



Control Information:

Policy:	Service Delivery Policy
Policy Number:	CL-014
Version Number:	1.0
Policy Status:	Approved
Category:	Clinical
Author:	Brendan O'Malley
Approver:	Compliance Steering Group
Revision:	Implemented to comply with revised standards and new regulations.
Valid Date:	14/02/2022
Next Review Date:	13/02/2024

Revision History

Revision	Issue Date	Revision Description
0.0	1.0 14/02/2022	Implemented to comply with new regulations

Contents

Introduction

Standards of Care

- Service User Rights
- Communications
- Care staff
- Confidentiality
- Safeguarding commitment

Commencing Service

Service Delivery

- Light household services
- Personal care services
- Personal assistance services
- Changes to schedule
- Access protocols
- Complaint procedure
- Health & safety issues

Company obligations

Service User obligations

Termination of service

- Reasons for termination
- Termination process

Policy review



Introduction

Fingal Home Care CLG is a not-for-profit, community based social enterprise that has been providing home care services since 1980. Our mission is to provide a platform for people who are passionate about caring to support people at home living with illness, infirmness, or disability, making their lives easier in a cost-effective model.

Our values are:

1. Delighting our Service Users by:
 - Providing excellent, reliable care
 - Adopting a personalised approach to all our Service Users' care
 - Leading with empathy and understanding
2. Developing our people by:
 - Nurturing and developing their core care skills
 - Managing transparently and honestly with open and effective communications
 - Providing equal opportunities for all staff
 - Ensuring a work-life balance with the right for our people to disconnect
3. Enabling technology by:
 - Deploying systems and processes that enhance qualitative and efficient care
 - Creating open platforms to share learning and best practice, and to facilitate effective communications with Service Users and staff
 - Providing IT training and support
4. Achieving operational excellence by:
 - Setting clear, measurable goals for all our staff and operations
 - Benchmarking our performance against our goals, budgets, and industry best practice
 - Providing care services that meet and exceed HSE / HIQA standards

This policy document sets out how we will achieve our mission and implement our values, while at all times placing the Service User at the centre of our activities.



Standards of Care

Service User Rights

Fingal Home Care is committed to providing the highest quality, service user centred care. In delivering our services we will be guided by the following principles:

- Our care and support are person centred and meet the individual needs of each service user
- The supports provided promote the service users' autonomy, quality of life, health, and wellbeing.
- At all times the service users' human and individual rights are respected, the service users are treated with dignity and confidentiality is maintained.
- Our Carers and staff will always safeguard and protect our service users.
- The provision of home care services will be guided by best practice and underpinned by clear and effective governance and accountability

The Fingal Home Care is committed to including the service user in all decisions with respect to the service provided and will ensure that they are provided with all the information necessary to make an informed choice as to the services received, the manner and times in which these services are delivered subject to the requirements set out in the HSE CSAR / SAT and the Company's legal obligations to provide service safely and in accordance with appropriate medical advice. The Company and staff will always protect and promote the service users' rights and dignity, will respect diversity, and treat all service users equally, will fully engage with service users when delivering service and will also respect service users informed decisions to refuse particular assistance as the case may be.

Communications

Effective communications are key to the successful provision of service user centred care. Fingal Home Care is committed to having clear open, two-way communications with service users (and / or their nominated representatives where applicable / requested by the service user). This will be evidenced through:

- Full involvement of the service user in the drafting and review of their care plan, from the initial set-up to all the periodic reviews and updates that will take place over the life of the service delivery.
- Regular service reviews carried out by the Care Supervisor (person responsible for ensuring the service delivers as intended and to the standards required).
- Spot checks conducted by the Care Supervisor when assessing new staff in accordance with our Supervision Policy or to ensure that service is being provided as agreed. These visits will provide an opportunity for the service user to engage with the principal



representative of the Company and to flag any issues, concerns or changes they may wish to have.

