INTRODUCTION

This Service User’s Guide has been developed to provide SweetTree Home Care Services’ Clients, Service Users and their representatives with important information about SweetTree and the domiciliary care and support we deliver. Please note that the information included in this Service User’s Guide reflects SweetTree’s Terms and Conditions of Service, a copy of which can be found in both this Service User’s Guide and in our Home Care Services Brochure. All of those seeking to obtain support from SweetTree are encouraged to request a copy of our Home Care Brochure from our offices as this provides more detailed information about the services we provide.

Please note that in addition to being registered as a Domiciliary Care Provider by CQC (Care Quality Commission), SweetTree Home Care Services is also a member of the UKHCA (United Kingdom Home Care Association) and fully supports the objectives of both of these bodies. Details of how to contact these organisations is included at the back of this Service Users Guide for ease of reference.

Should you or someone you know wish to receive a larger print version of this Service User’s Guide or if you would like assistance reviewing its contents, please do not hesitate to contact SweetTree’s offices on 020 7624 9944, as a member of our team will be pleased to assist you with this.
1. **SweetTree’s Aims & Objectives**

At SweetTree we recognise how important the choice of home care provider is and believe that it is appropriate to set out our objectives for the services delivered, to ensure that they are in line with the expectations of both Service Users and their representatives. SweetTree’s objectives for the services provided are:

- To offer the highest quality care and support possible using friendly, well trained staff.
- To maintain a flexible approach to the services we deliver, so we are in a position to respond to the changing needs of Service Users.
- To provide a broad range of services that reflect and adapt to the changing needs and circumstances of Service Users and their family, friends and other agencies providing support to them.
- To communicate openly and accurately with Service Users and their representatives as appropriate, in a manner that can be clearly understood.
- To manage our commercial affairs in a highly professional way that is demonstrably fair and transparent to Service Users, team members and business associates.
- To continually evolve and improve what we do by remaining open to constructive feedback and suggestions from Service Users, their representatives our staff and business associates.
- To respect, appreciate and fairly reward our team members for the work that they carry out on behalf of SweetTree and our Service Users.
- To make a valuable contribution to the wider community and society by always being respectful and helpful, and by contributing to the cumulative knowledge base of those who support the needs of frail and disabled individuals that are living in the community.
- To support regulatory bodies and relevant trade associations in their pursuit of maintaining quality and standards within the home care sector at large.
- To honour the standards and objectives set out in the SweetTree Charter as detailed in this guide.

2. **The Nature of the Services Provided**

SweetTree Home Care Services has been established to provide Service Users with the highest quality domiciliary care and support possible to facilitate people living in their own homes with dignity, independence and control over how they live their lives. To achieve this, SweetTree offers Service Users a range of support packages to meet both their personal care and more specialist needs.

### 2.1 Domestic Support and Personal Care Services

Domestic support at SweetTree is provided by trained carers who will assist Service Users to carry out those activities of daily living which are required to help users remain in their own home. Examples of the types of services that SweetTree’s care team can assist with are as follows:
Companionship and socialising
- Washing/bathing, dressing and undressing, in the morning and evening
- Assisting with toileting needs
- Preparing meals and eating
- Light household cleaning
- Assisting with washing, ironing, laundry and linen
- Shopping and collecting medications
- Going on outings and assisting with collecting pensions

2.2 Keeping Active

At SweetTree, we focus on creating a stimulating lifestyle for Service Users by assisting them in activities they wish to undertake independently, or by organising regular or one off group activities for those we support. Examples of the types of events that SweetTree can assist Service Users to enjoy are as follows:

- Visits to the cinema and theatre
- Social events and get-togethers
- Concerts
- Educational lectures
- Visits to the library
- Book readings
- Group outings to restaurants and visits to parks
- Museum trips and visits to other places of interest
- Networking in the local area
- Group shopping trips
- Arranging videos/DVD's and music to be delivered at home

2.3 Dementia Care

At SweetTree we understand the challenges often inherent in supporting someone with dementia and reflecting this, we are committed to providing holistic, high quality, person centred domiciliary care and support to both Service Users and their families. Assisting someone with dementia requires both a practical understanding of the illness itself and an insight into the psychological and emotional journey that often takes hold as it progresses.

Reflecting the above, dementia training is an integral part of SweetTree’s induction programme which all new team members participate in. Additionally, recognising that dementia effects all individuals differently, SweetTree provides carers supporting clients with greater levels of need, such as those with challenging behaviour, depression, anxiety and increased confusion, with more advanced training and specialist one to one input as and when this is required. Below are some of the techniques that we use to help ensure that our clients with dementia continue to live life to the full.
2.4 Learning Disabilities Service

SweetTree operates a specialist service for people with learning disabilities. This includes those with more complex needs such as autistic spectrum disorder, Down’s Syndrome, challenging behaviour, severe hearing impairment and compounding mental health needs.

Individually designed care packages focus on skill development, including forming and maintaining social relationships, becoming involved in education, volunteer or work programmes, and managing finances and domestic obligations.

For more information or a brochure on this service please contact SweetTree’s office as detailed at the front of this Service User’s Guide.

2.5 Brain Injury and Case Management Service

SweetTree’s Brain Injury and Case Management service is designed to support those in the community whose lives are affected by disability or illness. The care and support provided by SweetTree is based on person centred planning; an empowering approach that assists people to achieve their goals, plan for the future and organise the systems and support that they need to live a fulfilling life. Some of the areas that SweetTree can provide support with include:

- Providing trained support staff, skilled in rehabilitation, for those with cognitive or physical impairment to carry forward a residential rehabilitation programme in the community.
- Relearning executive skills such as budgeting, managing appointments and assisting with correspondence
- Behaviour management such as emotional needs and anger management
- Activities of personal care and daily living
- Helping Services Users to broaden the activities they are involved with by accessing social and employment opportunities

For more information or a brochure on SweetTree’s Brain Injury Service please contact SweetTree’s office as detailed at the front of this Service User’s Guide.

2.6 Neurological Conditions Service

SweetTree’s Neurological Conditions service can offer skilled support for people with acquired, progressive and neurological disorders. Support can be provided throughout the progression of a condition as well as help with rehabilitation programmes and the care and
management of deteriorating conditions. SweetTree supports people with Multiple Sclerosis, Huntington’s disease, Multisystem Atrophy, Parkinson’s disease and other related conditions.

For more information or a brochure on SweetTree’s Neurological Conditions Service please contact SweetTree’s office as detailed at the front of this Service User’s Guide.

