



# CANDLELIGHT CARE INFORMATION AND SERVICES GUIDE

 **candlelightcare**  
here when you need us



## CANDLELIGHT CARE INFORMATION AND SERVICES GUIDE

This booklet has been designed to provide you with information about Candlelight Care.

As well as outlining all the different ways we can help and support you in your own home, it will give you information about the setting up and running of the service.

We hope you will find everything you need, but if there is anything more you would like to know then please contact your nearest Candlelight branch who will be delighted to answer any of your questions.

Details of all our branches are shown below and on the back cover.

*We are here to make your life easier.  
Just tell us how we can help!*

All the information in this booklet was correct on 1 February 2017.  
However, the Company reserves the right to make changes at any time.

### CANDLELIGHT CARE LOCAL OFFICES REGISTERED WITH CQC

**Mendips / Somerset**

Candlelight House  
King Street  
Glastonbury  
Somerset BA6 9JY  
Phone: 01458 831201

**Wiltshire / E Mendip**

1st Floor, Court Hall  
Castle Street  
Trowbridge  
Wiltshire BA14 8AR  
Phone: 01225 776000

**N Dorset / S Somerset**

Clearbrook House  
Bristol Road  
Sherborne  
Dorset DT9 4EF  
Phone: 01935 817800

**E Dorset / Poole**

4 Kings Court  
High Street  
Wimborne Minster  
Dorset BH21 1HS  
Phone: 01202 848203

**East Sussex**

95-99 High Street  
Uckfield  
East Sussex  
TN22 1RJ  
Phone: 01825 765008

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# Section A: ABOUT US

## WHY CHOOSE CANDLELIGHT?

Not all homecare companies are the same. They may seem to offer similar services but how do you choose between them? While cost is obviously a factor, you also need to take into account the quality of the service and the choices offered.

If you are looking for reliable, professional and experienced help at home, then you need look no further than Candlelight Care.

We are a family-owned company who have been looking after people in their own homes for over twenty five years. Our knowledge and experience allow us to help by providing flexible and adaptable services to make life easier.

We know that having somebody coming into your home is a big step but we do our best to make it as easy as possible for you. Our care staff are chosen for their exceptional qualities and their commitment to helping people in their own homes.

*"I feel so comfortable with your staff. They look after me very well and it is lovely to see the same people regularly".*

Mrs J, Wiltshire

## WHAT MAKES US DIFFERENT?

### Our Approach

As a company we believe you should have the choice to live independently in your own home, in safety and comfort, for as long as you wish.

We put you at the heart of everything we do. We like to think that we are giving the kind of help and support that you could expect from a caring relative. We also support family carers by providing respite services and help for short-term situations such as convalescence after an illness or operation.

- We focus on you as a person and what you would like to achieve
- We will help you and your family to understand the choices that are available to you
- Our care staff will always respect your privacy, dignity, trust, choice and independence
- We will keep your information confidential
- We are open about the costs of our service and have a transparent charging structure.

*"A massive thanks to you - you have a very good standard of care and all your staff continually offered to do more than expected to ensure I had all the assistance I needed. Once more thanks a million." Mrs B, E Sussex*

### Our Quality of Service

We aim to provide a high quality service and regularly conduct client satisfaction surveys to ensure your expectations are being met.

Candlelight is registered with the Care Quality Commission (CQC). The CQC are the independent regulator of health and social care in England. Their aim is to

make sure that better care is provided for everyone from health care to home care. Reports on registered companies can be found on their website [www.cqc.org.uk](http://www.cqc.org.uk) or by contacting them at the address shown at the end of this booklet.

*I feel I just have to write to say that you cannot be praised enough for your kindness, efficiency and just thoroughly good service. In short, you were terrific. In this climate where so often services do not come up to expectations, this exceeded expectation. Thank you all. Mrs D, Somerset*

### **Our People**

It is our staff that make us special. We choose and train them carefully to ensure your safety, care and well-being.

Experience has shown us that the relationship between you and your care staff is very important and we choose people, not only for their qualifications, but also for their caring and empathetic nature.