- Separate reviews, conducted by telephone or in person, by the Quality Assurance Manager (who independently assess the quality and effectiveness of the care delivered)
- In addition, contact details are provided in all service user folders, which include details and contact numbers for the service user's Care Supervisor, Scheduler (person responsible for ensuring competent Carers attend the service user per the agreed schedule), Monitoring team (the emergency contact – operates from 8 a.m. to 10 p.m. 365 days a year – whom service users can contact if they need to make changes, check who is due, etc.), the Quality Assurance Manager and members of the management team, including the Operations and General Manager. The service user will not have to wait for a Company representative to contact them, they can contact the Company at any time and arrange for the appropriate person to either return their call / meet with them in person as they prefer.
- The Company also hopes to launch an application whereby service users can access details of their schedules directly from the Company's scheduling system

Care Staff

At Fingal Home Carer we take pride in the experience, training and integrity of the Carers we employ. All our service users can have confidence that the staff looking after them are competent, caring individuals. To provide this assurance, the following procedures are followed:

- All Company employees (Carers and office-based staff) are Garda vetted immediately prior to employment and at 3 yearly intervals thereafter. At least two previous employer reference checks are also conducted.
- All Carers who are recruited must ideally have completed QQI Level 5 qualification or at a minimum have completed the modules covering Care of the Older Person and Carer Skills and have committed to completing the full qualification within a reasonable period of time.
- All Carers must complete an induction programme and have in date First Aid and People Movement / Manual Handling certification.
- Carers are also required to complete the Company's on-line Infection Prevention & Control and Dementia training programmes. These modules are continuously updated, and Carers are required to complete updates every two years at a minimum, or sooner if an urgent concern needs to be addressed.
- All Carers are provided with a Company Uniform and ID badge prior to commencing shadowing (training shifts) under the guidance of experienced Carers.
- Carers are also provided with a Company mobile phone from which they can view their rosters, clock-in and out of each service user's home (based on GPS technology gives



verification of attendance) and can communicate any issues with the Monitoring team through the messaging system.

- In the first six months of employment, all Carers will be assessed on a regular basis by their Care Supervisor. Successful completion of probation will be dependent on demonstrating the required standards in these assessments
- Carers will have an opportunity to raise any concerns directly with their Care Supervisor or the General Manager as he /she feels most appropriate. The Company has also made a confidential reporting hotline available for Carers to report issues of fraud, dishonesty, or other concerns of an ethical nature. The independent recipient will forward the reports directly to a nominated director for investigation.
- Every staff member will complete an annual supervision / performance review meeting with his / her supervisor / manager.

In the unlikely event that a service user doesn't feel comfortable with a Carer, the service user can speak directly with the Care Supervisor, or the Operations Manager, if that is more appropriate and discuss any concerns in confidence. The Company will take whatever steps are necessary to address those concerns.

Confidentiality

Fingal Home Care retains a significant amount of very personal data on all our service users. The information is required to enable the Company to provide the most effective tailored home care services to our client base. The Company is committed to ensuring that the data is properly stored, used only for the purpose of service delivery, accessed by authorised staff, retained only for as long as is necessary and disposed of properly when no longer required.

While fortuitously there is limited financial risk associated with the data obtained, the information is extremely sensitive and unauthorised disclosure could have profound effects on a very vulnerable cohort of society.

Fingal Home Care will apply the Data Protection Commissioner's eight data protection principles, irrespective of whether the information is sourced directly by the Company, provided by service users / their representatives, or provided by third parties (e.g., the HSE), namely:

1. Information will be obtained and processed in a fair manner.
2. Information will only be kept and utilised for the purpose of providing home care services or for other explicit lawful purposes e.g., reporting to the Revenue Commissioners, Department of Family & Social Protection, the HSE, etc.
3. Information will only be used and disclosed in ways that are compatible with the provision of Home Care services or lawful reporting.
4. Information will be stored in a safe and secure manner
5. In so far as is practicable, information will be kept complete, up-to-date, and accurate.
6. Information retained is adequate, relevant, and not excessive.



7. Information will only be retained for as long as is necessary for the provision of Home Care services or such other times as is required by law or Service Level Agreement with the HSE
8. Copies of all personal data retained by the Company on an individual, be they service user or employee, will be provided on request.