3. THE PEOPLE FOR WHOM SERVICES ARE PROVIDED

SweetTree can provide a full range of domiciliary care and support to assist those with both basic and more complex needs. As an indication, SweetTree can support:

- Frail and elderly individuals
- People who suffer from dementia
- Those with physical disabilities
- Individuals with learning disabilities
- People who have suffered a brain injury
- Those with mental health needs
- Those living in a communal setting who seek one to one input
- Individuals wishing to leave a communal setting to move back home
- Those who require short term or respite care

3.1 Service Environment Operated Within

As detailed above, SweetTree Home Care Service has primarily been established to provide domiciliary care and support to individuals within their own home. We recognise however that Service Users may also seek input from our staff while in other settings, such as hospitals, nursing homes and residential care homes and where such a request is made, the team at SweetTree will make every effort to assist in any way that we can.

3.2 Geographical Regions Covered

SweetTree believes that it is fundamentally important to be in a position to carefully monitor the quality of the domiciliary services being delivered to Clients and Service Users and therefore only commit to providing care in areas that we can offer a high standard of support. Reflecting this, and as illustrated to the right, SweetTree has defined its core operating market as being within Greater London defined as within or adjacent to the M25 area.

Please note that in certain circumstances it may be possible to provide support outside of our core area. This may be the case if you are seeking live in care. In the event that you or someone you know lives outside of this area and would like to use SweetTree’s services, please contact the team at SweetTree to discuss your specific requirements.
4. AN OVERVIEW OF THE PROCESS FOR THE DELIVERY OF CARE

At SweetTree we believe that the first step to ensuring that we meet Service User’s needs is to work with the Service User and/or any relatives they choose to prepare a personal care plan which clarifies what their needs are, and how best these can be met. To facilitate this taking place one of SweetTree’s highly trained Care Managers will visit the Service User in their own home to carry out an assessment free of charge. In addition, a full risk assessment will be carried out to ensure the safety and wellbeing of both Service Users and members of SweetTree’s care team who will be providing services.

Once an agreed care plan has been produced a member of the SweetTree team will introduce members of our care team to the Service User in an effort to identify someone they themselves feel is suitable to provide their care. In selecting carers for Service Users, SweetTree makes a great effort to ensure that the individuals identified are well suited to support the Service User in terms of skills, interests and personality.

All Service Users supported by SweetTree have a dedicated Care Manager who oversees the support provided. On a day to day basis, the co-ordination of care is undertaken by SweetTree’s care co-ordinators who are located in our Swiss Cottage offices.

The SweetTree team recognise the importance of maintaining a close relationship with both Service Users and their representatives throughout the time support is being provided. Should a Service User or their representative have any comments (positive or negative), questions or concerns about any aspect of the services being provided by SweetTree, they are encouraged to communicate these to their Care Manager at the earliest possible opportunity as we know your feedback will help us to do better in the future.

As a minimum, each Service User will receive a 3 monthly visit from their dedicated care manager to ensure satisfaction with the services being provided. During these visits, adaptations to the agreed care plan or service arrangements can be made. A full review of each Service User’s Care Plan will take place at least annually however, if the Service User’s needs change more frequently, then a full review of the Care Plan will take place sooner.

In the event that a Service User or their representative has any problems with or concerns about the support being provided by SweetTree, a complaints procedure has been designed to assist in communicating this to senior members of the team. In the first instance however, discussing any issues that arise with the Care Manager responsible for the care being provided may well help to provide a speedy resolution.

5. STANDARD TERMS AND CONDITIONS OF CARE

The below details the terms and conditions under which services will be provided by SweetTree Home Care Services (“SweetTree”) to its Clients or the intended Service User. We ask that you read these terms and conditions carefully and seek clarification from an authorized member of the SweetTree team if you have any questions after doing so. Please
then sign a copy of these terms and conditions in the space provided as an acknowledgement of your acceptance of them and return one signed copy to SweetTree for our files.

1. **Services** SweetTree has agreed to provide the services as set out in the Service User Care Plan; as SweetTree and the Client may agree to amend from time to time. It is accepted that, due to the nature of the services being provided it may be necessary for SweetTree to deviate from the Service User Care Plan from time to time. SweetTree accepts no responsibility for its failure to deliver the services in the event that the Service User refuses to accept or let SweetTree provide the services specified within the Service User Care Plan to an acceptable level.

2. **Charges** SweetTree’s charges are calculated by reference to the level of service required by a Client as detailed in the relevant Fee Schedule and as detailed in the Schedule of Agreed Charges. SweetTree’s Fees are subject to review from time to time, however, unless due to a request by the Client / Service User or a change in the Service User’s Care Plan, the Client will be notified in writing of variations in the fees at least two weeks in advance of the change taking place. Such variations to the charges shall not apply in the event that the Client exercises their right to terminate this agreement with SweetTree. All charges must be paid to SweetTree directly. SweetTree will retain responsibility for paying the staff providing services, as well as making any appropriate deductions for tax and national insurance contributions as required by law. Statutory public holidays will be charged at twice the applicable rate shown in the Fee Schedule and apply midnight to midnight for the day except Christmas and New Year’s Eve on which, holiday rates start at 6:00pm the evening before the holiday.

3. **VAT** Where applicable VAT will be charged at the appropriate rate.

4. **Payment** Payment of SweetTree’s charges will be made by the Client by cheque or bank transfer upon receipt of SweetTree’s invoice. SweetTree reserves the right to charge a late fee of £25 for any invoices which remain outstanding after 7 days and charge interest at the rate of 3% per annum above the prevailing base lending rate of Royal Bank of Scotland for all sums outstanding after 30 days.

5. **Deposit/Payment Guarantee** SweetTree reserves the right to require a deposit to be made by the Client at any time of up to one month’s anticipated charges as amended from time to time. Service Users and or their representatives may be asked to provide a Payment Guarantee, accepting responsibility for making any payments due to SweetTree for legitimate undisputed invoices raised in relation to supplies and services provided to or organised by SweetTree.

6. **Monitor** is a telephone timesheet system which enables us to monitor carer hours and pay accordingly. **Monitor** works by providing each carer with a FREE telephone number. When they arrive at a client’s home they have 15 minutes to log in by calling their free phone number from the client’s home phone. This phone call is free of charge. On leaving a client’s house the carer will repeat the process to log off. Systems are in place in case a carer forgets to call. This system ensures that the office team is kept up to date immediately with information on where carers are to ensure the ultimate in client safety.
7. **Accommodation and Meals** It is the Client’s responsibility to ensure that suitable accommodation and meals are provided for staff on live-in or overnight duties and that suitable facility for rest or sleep for staff who are allowed to sleep at work are provided. The cost of meals or any other type of benefit in kind for staff remains the responsibility of the Client and is not deductible from the invoiced cost of the services provided.