Our recruitment process is very thorough and the qualifications and employment histories of applicants are always verified and references taken up. We check the background of all our staff through the Disclosure and Barring Service (formerly called the Criminal Records Bureau) plus proof of their identity and right to work in UK.

We value our care staff and ensure they are fully supported by their line manager at all times.

This value is shown by our Investors in People accreditation which we have

held since March 1999 and we are proud to have held the IIP Bronze level since January 2015.

*"Achieving the IIP Bronze standard is something to be proud of. It is the sign of a company which is truly committed to good people management practice and we'd like to congratulate Candlelight Care on their achievement." Paul Devoy, Head of IIP*

### **Our Training**

We place high importance on training and communication and we invest heavily in this to ensure our care staff have the skills and knowledge to enable them to support you.

We have an excellent internal training department to deliver our courses and all our new staff have a full induction course followed by shadow training before they are allowed to visit you in your home.

Among other things they are trained to assist or administer medication and how to use mobility equipment such as hoists, slings etc. In addition they have regular supervisions and appraisals during which any additional training requirements are identified.

Many of our care staff have achieved at least a Level 2 Diploma (or equivalent) in Health and Social Care, or are working towards it.

*"Your carer has done a fantastic job for me. I feel secure and happy knowing she has been to see me. She is always polite and helpful and she is an asset to your company". Mrs C, Somerset*



## **Our Charges**

Not all homecare companies charge the same way and this can be very confusing. Some companies offer an attractive hourly rate but may make additional charges for care staff travel and mileage.

We are different, with us there are no hidden costs. Our rates are straightforward so you know exactly how much your service will cost.

We are committed to providing you with value for money and full details of our fees are set out in the Fee Schedule which forms part of the Agreement to Supply Services.

We always recommend that you contact your local Social Service office for advice as you may be entitled to assistance with funding.

Benefit entitlement can be complicated but you can find impartial guidance from [www.careaware.co.uk](http://www.careaware.co.uk) or from your local Social Services office or Citizens Advice Bureau.

## Section B: OUR SERVICES

Our services are flexible to make your life easier, so whether you just need a bit of support to make life at home more comfortable, or require something more complex, we are here to help.

Our services are available every day of the year, including public holidays. Our minimum visit duration is thirty minutes.

### HOW WE CAN HELP

#### Around the Home

- Meal preparation
- Vacuuming and light cleaning
- Laundry and ironing
- Bed making
- Walking/feeding pets
- Shopping/collecting prescriptions

#### Personal Care

- Getting up/going to bed
- Dressing and undressing
- Washing/bathing/showering
- Toileting and incontinence
- Oral hygiene, hair care, make-up, shaving
- Assistance with surgical aids/medication/creams/drops

#### Friendship and Support

- Keeping you company
- Taking you to appointments
- Visiting friends, the cinema, theatre etc.
- Going with you on holiday or short break
- Walking or some other outdoor activity
- Helping with hobbies or interests

*"You are not just carers, you are friends and friendship means so much, extending a helping hand to people who need you."*

Mrs T, Wiltshire

### ADDITIONAL SERVICES

#### Overnight

For people who might require help during the night we may be able to offer:

- Waking nights where a care worker comes to your home and remains awake all through the night to help as required.
- Sleepovers where a care worker sleeps in your home to provide peace of mind and assistance during the night if required.

#### Convalescence or Home from Hospital

These are usually short-term requirements while you recover from an illness, accident or hospital stay. We can provide assistance during this time whether through our homecare services or Candlelight24 Live-in Care.

#### Respite Breaks for Family Carers

If you are caring for someone it is important that you look after yourself too. We know that this is not always easy especially if you are trying to balance the demands of your work and other family responsibilities.

We can help by providing care staff so that you can take a break. Whatever time you need, whether it is a few hours here and there or a longer period, you can relax in the knowledge that your loved one is being safely taken care of in your absence.