The Company takes its responsibilities in this regard extremely seriously. Protections include:

Employee Contracts:

- It is stipulated in all employee contracts that staff are prohibited from discussing any information of a confidential nature relating to service users or the Company to any third party, during or after their employment, except in the proper course of their employment or as required by law.
- Employees are not permitted to remove any documents or items belonging to the Company or a service user, or anything which contains confidential information without proper authorisation.
- After an employee leaves the Company, they are still legally prohibited from disclosing sensitive, confidential, proprietary or other information about the Company or its service users. If such information is disclosed, the Company will seek the appropriate legal remedy.
- Employees who improperly disclose sensitive information, confidential information, proprietary information about the Company or service users, or any sensitive or confidential information about our service users to anyone outside the Company or anyone inside the Company not so authorised to receive such information will be subject to disciplinary action up to and including dismissal.

Employee Training:

- The importance of confidentiality is emphasised to all employees at induction and reiterated during subsequent refresher training.
- Confidentiality is also addressed during the annual supervision / performance appraisal meetings.

Data storage:

- All electronic data is stored in off-site data centres with access protections in accordance with best practice.
- All company mobiles and laptops are encrypted and can be wiped remotely if lost or stolen.
- Access to information is restricted on a 'need-to-know' basis and all access rights are signed off by the General Manager
- Paper files are stored in locked filing cabinets in the Company's head office or in secure off-site storage facilities. It is the Company's intention to progressively move away from paper files and have all data stored electronically in secure data bases.



Full details of the protections in place are contained in the Company's Data Security and Confidentiality Policy.

Safeguarding Commitment

Fingal Home Care are cognisant that we work with a very vulnerable cohort of society from the very elderly through to children with special needs. A vulnerable person is defined as *'an adult who may be restricted in capacity to guard himself / herself against harm or exploitation or to report such harm or exploitation'*.¹

Abuse is defined as *'any act, or failure to act, which results in a breach of a vulnerable person's human rights, civil liberties, physical and mental integrity, dignity or general wellbeing, whether intended or through negligence, including sexual relationships or financial transactions to which the person does not or cannot validly consent, or which are deliberately exploitative.'*²

The Company has put in place the following measures to safeguard our service users:

- A designated Officer has been appointed who is trained in protection of the children and the elderly
- All staff are trained in safeguarding, the many forms of abuse and the signs of abuse. Staff are required to be always observant and to report any concerns to their Care Supervisor.
- To facilitate reporting concerns staff may contact either their Care Supervisor, the Monitor (if concerns are raised outside normal office hours), the designated officer or through a confidential reporting line, whichever is the most appropriate.
- When a risk assessment is being undertaken, consideration will be given explicitly to the risk of abuse
- While the Company will always treat matters confidentially, if there are reasonable grounds for concern, these will be escalated, although the Company will endeavour to obtain the service user's consent prior to escalation. However, Fingal Home Care reserves the right to escalate without that consent where this is considered to be in the best interest of the service user.

Full details are contained in the Fingal Home Care's Child Safeguarding Statement and our Older Persons' Protection Policy.

¹ Safeguarding Vulnerable Persons at Risk of Abuse: National Policy and Procedures, HSE, December 2014

² National Standards for Residential Services for Children and Adults with Disabilities, HIQA, 2013



Commencing Service

Service user referrals from the HSE, once accepted by the Company and approved by the HSE, generally are accompanied by an authorised schedule of services, setting out the days and times calls are required and a service user assessment (CSAR or SAT) which gives a general background to the service user's health, social circumstances, and general needs.

Once all the documentation is received, designated personnel in Head Office load service user's details to the One-Touch System (scheduling and service user management software), set up a schedule and scan all supporting documentation to the service user's details page. The relevant Care Supervisor and Scheduler are notified.

The Care Supervisor will then contact the service user or his / her nominated representative and arrange a visit. During this initial visit, the Care Supervisor will:

- Introduce the Company to the service user or his / her representative
- Conduct a service user needs and Safety Risk assessment (to include any special needs or mobility / other aids used by the service user)
- Agree a Care Plan (setting out the specific tasks required at each visit)
- Explain how the Company will deliver service and provide contact details for relevant persons in the organisation
- Agree a commencement date for services

Based on the information provided by the Care Supervisor, the Scheduler will then assign suitable Carers to provide the service. Fingal Home Care's objective is to have sufficient numbers of staff assigned to each care team to ensure continuity of service, with adequate leave cover, but without too many Carers attending. A rough benchmark is that one Carer is assigned for every three calls. However, where specific issues are identified, e.g., progressive dementia, a smaller team will be considered subject to our ability to deliver continuity and without being overly disruptive to the existing client base.