8. **Period of Engagement & Termination of Services** The services will be provided for the period specified in the Service User Care Plan being either a fixed period or a period terminable on notice. SweetTree retains the right to terminate the services provided with 24 hours notice under the following circumstances:
   a. The Service User refuses to accept the services to be provided as detailed in the Service Users Care Plan
   b. Following a risk assessment being under taken on the premises, SweetTree determines that it is not possible to provide care and support safely to the Service User in the intended premises
   c. SweetTree determines that it is not able to provide the level of services required by the Service User within their own home and this concern is brought to the attention of the Client and Service User
   d. The Client account remains unpaid for a period of 45 days or more
   e. An employee of SweetTree’s experiences discrimination of any form by a Client or Service User

9. **Cancellation of, or Amendments to, Bookings** For one-off bookings, Clients must give 48 hours notice of any cancellation or amendment to any booking or time agreed between SweetTree and the Client for the services to be delivered. For regular programmed visits, SweetTree must be provided with 7 days notice to avoid the cost of the visit being charged in full.

10. **Alternative Staff** Due to the nature of the services to be provided, SweetTree cannot guarantee that a particular worker will be available to remain involved throughout an assignment. In the event that the Client or Service User has any concerns regarding a carer it is imperative that the Client or Service User notifies SweetTree of this concern instantly.

11. **Insurance**
   a. Where a Client/Service User has asked or given permission to a carer to drive a Client/Service User’s car, the Client must arrange the insurance cover necessary to permit the carer to use their vehicle. In the event of an accident or damage to the vehicle, neither SweetTree nor the carer will accept liability for any excess due for damage to the car.
   b. Payment for nursing, healthcare or domiciliary care services may in some circumstances be met by private medical insurance. Except where a Client’s/Service User’s insurance policy specifically requires it, the Client/Service User will remain wholly responsible for the charges due and responsible for making a claim from the insurance company for the reimbursement.

12. **Equal Opportunities** SweetTree is dedicated to ensuring equal opportunities for all employees and Clients/Service Users irrespective of their race, age, sex marital status, physical or mental disability, sexual orientation religious beliefs or political opinions. SweetTree will not tolerate discrimination by staff, Clients or Service Users of any kind.
13. **Risk Assessment and Safe Working Environment** In the interest of Clients, staff and Service Users, SweetTree will undertake a risk assessment with respect to both the Service User and the environment in which the services will be delivered. The findings from the risk assessment undertaken will be discussed with the Client and Service User who will be expected to ensure that the environment within which the services are to be provided are suitable for the delivery of those services. SweetTree reserves the right to decline to deliver the services in an environment in which there are undue risks to the Client, the Service User, staff member or others.

14. **Introduction Fees / Transfer of Employees** Any Client or third party introduced by a Client, who employs a staff member provided by SweetTree to that Client within the previous 12 months will be liable to pay SweetTree 4 weeks remuneration as an introduction fee for that employee at the hourly rate of employment of that employee times 37.5 hours per week, or in the case of a live-in carer 28 days at the daily live-in rate.

15. **Force Majeure** SweetTree will use its reasonable endeavors to provide the services specified in the Service Users Care Plan however, should SweetTree’s ability to do so be interrupted or interfered with by an event of force majeure, then SweetTree’s obligation to do so will be suspended while the interference or interruption continues. SweetTree will not be responsible for any loss or damage suffered by the Client or Service User as a result of a force majeure event, without limitation, generally considered to be events beyond on the control of SweetTree, such as, strikes, lock outs or other industrial disputes, acts of God, war, riot, civil commotion, fire, flood or storms.

16. **Variations to these Terms & Conditions** No variation or modification to these terms and conditions will be binding unless said variation or modification has been agreed in writing by SweetTree.

17. **Authorisation to Release Information** Service Users and / or their representatives will be asked to sign an Authorisation to Release Information form detailing any individuals, such as family members, GPs and other clinicians, who the Service User / their representative authorises SweetTree to communicate with about the care being provided. Without this authorisation, SweetTree may be unable to communicate with key individuals in the event of an emergency or similar arising.

________________________________________
Print Service User Name

________________________________________
Print Representative’s Name & Signing Capacity

________________________________________
Signed by Service User/ Service User’s Representative

Date  ________________________________________

Dated Jan 13
6. COMPLAINTS PROCEDURE

It is SweetTree’s intention to ensure that clients are thoroughly delighted with the quality of care and support that we provide and, to facilitate this, we actively encourage both you and your representatives to maintain an open dialogue with us at all times.

We recognise however, that there may be occasions when you or your representatives wish to raise a concern, or make a formal complaint about the services we are delivering in a more structured way and, to aid you in this, we have set out a procedure that will ensure that any matters you raise with SweetTree are recorded and dealt with most expeditiously at a senior level within the company.

1) As everyone at SweetTree strives to ensure that we meet our client’s needs at all times, in the event that you or one of your representatives has a concern, we would encourage you to speak to either your carer or their immediate supervisor, in the first instance, as this may well be the fastest way to solve the problem. In the event that you do not feel that this would be appropriate, or effective for whatever reason, we would ask you to contact SweetTree’s Registered Manager who will immediately record your comments and, within 24 hours, confirm for you in writing that they have implemented an internal review to investigate the matter in more detail.

Within 7 days of your initial communication with the Registered Manager below, you will receive a written update on the review being carried out and / or details of the action being taken to rapidly resolve the issue.

<table>
<thead>
<tr>
<th>Sian King</th>
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<tbody>
<tr>
<td>Registered Manager</td>
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<tr>
<td>SweetTree Home Care Services Ltd</td>
</tr>
<tr>
<td>2-3 Coleridge Gardens</td>
</tr>
<tr>
<td>London NW6 3QH</td>
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<tr>
<td>Tel: 020 7624 9944</td>
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<tr>
<td>Fax: 020 7624 9955</td>
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<tr>
<td>Email: <a href="mailto:sian.king@sweettree.co.uk">sian.king@sweettree.co.uk</a></td>
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2) At this stage, if you believe that we have not been able to address your concerns satisfactorily, we would ask you to notify SweetTree’s Director of Operations and inform her of your concern and the events to date. Nicki Bones can be contacted as detailed below. Nicki will again write to you within 24 hours to confirm your communication and the process that he will be taking to resolve the matter.
3) In the event that you still do not feel that we have addressed your concerns to your satisfaction and do not believe that we are likely to do so within an acceptable timeframe, we would encourage you to let us know, while also contacting the Commission for Social Care and Inspection (CQC) who may be able to advise you on the best way forward.