## **Children and Families**

We support people of all ages, including children and these are just some of the ways we can help:

- Getting children ready for school and taking or collecting them
- Preparing meals for the children
- Providing personal care or support for disabled children or those recovering from surgery
- Helping with parental duties while a parent is recovering from an accident or illness
- Providing help and support so that parents can take a break

## **Stroke Recovery**

Recovering from a stroke can be life-changing and help may be required in many different ways. Much can be done at a practical level to ensure people are able to live as independently as possible in their own home. We have care staff who understand the effects that a stroke can have, not only on the person, but on their family and friends as well.

## **Dementia Care**

People with dementia (and other related illnesses) often feel vulnerable and in need of reassurance and support. We have care staff who are experienced in this area and have the skills and knowledge to provide the support required.

They can also help by providing safe hands to enable someone who is looking after a person with dementia to have a break (see Respite Breaks for Family Carers).

## **End of Life (Palliative Care)**

We have experienced care staff who can help at this difficult and emotional time in a variety of different ways; taking care of routine tasks, providing personal care or respite cover, or simply just being there to provide sensitive companionship and moral support. They will work alongside other health professionals to ensure the best quality of care.

*"Thank you to you and your team for the care and support of my parents especially during the final weeks of my father's life. Candlelight care staff have played a valuable role in helping my mother adjust to life on her own after 68 years of married life". Mrs W, E Sussex*

## **Candlelight24 Live-in Care**

If you find that you need more help in order to live at home you might think that a residential home is your only option. But our live-in service gives you an alternative. Through Candlelight24 we can provide a self-employed, professional carer to live with you and give the help and support you need. This can be a very cost-effective alternative to a residential home and is particularly beneficial for couples where either one, or both, need assistance.

If you would like a brochure or more information about live-in care, please contact your local office.

*"Thank you so much for all your help and support for both my mother and father. We could not have managed without Candlelight24 and the live-in carers. We really appreciate your help and kindness over the last year". Mr C, Dorset*

## Section C: SETTING UP YOUR SERVICE

### **THE FIRST STEPS**

If you decide you would like to follow up your initial enquiry then we will arrange for one of our specially trained staff to visit you. Often referred to as an Initial Assessment, this visit is normally free of charge and does not place you under any obligation to buy services from us.

### **INITIAL ASSESSMENT**

This is an informal discussion to give you the opportunity to explain your personal circumstances and we can answer any questions or concerns you may have. Once we know what help you require we can explain the various options available to you.

This does mean we will have to ask you quite a few questions, but rest assured that any information you give us will be treated confidentially and you are more than welcome to have a family member or other representative with you.

If you have been referred to us through Social Services one of our Care Staff Managers/Assessors will assess your requirements, discuss these with you and liaise with your Social Worker.

It is a requirement of our statutory regulator, the Care Quality Commission (CQC) that an Initial Assessment and Risk Assessment must be carried out before any services can begin, so the Risk Assessment is often done during this initial visit.

### **RISK ASSESSMENT**

A Risk Assessment may sound quite alarming but it is simply where we look

at your home situation from a health and safety point of view.

We take the health and safety of our clients very seriously and as employers we are also responsible for the health and safety of our staff while they are in your home.

A Risk Assessment allows us to make any appropriate suggestions for either your safety or the safety of our staff and to advise whether any special equipment is required to assist with mobility or independence.

### **BOOKING THE SERVICE**

Once you have decided that you would like us to provide services we will make an appointment to return with your personalised Client Support Plan and any other paperwork, including our Terms and Conditions and a Client Services Agreement.

### **CLIENT SERVICES AGREEMENT**

Before signing the Client Services Agreement you will be given a copy of our Terms and Conditions and Fee Schedule so that you, and/or your representative, have time to read it carefully and ask any questions.

### **CLIENT SUPPORT PLAN**

A Client Support Plan (sometimes referred to as a Care Plan) is written personally for you based on what was discussed and agreed between us. It specifies the services we will provide, the tasks we will perform, your likes and dislikes and any individual preferences you have mentioned to us. It also says what you

would like to achieve from the service and how we will jointly work towards this.

The Client Support Plan stays in your home and the care staff record in it the details of each of their visits.