The Scheduler will notify the Care Supervisor once the care team is in place and the Care Supervisor in turn will brief the Carers on the service user, any specific issue that they need to be aware of and the general tasks that they will need to complete on each visit.

Prior to commencement, the Care Supervisor will provide relevant supplies (e.g., gloves, aprons, etc.) and a Service User Folder which will include:

- The agreed Care Plan,
- A Service User Diary,
- A Service User Booklet,
- A copy of the Company's Complaints Policy,
- A copy of the Company's Smoking Policy,
- A Company contact information sheet, and
- A non-Carer visitor sign-in sheet



Where practicable the Care Supervisor will attend the first call(s) to introduce the Carer(s) and to ensure that Care Plan fully reflects the service user's requirements and is achievable in the allotted time.

For confidentiality reasons a copy of the Risk Assessment is not retained in the Service User Folder. However, a copy will be provided to the service user / nominated representative on request.

Over the first number of weeks of service, the Care Supervisor will monitor the calls to verify that tasks agreed are being completed, that there is sufficient time allotted for each visit and that the service user has no issues or concerns with the service, or the care team assigned. Any concerns will be addressed and where appropriate the Care Plan amended and /or the Public Health Nurse contacted and requested to conduct another service user review if more time or tasks are needed.



Service Delivery

Fingal Home Care provide a range of services which fall into one or more of the following categories:

Light Household Services

This involves routine cleaning services including dish washing, laundry, hoovering, mopping, cleaning surfaces, bed linen changes and dusting to maintain a clean-living environment for persons with disabilities or infirmities who would not be able to carry out such tasks themselves.

These tasks are limited to the service user or areas of the premises which the service user resides – the carers will not for example look after other household members laundry, Hoover other resident's bedrooms etc.

Personal Care Services

Carers will provide support with daily living tasks including:

- Personal hygiene, including washing, bathing / showering
- Toileting, including catheter bag care
- Dressing
- Meal preparation
- Feeding

Each task is risk assessed and where aids (e.g., hoists, etc.) are recommended, these must be used for the comfort and safety of the service user and carers. Once these tasks are completed, time permitting, carers will look after other essential light household chores.

Personal Assistance Services

These tasks include:

- Escorting the service user to appointments – e.g., GP, optician, etc.
- Accompanying the service user on walks
- Shopping
- Collecting groceries, prescriptions, etc.
- Pension collection

For insurance reasons, carers are not allowed to transport service users in their personal vehicles. If transport is required, this must be provided by the service user using their own or public transport options.

Cash must be provided to carers when shopping for service users. They are prohibited from using ATM, credit or debit cards and service users should never supply such cards to carers nor provide PIN numbers. Carers will always provide service users with a receipt for shopping and the change due and record the transaction in the Service User diary. The service user should always verify that all the money given to the carer is accounted for as discrepancies cannot be resolved after the event. Carers are also prohibited from purchasing alcohol or tobacco products.

A Carer can be nominated as a designated person to collect a service user's pension entitlements. The Care Supervisor must approve this task and the service user will be required to complete a mandate



for An Post. All collections will be recorded by the carer in the service user diary and service user should verify that he / she has received the full cash value of their pension.

Schedule Changes

While Fingal Home Care endeavours at all times to provide service in accordance with the agreed schedule, on occasion this may not be always possible. Disruptions may result from care staff unavailability due to illness etc., and to events outside the control of the Company or our staff such as severe weather events, infection pandemics or localised incidents – road closures, etc.

Once off change

In the event that a member of the service user's regular care team is not available to cover a call, the Scheduler will always try to arrange cover with another carer from the care team at the designated time. If this is not possible, the service user will be contacted by the Company and advised if:

- There is a need to change the time of the call, and the revised time of that call.
- The call is to be covered by a carer with whom the service user may not be familiar.