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616 161

Conclusion
We very much hope that you believe that this procedure will enable SweetTree to achieve the highest levels of satisfaction by ensuring that the quality of our services is maintained at all times. Should you have any comments or suggestions regarding how we might be able to improve this complaints procedure, or indeed any aspects of our services, we would appreciate you letting us know at your earliest opportunity.
7. **The Quality Assurance Process**

At SweetTree we hold the firm belief that we can continually improve our services by constantly seeking feedback about our performance from Service Users, Team Members and other related parties. In an effort to obtain as much information as possible about the views and experiences of Service Users and their representatives, we undertake the following:

- **Service Users** will receive three monthly visits from their dedicated Care Manager to ensure that the services being provided are meeting the Service Users needs.

- As a minimum, each Service User will receive an annual comprehensive service review and reassessment of their needs carried out by their appointed Care Manager. In the event that a Service User’s needs change in between these annual reviews, more frequent reassessments will gladly be undertaken.

- Six monthly quality assurance surveys are sent to all Service Users or where more appropriate, to their representatives to obtain feedback on how we are doing. Standard 27 of the National Minimum Standards requires the outcome of the quality assurance process to be published and circulated to all Service Users, Carers and Stakeholders in the Agency and made available to Care Quality Commission Inspection (CQC). If you would like to see a copy of the results from our latest quality assurance survey please contact SweetTree.

- **Annual surveys** are undertaken with team members, again to understand how we are doing and what more can be done to improve the lives of our Service Users and team.

- **Operate a 24 hour, 7 day a week on-call service** to ensure that a senior member of the team is always available to assist both Service Users and team members caring for clients, should the need arise.

- **Employ the services of an answering service** who will respond to incoming calls in the event that SweetTree’s telephone lines are busy or after hours when the office is closed.

- **Provide a comprehensive induction programme as well as ongoing training to all SweetTree team members.**

- **Provide telephone and email contact details for all members of the office based team on SweetTree’s website as well as in the Service User’s ‘Welcome Pack’ given to Service Users when first employing SweetTree’s services.**

- **Participate fully in all inspections carried out by CQC, as required under our registration as a registered domiciliary care provider. A copy of SweetTree latest inspection report can be obtained by contacting SweetTree’s offices or can be found either on SweetTree’s website www.sweettree.co.uk or on CQC’s website http://www.cqc.org.uk.**

- **Maintain our membership to the UKHCA and fully endorse the Standards and Codes of Conduct recommended by this organisation for all associated operators.**

- In February 2009 SweetTree achieved the Investors in People award.
8. Things You Should Know –
Specific Information on Key Policies and Procedures

In preparing this Welcome Pack, it has been our aim to ensure that you have all of the information that you might need during the time that the team at SweetTree Home Care Services is supporting you. Reflecting this, below we have provided an overview of the main policies and procedures at SweetTree so that you are aware of how we operate and what you can expect of us.

Please remember that the policies and procedures outlined below are presented in summary form only. If you feel that further explanation or clarification is required with respect to any of the information provided, please do not hesitate to contact either your Care Manager or the office team, both of whom will be pleased to provide this for you.

a) Additional Services
Within the information available from SweetTree, we regularly refer to the services we provide. At SweetTree however, it is our intention to assist our Service Users, their family members and any associated professional advisors as much as possible, which often involves developing a bespoke package of services, reflecting individual need. In the event that you are unsure whether or not SweetTree provides a service that you require or feel would be of help to you or one of our Service Users, please do not hesitate to discuss this with your Care Manager. If we can help, we will certainly try to do so; if we cannot, we may well be able to put you in contact with someone who can.

b) Confidentiality
The SweetTree team recognise that we will have access to personal information in respect to your care which may have been obtained directly from you, your family or other personal representatives or from professionals supporting you. Like all Service Users, it is imperative that you and your relatives trust that the personal information we obtain in the course of our duties is handled appropriately at all times and that personal confidences will be respected.

For the avoidance of doubt, all information provided to SweetTree will be considered as confidential by the team and as such will not be discussed with anyone, including third parties who are involved professionally in your care without either your permission, or your representative’s permission to do so.

If at any time you have concerns about the way in which any member of the SweetTree Team is managing the information accessible to them, we would ask you to make either your Care Manager or Sian King, Acting Registered Manager aware of your concerns immediately.

c) Identity Cards
At SweetTree we recognise the importance of ensuring the safety and wellbeing of Service Users and to this end that they know who is visiting them in their home. Reflecting this, all SweetTree Team Members carry laminated company ID cards which clearly displaying their name and photograph, the agency’s logo and contact details and an expiry date in relation to the ID card.
The team at SweetTree strongly suggest that Service Users never allow anyone into their home without being absolutely certain who they are. In the unlikely event that an individual comes to your home on behalf of SweetTree who you do not know, please always ensure that you see check their ID card before unlocking your door. In the event that an individual does not have an ID card to show you or if you have any concerns about it, please do not let the individual into your home and phone the agency immediately.

As a general point, if at any stage anyone comes to your door who causes you concern or makes you feel unsafe, please lock your door immediately and contact the police on 999.

d) Gifts, Hospitality and Bequests
At SweetTree we understand that a Service User or their family may feel appreciation for the work undertaken by a member of the team and would like to demonstrate this through the giving of a gift or other form of hospitality. Due to the nature of the work we provide however and the close relationship that often develops between team members and those they support, it is imperative that SweetTree has very clear rules in this regard.

In light of the above, we would respectfully ask that Service Users and their families do not give gifts to team members, regardless of how appreciative they are of the work that they do and likewise do not under any circumstances recognise team members through bequests in their will or other such documentation. In the event that someone feels very strongly about showing appreciation to a team member, we suggest that they contact Sian King, Acting Registered Manager who can discuss the matter in more detail on a one to one basis.

Please note that encouraging team members to accept gifts can place them in a difficult situation and puts them at risk of disciplinary action in the event that they choose to accept it.

e) Carer Log System
In Dec 2012 SweetTree launched a new telephone timesheet system called Monitor that replaced CM2000. When they arrive at a client’s home they have 15 minutes to LOG IN by calling their free phone number from the client’s home phone. THIS PHONE CALL IS FREE OF CHARGE.

On leaving a clients house the carer will repeat the process to LOG OFF. Systems are in place in case a carer forgets to call. This system ensures that the office team is kept up to date immediately with information on where carers are to ensure the ultimate in client safety.

f) Medication Administration
In the United Kingdom anyone can legally administer a non-injectable medicine to another person, this may include prescription only medication. Administration of
medicines MUST form part of training and should include policy, legal position, safe procedure, informed consent, record keeping, support of self-administering, administration aids, reporting problems, and possible side effects of commonly used medicines.

