free from discrimination and harassment;
- ❖ To promote economic well-being;
- ❖ To promote personal dignity;

and in the exercising of all our objectives to work with a focus and dedication to promoting active rehabilitation and ensuring positive outcomes.



## Range of Services

CCMS provides support in the community to adults and children with acquired brain injury or cerebral palsy, and their carers, and to a lesser extent to clients who have suffered spinal injuries. All Service Users in receipt of services from CCMS will have a Case Manager. The Case Manager will be responsible for assessment of need and development of a Care Plan / Individual Programme.

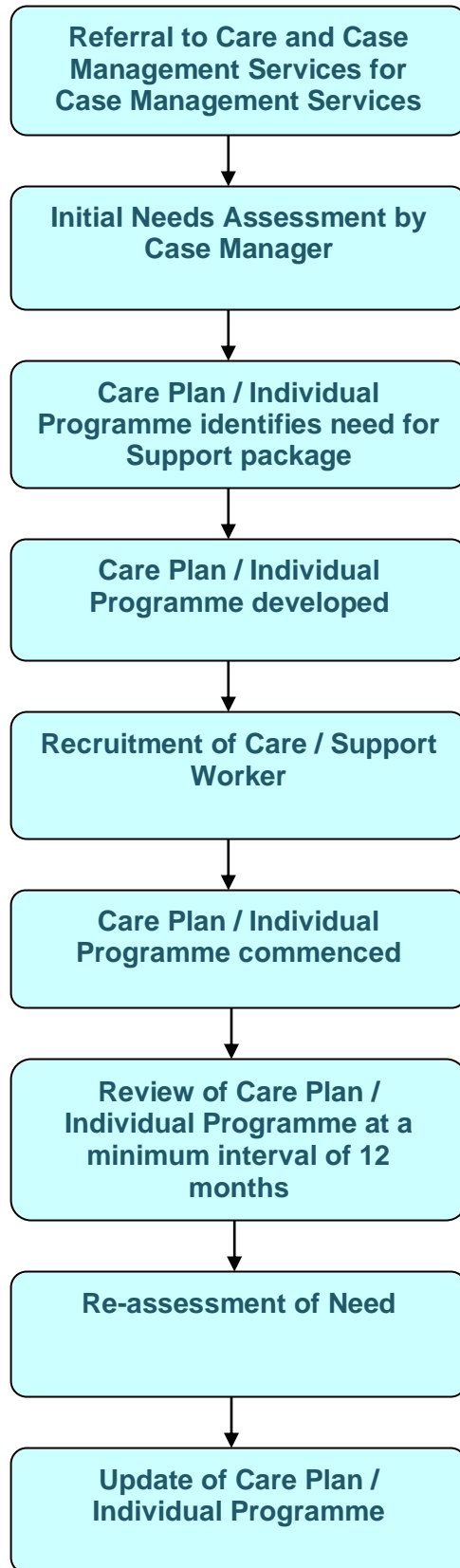
All support packages will be governed by a Care Plan / Individual Programme tailored to the need of the Service User. The Care / Support Worker will contribute towards the planning and implementation of the Care Plan / Individual Programme under the direction of the Case Manager.

The role of the Care / Support Worker will be to enable the Service User to participate in every aspect of her / his Care Plan / Individual Programme and empower her / him to achieve her / his full potential by facilitating the development of skills necessary to aid recovery. The overall objective is to aid recovery by maximising opportunities in order to promote a good quality of life within the community.

The Care Plan / Individual Programme will be reviewed on a minimum of a 12 monthly basis (sooner if required). The review will include the Case Manager, the Service User and her / his carers and representatives.



## Flowchart - Referral and Assessment Process



## Delivering a Person-Centred Approach

All our services will be governed by policies and procedures based on Government Guidance and sound professional practice informed by our Professional Code of Practice.

With all our services we will strive to promote positive outcomes for our Service Users and enhance their quality of life.

We will ensure we consult and listen to Service Users and their carers when developing our services. Service Users and their carers will be fully included in the ongoing assessment of their needs and in the recruitment of staff who will be employed to support the Service User throughout their recovery and ongoing needs.

- ❖ We will be clear with Service Users, their families and carers about the purpose of being involved in our work;
- ❖ We will work with Service Users, their families, the Multi Disciplinary Team and carers to agree the way they will be involved;
- ❖ Where the Service user lacks the mental capacity to make decisions about their care and treatment, we will work with their lawful representative to establish their best interest and act in accordance with the Mental Capacity Act 2005;
- ❖ We will encourage Service Users, their families and carers to choose how they will be involved;
- ❖ We will give and receive feedback from Service Users, their families and carers about their involvement;
- ❖ We will recognise barriers to participation and work with Service Users, their families and carers to overcome such barriers;
- ❖ We acknowledge difference in power relationships and we will strive to work in partnership in ways that are open and honest;
- ❖ We value the contribution, expertise and time of Service Users their families and carers;
- ❖ We will use what we learn from working with Service Users, their families and carers to continuously review and improve our work.