### **BEHIND THE SCENES**

Before your service can begin there are a number of things that have to be done back at the office. All the details gathered at the home visit are entered onto our computer system which is data protection compliant. Your personalised Client Support Plan is also typed up, along with the Risk Assessment.

A start date and first review date are arranged and then all the paperwork is delivered back to you, usually within twenty-four to forty-eight hours and we will collect your signed Client Services Agreement at the same time. Now your service can begin.

*I cannot praise your service enough. The communication between the office and the family is excellent and the care is superb.*  
Mrs M, Avon

### **STARTING YOUR SERVICE**

You will be allocated a Community Team Manager (CTM) who is responsible for ensuring your service runs smoothly. You will find their contact details in your Client Support Plan.

We know just how important it is for your services to be given by a small team of regular care staff at a time convenient to you and it is always our aim to provide this.

The care staff coming to your home for the first time will be fully briefed and will provide your service within the days and times that have been agreed with you.

If other services, individuals, teams or agencies are involved, we will liaise with them to ensure you receive safe and coordinated care and support.

### **REVIEW OF YOUR SERVICE**

Your service will be reviewed with you and/or your representative regularly to ensure we are continuing to meet your needs. However, you and your family can request a review of your service at any time should your circumstances change.

## Section D: INFORMATION ABOUT YOUR SERVICE

### **ACCESS TO YOUR PREMISES**

If you find it difficult to open your door to let in our staff, we recommend the use of a Keysafe. Your local Candlelight office should be able to give you more information about this.

### **CARE STAFF ALLOCATION**

Our aim is for you see the same small team of people. However, sometimes this may not be possible due to holidays, sickness or some other unforeseen event. When this happens we will do our best to notify you in advance.

### **CARE STAFF IDENTIFICATION**

Your care staff will introduce themselves when they arrive. They will be recognisable by their uniform and will show you an Identification Card which they carry on them at all times.

### **OFFICE OPENING HOURS**

Our offices are open from Monday to Friday from 9.00am to 5.00pm, except on Bank Holidays. When the office is closed we have an emergency out of hours service (see below).

### **EMERGENCY OUT OF HOURS SERVICE**

Should you need to speak to someone when the office is closed, call your local office telephone number and you will be put through to the **emergency** on-call service. This service should only be used for urgent matters that really cannot wait until the office reopens.

### **SCHEDULED VISIT TIMES**

We provide your service within the days and times agreed with you. If for whatever reason our care staff are unable to arrive within 30 minutes of the agreed time (15 minutes for identified time-critical visits) you will be notified if possible and alternative arrangements may be made.

### **PAYMENT COLLECTION**

This is normally by Direct Debit and you will be asked to complete a Direct Debit form.

### **CANCELLATION OF YOUR SERVICE**

You can cancel all or part of your service at any time by giving us notice in writing. A full explanation of how to do this can be found in the Agreement to Provide Services Terms and Conditions, Section 13.

### **CANCELLATION OF VISITS**

Should you need to cancel an individual visit you can do this by telephoning the office at least forty-eight hours in advance. If you are unable to do this then we reserve the right to charge for that visit.

### **COMPLIMENTS AND COMPLAINTS**

We welcome views from our clients and their families about our service as these give us an insight into what we are doing well and where we need to make improvements. So if you are pleased with something we are doing right then please tell us. Likewise if you are not pleased then let us know.

When we receive written compliments about specific care staff we make sure these are passed on to them and this is

always very much appreciated.

Should you wish to make a comment or complaint about any part of our service, in the first instance you or your representative should contact the Registered Manager at your local Candlelight branch. This can be done in person, over the telephone or by letter or email.

All complaints are acknowledged and investigated and a full response provided to the complainant within 28 working days. By law we are required to have a complaints procedure that you can ask to see. This will give you full details of how to make a complaint.

If you are not happy with the final outcome you can contact the Local Government Ombudsman (LGO), who provide free, independent advice. Phone: 0300 0610614 or email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

### **SERVICE RESTRICTIONS**

While we try at all times to do as much as we can for you there are some things that we cannot do.