At SweetTree the Assessment procedure and risk assessments will ascertain the need for support with administration of medication. The need for Administration of medication must be identified in the care plan and on-going records maintained, including the application of lotions and creams.

Administration of medication must be part of the care planning and review process and medication must only be given to the person for whom it is prescribed. As domiciliary care workers the SweetTree team can only administer medication from the original container dispensed and labelled by the Pharmacist. This also includes monitored dose systems and compliance aids. Secondary dispensing into a dosette is NOT permitted.

To protect the safety and well being of those we look after, SweetTree carers WILL NOT administer any invasive therapy i.e. injections, enemas or suppositories. Carers will not administer any medications involving skilled observation before, during or after administration or administer controlled drugs. Further extensive training will be required that is not currently provided.

Members of the SweetTree team MUST not initiate the introduction of, purchasing of, or provide a recommendation with regards to any form of medication, remedy including homeopathic and herbal remedies. All information regarding a Service Users medication must remain CONFIDENTIAL.

Carers MUST report any changes of medication to SweetTree Home care service.

g) **Risk Management**

As an organisation employed to provide support to frail, elderly and disabled people, it is imperative that the wellbeing of Service Users, team members and other related individuals is protected at all times.

We understand that an element of risk exists in all aspects of life and that some individuals may choose to act or live in ways that increase the level of risk they face. As set out in the SweetTree Charter, we ‘recognise the right to take risks’ however, we also feel it is important to understand the risks being taken.

On the commencement of services being provided by SweetTree, a senior member of the care team will therefore carry out a risk assessment with respect to the support being provided and the environment in which it is being delivered. In addition to identifying the risks that exist an assessment will be carried out of the likelihood of the risk occurring and the gravity of the consequences in the event that the worst happens.
Ensuring that this process is effective very much involves the input of both the Service Users themselves and their family members who know their lifestyle and way of living. Further, reflecting the fact that circumstances change over time, it is imperative that the office be informed immediately by Service Users, family members and SweetTree team members should new risks develop, or the likelihood of an existing risk occurring increase.

h) Safe Management of Money & Valuables

The team at SweetTree recognise that the protection of vulnerable individuals living in their own homes is paramount in the successful delivery of care and support. While achieving this requires effective systems and procedures to be put in place by providers of support, the reality is that individuals often lead busy lives, interacting with many different people both at home and out in the community.

While engaging the support of a provider such as SweetTree can be instrumental in helping to stay safe at home, the reality is that we are rarely there to protect an individual 100% of the time and despite everyone’s best efforts there is always the possibility of things taking place which are outside of our control.

In light of the above, we would like to suggest a few simple rules that will help individuals and their valuables remain safe.

1. Service Users and their representatives should ensure that adequate security is in place in the Service User’s home including secure door and window locks. Security systems such as general alarms, panic alarms and bogus caller alerts are also highly valuable systems to have in place where a vulnerable individual is living alone as are fire, flood, and carbon dioxide monitoring systems.

2. Individuals should never allow strangers into their property at any time, no matter how trustworthy they appear or how sincere the reason is. If in doubt, contact a trustworthy neighbour, friend or relative to assist where unexpected callers do arrive or contact the police on 999.

3. Individuals should avoid leaving meaningful amounts of cash or expensive jewellery at home however if it is unavoidable to do so, this should be left in locked safe which is secured in place. The combination or keys to access any such safe should only be kept by the owner and if appropriate trusted family members or representatives and never given out to support workers or other casual employees no matter how trusted or reliable.

4. Never ask a support worker or casual employee to undertake any financial activities on your behalf unless this is an agreed part of the care plan. In the event that it is necessary for a support worker to carry out financial transactions on your behalf, it is recommended that you open a subsidiary bank account which is unconnected to your main account which is used for this purpose. No more money than is needed should be left in this subsidiary account and systems should be in place to regularly audit the financial transactions taking place within it. Please insist on receipts being kept for all financial transactions undertaken on your behalf.

© SweetTree Home Care Services
5. Never provide anyone with your bank account or credit card pin numbers or with blank or pre-signed cheques.

6. At the earliest possible opportunity individuals should create an inventory of valuable items with trusted family members or representatives and this inventory should be kept offsite.

7. Only use reputable providers of support and services. Confirm with the provider what checks are done on employees before they are recruited and what systems are in place to protect the users of the service being purchased.

8. Please remember that protecting yourself by employing the above techniques also protects those around you as, where clear, effective systems are in place the opportunity for problems to occur are minimised.

9. Smoking
SweetTree Home Care Services is concerned to ensure that the Health and Safety of its staff and Service Users are adequately safeguarded in accordance with legislation and recommended good practice. As Service Users and their family members will be aware, a smoking ban was introduced 1 July 2007 in all public places, including work environments. SweetTree’s policy has been developed with reference to this legislation and UKHCA advice.

The smoking ban does not apply in Service Users Homes. The Smoke – free Regulations 2007 exempts private dwellings (UKHCA 2007). It is recognised that there may be tensions however between a Service User who exercises their choice to smoke at home and care workers who wish to avoid passive smoking. The Department of Health has said that it is not practical to regulate the issue in England but will look at arrangements again in three years time (UKHCA 2007).

At the time of engaging the services of SweetTree the Service User’s Care Manager will ascertain if the Service User is a smoker or whether they regularly come in close contact with smokers. If the Service User is a smoker or regularly comes in close contact with smokers, then a risk assessment will be completed to ascertain the risks to both the Service User and the carer and identify ways to reduce the risk wherever level is reasonably practical.

As examples of measures that may be taken, Service Users may be asked not to smoke in the room where care is to be given or alternatively not to smoke in that room for one hour prior to the care taking place. Where smoking does take place it is imperative that good ventilation exists for both the Service User’s and carer’s benefit.

In addition to the above, all care workers will be advised on how to minimise the risk to themselves when with a Service User who does smoke. At this time, care workers who are at particular risk must be identified i.e. due to pregnancy or respiratory difficulties such as Asthma and therefore not work with Service Users who smoke. SweetTree Home Care Services will respect the care workers choice if they do not wish to work with a Service User who smokes.
Carers who smoke are not permitted to smoke in the Service Users property at any time and only permitted to smoke away from the Service User’s property on their designated breaks.