## Duty of Candour

CCMS promotes an open and transparent culture with our staff, Service Users and anyone acting on their behalf. CCMS encourages candour and will train all staff to ensure where possible that they operate with openness and honesty at all levels and understand their individual responsibilities in relation to the Duty of Candour.





## Terms and Conditions

We are committed to providing value for money. The fees charged for support packages are based upon the needs of the Service User. The fees will reflect the costs of the management or employment of the Support staff including training, management, supervisory and administrative costs.

Terms and Conditions will be agreed in advance of any contract. Projected costs are available on request. Charges will be calculated by reference to the number of hours worked and services provided. Support package costs are exempt from VAT. Charges are subject to review from time to time and are reviewed on an annual basis. Any variations will be notified in writing and will take effect from the date of notification. Full terms and conditions are available on request.

## Policies and Procedures

Policies and procedures are in place to ensure that Service Users are safeguarded through safe recruitment; staff are clear about their roles and responsibilities; staff are enabled to do their job to the best of their ability in a safe and professional manner and services are provided that meet the requirements of the Service User's needs.

Our Procedures cover:-

- How we will assess your needs, plan for your needs and review the support we provide;
- Our record keeping policies;
- How we will recruit staff and Support Workers in a safe way;
- How we will support, supervise and help our staff in their development;
- How we will manage staff and Support Workers and our employment practices;
- What we will do to safeguard vulnerable adults and children;
- How we will ensure quality of opportunity and promote a positive working environment;
- How we will adhere to Health and Safety policies;
- How we will keep and manage confidential information;
- How we will ensure safe practices in respect of computers and information technology;
- How we will ensure Financial Scrutiny of the Company Business.

## Comments, Compliments & Complaints

We have a Comments, Compliments and Complaints Procedure for when you want to give us your point of view, compliment our work or make a complaint. Complaint Forms are available from the Case Manager, the CCMS office and in the Client Held File.



Copies of our policies and procedures are available on request from the Case Manager or from the Company office. Where a Care / Support package is in place, policies and procedures are available in the Client Held File at the commencement of package.

## **Quality Assurance**

As an Organisation we are committed to providing a high quality of service focused on improving outcomes for our Service Users. We will ensure that our policies and procedures are followed at all times.

The Case Manager will visit the Service User regularly and arrange regular Multi-Disciplinary Team Meetings with all professionals involved on a quarterly basis, where applicable. The Care Plan / Individual Programme will be reviewed with the Service User, family and Care / Support Worker on a regular basis, no less than annually.

On an annual basis or at the end / renewal of a contract whichever is the sooner, a survey will be undertaken with all Service Users and their families to obtain their views of the service to inform future policies, procedures and practice.

In addition to the annual survey we also endeavour to request feedback at regular intervals following visits to Service Users and their families.

## **Disclosure of Information to Care Quality Commission**

For the purpose of CQC regulatory functions, any information that is collected by CCMS Ltd on any people that use the services of CCMS Ltd, including Service Users, Care / Support Workers and other professionals, may be disclosed to CQC as and when required.

## **Care Quality Commission Rating**

The rating given to CCMS Ltd by CQC is displayed on our website at [www.ccms.org.uk/regulation](http://www.ccms.org.uk/regulation) where the latest inspection report is also available.



## Hours of Operation

Office Hours: 9am to 5pm, Monday to Friday

Office Telephone Number: 01642 713720

**Emergency Contact Number (24 Hours): 01642 713720**

(Contact number for Manager on call can be obtained from the answerphone)

## Outside Agency contact Details

### Care Quality Commission

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne  
NE1 4PA

Tel: 03000 616161 Fax: 03000 616171

Online contact form: available on the CQC website: [www.cqc.org.uk](http://www.cqc.org.uk)

### Health & Care Professions Council

Park House, 184 Kennington Park Road, London SE11 4BU  
Tel: 0300 500 6184 Fax: 020 7820 9684

### Social Care Services

North Yorkshire County Council  
Tel: 01609 780780 Fax (out of hours only): 01609 532009

## Details of insurance Cover

Public Liability / Employers Liability / Professional Indemnity Insurance

Policy available on request.