In the latter case, the new carer will be briefed as to the tasks assigned to the call and will be advised of any specific risks involved. He / she will also be instructed to have their ID badge visible for inspection on arrival and to review the care plan / service user folder before commencing any tasks.

Emergency events

In major events where there is serious disruption across the Company's operations such as the Covid-19 pandemic, severe weather alerts, etc., the Company will implement its emergency response plan. The Company will contact all the service users / their representatives impacted. Service will be prioritised on the following basis:

- Very high dependency service users (e.g., diabetics, chronic disability, etc.) - calls will be covered as close to the scheduled times as is possible.
- Service users who are in receipt of a Home Care / Support Package – calls will be covered but there may be time changes; service users will be notified of any such changes
- Service users in receipt of household services only who are socially isolated – as with above category
- Low dependency / household service users – If there are insufficient carers available to cover, the service user will be contacted and offered service on the following day, or a date as soon as is feasible thereafter given projected resource availability

Full details are available in the Company's Emergency Response Plan.

Access Protocols

If a service user is not going to be at home for a specific call, it is important that the Monitor is notified who will in turn cancel, or if needed, reschedule the call (subject to the availability of carers and the notice received).

If a Carer cannot access a service user's house, he / she must follow our protocol:



- Conduct a visual inspection to see if he / she can see the service user, look for unusual signs (e.g., car not in the driveway, lights not on, etc.).
- Contact the Monitor who will then ring the contact number(s) for the service user.
- The Carer will be instructed to remain at the house until further guidance is available.
- If no contact is made, the Monitor will then contact the designated next-of-kin / emergency contact numbers.
- If no contact is made, a decision will then be made as to whether the emergency services should be contacted. A number of factors will be considered in coming to this decision including the age and health of the service user, previous experience, observations from the carer, etc. The decision to escalate will be made by the Care Supervisor or a member of the management team and will generally result in either the Gardai or Fire Service attending the premises and forcing entry.
- If it is deemed unnecessary to escalate, the carer will be instructed to proceed to their next scheduled call and messages left for the service user and the designated next-of-kin / emergency contacts of the fact and the decision made.

To prevent damage to a service user's property from a forced entry, it is essential that the Company is notified of any circumstances where the service user will not be at home. The Company will not be liable for any damage caused where it acted in good faith and in concern for the service user.

Complaints Procedure

Fingal Home Care aims to provide the best possible standard of care at home for its service users. An essential component of achieving such objective is that the Company facilitates the making of complaints and has a follow up process that ensures their speedy investigation and where necessary the application of appropriate corrective action.

All complaints made will be logged and statistics relating to complaints are reported by management to the Board of Directors.

Fingal Home Care operates a policy of openness and fairness when dealing with complaints. No service user - or any other person who makes a complaint - will suffer in any way as a result of having so done provided that the complaint is made in good faith. In the event of false, maliciously motivated or vexatious complaints, the Company reserves the right to access the normal legal processes in defence of its employees and itself.

In formulating our complaints procedure, the Company has recognised that there is a framework of legislation that governs both the rights and duties of people involved in making and dealing with complaints and has incorporated such guiding principles into all Fingal Home Care's policies and procedures.

Fingal Home Care provides all service users with a Service User Booklet. This outlines for the service user what to do if it is necessary to lodge a complaint. In any event, the service user may request a copy of our complaint's procedure set out herein by requesting a copy by emailing info@fingalhomecare.ie or by contacting the office on (01) 8021118.

Making a complaint:



- Complaints may be made verbally in person or by phone or in writing. However, complaints made against a named member of staff must always be made in writing.
- Written complaints should be handed to the General Manager or sent by email and marked for his / her attention to info@fingalhomecare.ie or by post to Fingal Home Care CLG, 1st Floor, Chamber Buildings, North Street, Swords, Co. Dublin, again marked for the attention of the General Manager.
- Where an employee receives a complaint, he / she will notify the Care Supervisor for his / her area or the General Manager immediately.
- All complaints, whether made verbally or in writing, will be treated with equal seriousness. Any complainant is entitled to have an advocate of his / her choosing to assist in the making of a complaint.