Given the health and regulatory context surrounding passive smoking, SweetTree Home Care Services reserves the right to withdraw care from a Service User in the event that it is not possible to reach a mutually agreeable arrangement.

j) Safe Keeping of Keys
In the event that we are asked to do so, SweetTree Home Care Services take responsibility for the safe keeping of an individual’s keys however this is not a practice that we would encourage. Any arrangements regarding the holding of a Service Users’ keys can, including the management of keys given to a live-in carer, must be discussed directly with the Service User’s care manager and a record of the agreement entered into their file.

Under no circumstances should a Service User or family member provide any member of the SweetTree team without first discussing this matter as above and signing a Keyholder Authorisation form for our files.

9. IMPORTANT CONTACT DETAILS FOR:
 THE CARE QUALITY COMMISSION (CQC), SOCIAL SERVICES, HEALTHCARE AUTHORITIES & THE GENERAL SOCIAL CARE COUNCIL (GSCC).

<table>
<thead>
<tr>
<th>Care Quality Commission (CQC)</th>
<th>United Kingdom Home Care Association (UKHCA)</th>
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<tbody>
<tr>
<td>National Correspondence</td>
<td>UKHCA Office</td>
</tr>
<tr>
<td>Citygate</td>
<td>42b Banstead Road</td>
</tr>
<tr>
<td>Gallowgate</td>
<td>Carshalton Beeches</td>
</tr>
<tr>
<td>Newcastle upon Tyne</td>
<td>Surrey SM5 3NW</td>
</tr>
<tr>
<td>NE1 4PA</td>
<td>Tel: 020 8288 1551</td>
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<tr>
<td>Tel: 03000 616 161</td>
<td><a href="http://www.ukhca.co.uk">www.ukhca.co.uk</a></td>
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<td><a href="http://www.cqc.org.uk/">http://www.cqc.org.uk/</a></td>
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| Camden Social Services Team   | Local Health Authority                        |
| Camden Town Hall              | North Central London Strategic Health Authority|
| Judd Street                   | 170 Tottenham Court Road                      |
| London WC1H 9JE               | London, W1T 7HA                               |
| Phone: 020-7278 4444          | 020 77562500                                 |
| www.camden.gov.uk/            | www.nclha.nhs.uk                              |

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<thead>
<tr>
<th>General Social Care Council (GSCC)</th>
<th>Greater London Authority</th>
</tr>
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<tr>
<td>Goldings House</td>
<td>City Hall</td>
</tr>
<tr>
<td>2 Hay’s Lane</td>
<td>The Queen’s Walk</td>
</tr>
<tr>
<td>London SE1 2HB</td>
<td>London SE1 2AA</td>
</tr>
<tr>
<td>General Enq.: 020 7397 5100</td>
<td>020 7983 4000</td>
</tr>
<tr>
<td><a href="http://www.gscc.org.uk">www.gscc.org.uk</a></td>
<td><a href="http://www.london.gov.uk">www.london.gov.uk</a></td>
</tr>
</tbody>
</table>
10. **Hours of Operation**

SweetTree provides a 24 hour - 7 day a week service 365 days a year so users of our services can be confident that there will always be a senior member of the team available to help should the need arise.

SweetTree’s office in Swiss Cottage is open between 9am and 8pm Monday – Friday and between 10am and 4:30pm Saturday and Sunday. Outside of these times SweetTree provides an ‘On-call’ service which is provided by senior members of the office team. Service Users and their representatives are encouraged to take advantage of SweetTree’s out of hours service in the event that they are experiencing any difficulty with the support being provided.

Recognising the importance of ensuring that Service Users and their representatives can explain any issues that arise out of hours to a person rather than a voice mail, SweetTree’s phones are always diverted to an answering service when our lines are busy or the office is closed. Those working for our answering service will immediately contact the on-call manager who will then respond as appropriate. If for whatever reason it is not possible to contact the on call manager there is an agreed escalation procedure with the answering service to ensure that Service User’s out of hours calls are always responded to.

Please note that detailed messages and confidential information should not be left with the answering service to ensure that no miscommunication takes place.

11. **Details of insurance cover**

SweetTree maintains comprehensive insurance cover to protect staff, Service Users and third parties in the event that an untoward incident occurs and a copy of our Insurance Certificate can be obtained by contacting SweetTree’s offices. Contact details for SweetTree’s insurers are:

Royal & Sun Alliance  
C/o CastleBank Insurers Brokers Limited  
121 Kingston Road  
Leatherhead  
Surrey KT22 7SU  
Tel: 01372 360 189

Date reviewed: October 2011  
Reviewed Jan 13
INTRODUCTION

SweetTree Home Care Services Limited has been established to provide Clients with the highest quality care and support possible to facilitate their living in their own homes with dignity, independence and control over how they live their lives. To facilitate this, SweetTree offers Service Users a range of integrated support services to meet their personal care needs.

This Statement of Purpose has been produced to provide Service Users, their representatives, CCQ and other stakeholders with important information about SweetTree Home Care Services and the support we provide. Additionally, recognising that it is important that Service Users and their representatives know who is responsible for the services they are receiving, we have incorporated into this Statement of Purpose contact details for and background information on Barry Sweetbaum and Sian King, who are the registered individuals in relation to the services provided by SweetTree.

In the event that you have any questions or concerns in relation to the care and support provided by SweetTree, we would suggest that you either contact your Dedicated Care Manager, Nicki Bones or Sian King as detailed in SweetTree Home Care Services’ Complaints Procedure, a copy of which has been included in this Statement of Purpose.

Please note that in addition to being registered as a domiciliary care provider by CQC (Care Quality Commission), SweetTree Home Care Services is also a member of the UKHCA (United Kingdom Home Care Association) and fully support the objectives of both of these bodies.

Should you or someone you know wish to receive a larger print version of this Statement of Purpose or if you would like assistance reviewing its contents, please do not hesitate to contact SweetTree’s offices on 020 7624 9944, as a member of our team will be pleased to assist you with this.
1. SweetTree’s Aims & Objectives

At SweetTree we recognise how important the choice of home care provider is and believe that it is appropriate to set out our objectives for the services delivered, to ensure that they are in line with the expectations of both Service Users and their representatives. SweetTree’s objectives for the services provided are:

- To offer the highest quality care and support possible using friendly, well trained staff.
- To maintain a flexible approach to the services we deliver, so we are in a position to respond to the changing needs of Service Users.
- To provide a broad range of services that reflect and adapt to the changing needs and circumstances of Service Users and their family, friends and other agencies providing support to them.
- To communicate openly and accurately with Service Users and their representatives as appropriate, in a manner that can be clearly understood.
- To manage our commercial affairs in a highly professional way that is demonstrably fair and transparent to Service Users, team members and business associates.
- To continually evolve and improve what we do by remaining open to constructive feedback and suggestions from Service Users, their representatives our staff and business associates.
- To respect, appreciate and fairly reward our team members for the work that they carry out on behalf of SweetTree and our Service Users.
- To make a valuable contribution to the wider community and society by always being respectful and helpful, and by contributing to the cumulative knowledge base of those who support the needs of frail and disabled individuals that are living in the community.
- To support regulatory bodies and relevant trade associations in their pursuit of maintaining quality and standards within the home care sector at large.
- To honour the standards and objectives set out in the SweetTree Charter as detailed in this guide.