#### **Exceed the Time Allocated To You**

Each of our care staff visit a number of people every day who expect them at a

certain time. If they are delayed this means that someone else is kept waiting. So if you think you need more time, please speak to your local office. If you find you consistently need a longer visit we will review your service and make any necessary adjustments. In an emergency situation our care staff will stay with you if at all possible.

#### **Put our Staff at Risk**

Our care staff are not allowed to lift or move heavy items (such as furniture) or carry out any tasks that involve them standing on anything where there may be a risk of injury through accidents or falls.

#### **Intimidation or Inappropriate Behaviour**

If there is evidence of intimidation of staff or inappropriate behaviour or other unsafe aspects in the working environment, Candlelight retains the right to withdraw the service.

#### **Provide Specialist Equipment**

We do not provide continence aids, wheelchairs or other occupational therapy/physiotherapy aids. If you need any of these we may be able to refer you to the appropriate company or service but you (or the provider of any equipment) are responsible for the maintenance and instruction on its safe use.

# CARE QUALITY COMMISSION AND LOCAL SOCIAL SERVICES

## **CARE QUALITY COMMISSION (CQC)**

Citygate,

Gallowgate,

Newcastle on Tyne

NE1 4PA

Phone: 03000 616161

Fax: 03000 616171

enquiries.southwest@cqc.org.uk (for South West region)

enquiries.southeast@cqc.org.uk (for South East region)

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## **ADULT SOCIAL SERVICES IN CANDLELIGHT AREAS**

### **DORSET**

Civic Centre

Poole

Dorset BH15 2RU

Phone: 01202 633600

The Shieling

The Avenue

Sherborne

Dorset DT9 3AJ

Phone: 01935 814104

### **E SUSSEX**

St Mary's House

St Leonards Road

Eastborne

East Sussex BN21 3UU

Phone: 01323 747207

Sackville House

Brooks Close

Lewes

East Sussex BN7 2FZ

Phone: 0845 6080191

### **SOMERSET**

Public Offices

Christchurch Street West

Frome BA11 1EF

Phone: 01225 396994

Somerset CC

PO Box 5176

Shepton Mallet

Somerset BA4 9DD

Phone: 0845 3459133

### **BATH AND NORTH EAST**

#### **SOMERSET**

PO Box 3343

High Street

Bath

BA1 2ZH

Phone: 01225 396000

### **WILTSHIRE**

County Hall

Bythesea Road

Trowbridge

Wiltshire BA14 8LE

Phone: 0300 456 0111



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### **Mendips / Somerset**

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King Street  
Glastonbury  
Somerset BA6 9JY  
T: 01458 831201

### **Wiltshire / E Mendip**

1st Floor, Court Hall  
Castle Street  
Trowbridge  
Wiltshire BA14 8AR  
T: 01225 776000

### **N Dorset / S Somerset**

Clearbrook House  
Bristol Road  
Sherborne  
Dorset DT9 4EF  
T: 01935 817800

### **E Dorset / Poole**

4 Kings Court  
High Street  
Wimborne Minster  
Dorset BH21 1HS  
T: 01202 848203

### **East Sussex**

95-99 High Street  
Uckfield  
East Sussex  
TN22 1RJ  
T: 01825 765008

Email: [care@candlelightcare.co.uk](mailto:care@candlelightcare.co.uk)

## CANDLELIGHT 24 LIVE-IN CARE

### **Candlelight24 Live In Care**

1st Floor, Court Hall, Castle Street, Trowbridge, Wiltshire BA14 8AR  
Phone: 01225 719850  
Email: [live-in@candlelightcare.co.uk](mailto:live-in@candlelightcare.co.uk)

## CANDLELIGHT CARE HEAD OFFICE

### **Candlelight Homecare Services Ltd**

(Accounts and Administration)  
Candlelight House, King Street, Glastonbury, Somerset BA6 9JY  
Phone: 01458 831201

[www.candlelightcare.co.uk](http://www.candlelightcare.co.uk)