Stages of the Complaints Management Process:

- Stage 1 – Local resolution of verbal complaints at point of contact (informal)
- Stage 2 – Local investigation of written and serious complaints (formal)
- Stage 3 – Internal Review (HSE)
- Stage 4 – Independent Review (Ombudsman)

Timeframes for dealing with complaints:

- Upon a complaint being received the investigating manager will notify, within 5 working days, the complainant, in writing, that the complaint has been so received and outline the steps that he / she proposes to take in investigating the complaint and the time limits of the investigation.
- Should the investigating manager decide that the complaint should not be investigated further, he / she will inform the complainant in writing, within 5 working days of making such a decision / determination and the reasons for it.
- Where the complaint will be investigated, the investigating manager must endeavour to conclude the investigation within 30 working days of it being acknowledged.
- However, where the 30-working day timeframe cannot be met despite every best effort, the investigating manager must endeavour to conclude the investigation of the complaint within 6 months of the date of the initial receipt.
- If for whatever reason, an investigation cannot be concluded within 30 working days then the investigating manager must communicate this to the complainant and the relevant staff member(s) within 30 working days of acknowledging the complaint and give an indication of the time it will take to complete the investigation. The investigating manager must then update the complainant and the relevant staff member(s) every 20 days.

Full details of the procedures are contained in the Company's Complaints Policy, a copy of which is contained in every Service User Folder.

Health and Safety

Fingal Home Care appreciates that the services we provide are delivered in the service user's own home. And, while that is the case, for our care staff, the service users' homes become a place of work and are covered by all relevant health and safety legislation for the duration of their attendances.



The safety and welfare of our service users and staff is paramount and the completion of a full risk assessment prior to commencing service with appropriate risk mitigation actions underpins this prioritization. Provision of service is contingent on:

- All recommended equipment (e.g., hoists, commodes, rollators, etc.) are available and in good working order.
- The area(s) in which the carers look after the service user is free from obstacles and has sufficient space to safely operate.
- House pets are kept away from the area(s) where the carers are working
- Other residents of the house do not distract or interfere with carers in the course their work
- The area(s) in which the carers work is free from tobacco smoke – copy of the Company’s no smoking policy is contained in the Service User Folder.

In the event that a health and safety risk is identified that cannot be mitigated, or where the service user or their representatives are unwilling to accept the required mitigation, Fingal Home Care reserve the right to suspend services until such time as it is deemed safe to provide those services.



Company Obligations

Fingal Home Care commits to achieving our mission statement and to meeting all our obligations to our service users, our employees, the HSE and the wider community, through:

1. Providing service in accordance with the approvals from the contracting party (either the HSE, the Service User themselves or a representative / other organisation acting on behalf of the service user), the care plan agreed with the service user, and the agreed schedule.
2. Providing service user centred care, respecting the dignity, wishes and human rights of the service user at all times.
3. Providing service in a safe manner following a detailed risk assessment, employing safe systems of work and all necessary processes and equipment to mitigate any identified risk. A full range of personal protection equipment is available to our Carers and distributed by Care Supervisors in accordance with the needs identified in each service user risk assessment.
4. Providing full training, supervision and support to all our staff so that our Carers are fully supported while looking after ever service user and that they are confident, competent and comfortable providing care to each service user assigned to them.
5. Monitoring service on an on-going basis through regular Care Supervisor visits, periodic Care Supervisor reviews, and Quality Assurance Manager inspections. All service users are made aware of the Company's complaint policy and all complaints raised are investigated under the direction of the General Manager and outcomes reported to the Board of Directors.
6. Employing technology to maximise the efficiency of the service we provide from real time scheduling for our care staff, proof of presence at each service user visit, liaising with our Carers in the event of an emergency and supporting communication of critical information and training to all our staff.
7. Open communication with service users and keeping them up to date in advance of any schedule changes, be that due to a Carer becoming unavailable or a more widespread emergency. In all these situations the service user / his or her representative will be informed of the reason for the interruption, the potential impact, the likely duration of that impact and the Company will endeavour to agree alternative schedule with him / her that will minimise the impact on them.
8. Always Maintaining complete confidentiality and fully complying with data protection legislation.
9. Meeting all our regulatory, legislative (corporation, taxation, and employment law) and reporting requirements at all times.