2. The Nature of the Services Provided

SweetTree Home Care Services has been established to provide Service Users with the highest quality domiciliary care and support possible to facilitate people living in their own homes with dignity, independence and control over how they live their lives. To achieve this, SweetTree offers Service Users a range of support packages to meet both their personal care and more specialist needs.
2.1 Domestic Support and Personal Care Services

Domestic support at SweetTree is provided by trained carers who will assist Service Users to carry out those activities of daily living which are required to help users remain in their own home. Examples of the types of services that SweetTree’s care team can assist with are as follows:

- Companionship and socialising
- Washing/bathing, dressing and undressing, in the morning and evening
- Assisting with toileting needs
- Preparing meals and eating
- Light household cleaning
- Assisting with washing, ironing, laundry and linen
- Shopping and collecting medications
- Going on outings and assisting with collecting pensions

2.2 Keeping Active

At SweetTree, we focus on creating a stimulating lifestyle for Service Users by assisting them in activities they wish to undertake independently, or by organising regular or one off group activities for those we support. Examples of the types of events that SweetTree can assist Service Users to enjoy are as follows:

- Visits to the cinema and theatre
- Social events and get-togethers
- Concerts
- Educational lectures
- Visits to the library
- Book readings
- Group outings to restaurants and visits to parks
- Museum trips and visits to other places of interest
- Networking in the local area
- Group shopping trips
- Arranging videos/DVD’s and music to be delivered at home

2.3 Dementia Care

At SweetTree we understand the challenges often inherent in supporting someone with dementia and reflecting this, we are committed to providing holistic, high quality, person centred domiciliary care and support to both Service Users and their families. Assisting someone with dementia requires both a practical understanding of the illness itself and an insight into the psychological and emotional journey that often takes hold as it progresses.

Reflecting the above, dementia training is an integral part of SweetTree’s induction programme which all new team members participate in. Additionally, recognising that dementia effects all individuals differently, SweetTree provides carers supporting clients with greater levels of need, such as those with challenging behaviour, depression, anxiety and
increased confusion, with more advanced training and specialist one to one input as and when this is required. Below are some of the techniques that we use to help ensure that our clients with dementia continue to live life to the full.

- Comprehensive training
- Reminiscence therapy
- Assessment by a qualified individual
- Meaningful activities
- Creative Dietary support

2.4 Learning Disabilities Service

SweetTree operates a specialist service for people with learning disabilities. This includes those with more complex needs such as autistic spectrum disorder, Down’s Syndrome, challenging behaviour, severe hearing impairment and compounding mental health needs. Individually designed care packages focus on skill development, including forming and maintaining social relationships, becoming involved in education, volunteer or work programmes, and managing finances and domestic obligations.
For more information or a brochure on this service please contact SweetTree’s office as detailed at the front of this Service User’s Guide.

2.5 Brain Injury and Case Management Service

SweetTree’s Brain Injury and Case Management service is designed to support those in the community whose lives are affected by disability or illness. The care and support provided by SweetTree is based on person centred planning; an empowering approach that assists people to achieve their goals, plan for the future and organise the systems and support that they need to live a fulfilling life. Some of the areas that SweetTree can provide support with include:

- Providing trained support staff, skilled in rehabilitation, for those with cognitive or physical impairment to carry forward a residential rehabilitation programme in the community.
- Relearning executive skills such as budgeting, managing appointments and assisting with correspondence
- Behaviour management such as emotional needs and anger management
- Activities of personal care and daily living
- Helping Services Users to broaden the activities they are involved with by accessing social and employment opportunities

For more information or a brochure on SweetTree’s Brain Injury Service please contact SweetTree’s office as detailed at the front of this Service User’s Guide.
2.6 Neurological Conditions Service

SweetTree’s Neurological Conditions service can offer skilled support for people with acquired, progressive and neurological disorders. Support can be provided throughout the progression of a condition as well as help with rehabilitation programmes and the care and management of deteriorating conditions. SweetTree supports people with Multiple Sclerosis, Huntington’s disease, Multisystem Atrophy, Parkinson’s disease and other related conditions.

For more information or a brochure on SweetTree’s Neurological Conditions Service please contact SweetTree’s office as detailed at the front of this Service User’s Guide.

3. THE NAME AND ADDRESS OF THE REGISTERED PROVIDER AND OF ANY REGISTERED MANAGER

3.1 Registered Provider
Nicki Bones RMN
nicki.bones@sweettree.co.uk

3.2 Registered Manager
Sian King (RMA)
sian.king@sweettree.co.uk

Both Sian King and Nicki Bones can be contacted using the email addresses shown above or via SweetTree’s main office where they are both based.

SweetTree Home Care Services Limited
Coleridge House
2-3 Coleridge Gardens
London NW6 3QH
Tel: 020 7624 9944
Fax: 020 7624 9955
www.sweettree.co.uk

4. THE RELEVANT QUALIFICATIONS AND EXPERIENCE OF THE REGISTERED PROVIDER AND ANY REGISTERED MANAGER

Barry Sweetbaum

Barry Sweetbaum is SweetTree’s founder. Barry holds responsibility for all corporate affairs. Barry passionately believes that Service Users should be provided with the highest quality care and support possible at all times by the SweetTree team and actively encourages Service Users and their representatives to contact him in the event that they would like to provide feedback (positive or negative) in relation to the services they are receiving. While Barry’s primary role at SweetTree relates to the company’s corporate affairs, he has over 10 years experience working at a senior level within a variety of healthcare settings. During his career he has been responsible for managing the operational services for one of the UK’s foremost cancer hospitals and held a position as a senior consultant advising NHS trusts and other health care institutions on the services that they provide. Most recently, Barry acted as the position of Chief Operating Officer for one of the UKs largest care home companies, overseeing the provision of support to over 10,000 individuals. Barry’s academic background includes both an undergraduate business degree and a Masters in Business Administration (MBA).
Barry is regularly called upon to write articles for care related publications and has been a frequent speaker at national long term care conferences. Service Users and their representatives wishing to discuss any aspect of the care that they are receiving or the services provided by SweetTree are always welcome to contact him to discuss these matters confidentially.

Nicki Bones

Nicki is a founder member of the SweetTree team and is the company’s responsible person. Nicki is the Director of Operations and is a qualified Mental Health Nurse, with Management qualifications and teaching qualification. Nicki has spent many years looking after and managing services for people living with Alzheimer’s disease and other forms of Dementia and is passionate about ensuring high quality of care is maintained. Nicki is keen to ensure that Care Teams are well trained and uphold the SweetTree Mission, Vision and Values at all times. Supporting care teams with their everyday work and ensuring learning and development has enabled high quality care to our clients.

Sian King

Sian is the Registered Manager for SweetTree, overseeing the day to day operations of the agency and its relationship with the regulatory body CQC (Care Quality Commission). Sian manages the recruitment and development of our care team to ensure that working with SweetTree is a positive experience – for carers as well as clients. Sian also oversees the care co-ordination function as well as all other administrative functions within SweetTree.

She is an experienced registered manager, who achieved her Registered Manager Award in December 2005. Sian has been working in the care sector since 1999. She has experience both caring for older people in a residential care setting and in the community. Before becoming involved in care, Sian worked as a Revenues and Benefits Officer and mentored disadvantaged youngsters within the Stepping Stones programme. Throughout her time within the health sector, Sian has participated in an extensive amount of training, focusing on both the care and administrative aspects of the work she does.

5. THE RANGE OF THE QUALIFICATIONS OF THE DOMICILIARY CARE WORKERS SUPPLIED BY THE AGENCY

SweetTree has a policy of only employing experienced carers who have demonstrated a sincere interest in helping others. Recognising the difficulties that some Service Users may have with hearing, we ensure that all of our carers are clearly spoken and can communicate effectively in writing.

While some of our carers will have received extensive formal training up to and including nursing degrees, others have gained their experience within the community either working for other care providers, working privately or assisting members of their family or friends to remain at home.

Ultimately, the members of SweetTree’s care team are as varied as our Clients, each with their individual personalities, experiences and interests. One aspect of the way we operate at SweetTree which makes us so successful is that we recognise the importance of finding the right carer for each Service User to ensure the success of the support provided. We know that regardless of how skilled a carer is, to be effective they must bond with the Service User
on a personal level to make a substantial difference to the quality of life of the person that they are supporting.

In terms of identifying common ground across the care team, we hope you will find that all of our carers to be exceptionally caring people who have a shared commitment to supporting Service Users to experience an improved quality of life.

**Training and Development at SweetTree**

SweetTree’s in house trainer and training programme was awarded the prestigious Ceretas Trainer of the Year Award 2007 reflecting the quality of the training and development we provide to our care team. In addition to ensuring that all of our carers participate in our in house induction and moving and handling programmes, our carers are often also studying for a formal qualification in areas such as Diplomas in Health and Social Care, occupational therapy, physiotherapy, and psychotherapy.

At SweetTree our induction course which encompasses moving and handling is a requirement for all carers before they start working for us. This programme also includes the Jewish Way of life training to help those to understand Jewish culture when supporting some of the many Jewish clients SweetTree looks after.

Carers who wish to enhance their skills and develop their careers while with SweetTree have a wide range of courses available to them for further study. We offer distance learning packages which are Edexcel accredited including:

- Infection Control
- Medication training
- Health and safety
- Food handling and hygiene
- Dementia
- Diabetes
- Stroke care
- Nutrition
- Protection of Vulnerable Adults
- Therapeutic activities
- Continence care
- Mental Capacity Act
- Continence Care

Additional courses are also run by SweetTree to help carers develop further skills including:

- Communication and Interaction
- Protection of Vulnerable Adults (SOVA)
- Differing behaviour in Dementia Care
- Continence care
- HIV/AIDS
- Medication
- Diabetes
- Dementia Care
- Epilepsy
- Palliative Care
- Emergency response / first aid
- MRSA
QCF Diplomas in Health and Social Care

At SweetTree we have a learning and Development policy that encourages all team members to continue their learning and development. This is aided at SweetTree by supporting team members through formal Diploma Course – QCF level 2 and QCF level 3 in Health and Social Care. These formal qualifications are completed through Stanmore College.

Many other qualifications are also completed through other training providers including the ILM management courses.
6. THE COMPLAINTS PROCEDURE

It is SweetTree’s intention to ensure that clients are thoroughly delighted with the quality of care and support that we provide and, to facilitate this, we actively encourage both you and your representatives to maintain an open dialogue with us at all times. We recognise however, that there may be occasions when you or your representatives wish to raise a concern, or make a formal complaint about the services we are delivering in a more structured way and, to aid you in this, we have set out a procedure that will ensure that any matters you raise with SweetTree are recorded and dealt with most expeditiously at a senior level within the company.

1) As everyone at SweetTree strives to ensure that we meet our client’s needs at all times, in the event that you or one of your representatives has a concern, we would encourage you to speak to either your carer or their immediate supervisor, in the first instance, as this may well be the fastest way to solve the problem. In the event that you do not feel that this would be appropriate, or effective for whatever reason, we would ask you to contact SweetTree’s Registered Manager who will immediately record your comments and, within 24 hours, confirm for you in writing that they have implemented an internal review to investigate the matter in more detail. Within 7 days of your initial communication with the Registered Manager below, you will receive a written update on the review being carried out and / or details of the action being taken to rapidly resolve the issue.

Sian King
Registered Manager
SweetTree Home Care Services Ltd
2-3 Coleridge Gardens
London NW6 3QH

Tel: 020 7624 9944
Fax: 020 7624 9955
Email: sian.king@sweettree.co.uk

2) At this stage, if you believe that we have not been able to address your concerns satisfactorily, we would ask you to notify SweetTree’s Director of Operations and inform her of your concern and the events to date. Nicki Bones can be contacted as detailed below. Nicki will again write to you within 24 hours to confirm your communication and the process that she will be taking to resolve the matter.
3) In the event that you still do not feel that we have addressed your concerns to your satisfaction and do not believe that we are likely to do so within an acceptable timeframe, we would encourage you to let us know, while also contacting the Care Quality Commission (CQC) who may be able to advise you on the best way forward.

**Care Quality Commission (CQC)**
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel: 03000 616 161
http://www.cqc.org.uk/

**Conclusion**

We very much hope that you believe that this procedure will enable SweetTree to achieve the highest levels of satisfaction by ensuring that the quality of our services is maintained at all times. Should you have any comments or suggestions regarding how we might be able to improve this complaints procedure, or indeed any aspects of our services, we would appreciate you letting us know at your earliest opportunity.