Service User Obligations

Service users are expected to cooperate with Fingal Home Care in the provision of service and to follow reasonable requests made by the Company. These include:

1. Respecting each Carer who attends the service user's home and treating them fairly and cordially. This includes following reasonable requests made by the Carer(s) and not putting them under undue pressure to complete tasks that they are prohibited for performing.
2. While the Company respects the fact that services are delivered in the service users' own homes, nonetheless this becomes a place of work while our staff are in the home. Service users must adhere to the no smoking policy, keep pets under control, not to have other people unnecessarily in the room while the Carer is providing service and to use all aids provided that are deemed necessary following risk assessment for safe provision of service.
3. Notify the Fingal Home Care's Monitor (01 8021118 – the line is staffed from 8 a.m. to 10 p.m. 365 days a year) if a scheduled call is not required. This will enable the Company to reassign the Carer to other service users and will save them unnecessary travel time. While the service user may inform the Carer directly, he / she must also notify the Company of the call cancellation.
4. Notify the Care Supervisor of any changes that might impact on the service, or the way we provide the service. Examples include alterations to the property, change of room layout, deterioration in the service user's condition, exposure to an infectious disease, etc. Depending on the specific circumstances, the Care Supervisor may need to update the risk assessment and may need to liaise with the contracting authority if a significant change in approach to service delivery is required.
5. Notify the Company of any issues or concerns with respect to the delivery of service. Such issues can be raised with the Monitor, the Care Supervisor, the Quality Assurance Manager, the General Manager or through the HSE safe to say unit (where services are commissioned through the HSE) as the service user / his or her representative feel most comfortable. Any issue or concern raised will be fully investigated in accordance with Company policy and the service user kept apprised of developments, options, and outcomes as appropriate.
6. Always maintain confidentiality. Carers should not be asked about other service users they attend nor any of their colleagues.



Termination of Service

Reasons for termination

The main reasons for service cancellations are:

- The HSE removes the service from Fingal Home Care where the Company may not have capacity to take on an increase and the entire package is assigned to another provider, in the event that the Company is not successful in a future tender, etc.
- The service user no longer requires the service – their circumstances may change, relocation to an area outside Fingal Home Care’s region, etc.
- Fingal Home Care requests the HSE to arrange a change of provider where the Company’s capacity has changed and we no longer have sufficient number of Carers to cover the calls, there are health and safety reasons where management no longer believe that they can continue to provide a safe service, etc.

Process for Termination

Where the HSE notifies the Company of a termination or the service is no longer required, the Company will liaise with the service user / his or her representative to ensure a smooth transition to another agency or an organised cessation if service is no longer required. The Care Supervisor will be the point of contact, agree end dates and ensure that all Fingal Home Care property is recovered from the service user’s home.

In all cases where the Company has initiated the termination, this will always be a last resort and management will have exhausted all reasonable means to have any underlying issue addressed. This may include a visit from the General Manager where the issue will be clearly defined to the service user / his or her representative along with, in cases where health or safety issues are the reason for the possible termination, the consequences of not addressing the matter. In such cases, the Company will endeavour to use the appropriate HSE offices to mediate as appropriate.

The Company will provide a minimum of four weeks’ notice to the HSE and the service user / his or her representative prior to withdrawing service. In exceptional circumstances, where staff are in immediate danger, the Company reserves the right to withdraw service with no notice, but will in such cases, liaise closely with the HSE to ensure that the service user receives appropriate care conditional of appropriate safeguards being put in place by the HSE. In these cases:

- The Company will use all reasonable efforts to ensure that the underlying problem is resolved.
- If unsuccessful in these endeavours, the General Manager will formally write to the HSE giving four weeks’ notice of the Company’s intention to cease service and setting out the reasons for the decision.
- The General Manager will also formally write to the service user / his or her representative advising that four weeks’ notice of the Company’s intention to cease service has been given to the HSE and setting out the reasons for the decision.
- On expiry of the notice period, the Care Supervisor will recover all Fingal Home Care property from the service user’s home.



- Where another agency is appointed, Fingal Home Care will liaise with that agency to ensure a smooth transition of service.

Policy Review

This policy will be reviewed as required but annually as a minimum. The next review is scheduled for June 2024.