

# EXTRA CARE



Tai Cymdogaeth has already set challenging Service Standards for all its staff to follow in the areas concerning customer service, applying for housing, rents and charges, nuisance and sheltered housing. You will find these in your Tenant Information Pack.

Tai Cymdogaeth Extra Care Agency (TCECA) has developed extra Service Standards in order to provide you with a quality personal service and to support you to live in your home for as long as possible. We measure how well we care for you by setting ourselves appropriate targets and letting you know how we've done.

## Working in your Home

- ❑ We want to make you feel welcome at our extra care scheme. So, you will be introduced to your keyworking carer team before the service starts.
- ❑ We will visit you within 2 days of the extra care service starting to see what care we can give you and at what times you can expect to receive that service. You will have a written "extracare plan".
- ❑ We aim to provide all of our calls to you within 1 hour of the time stated on your extracare plan.
- ❑ We aim to provide a carer to you from your keyworking team who is known to you. On occasions, this may not be possible due to sickness or another emergency, in these circumstances your call may be allocated to another carer on duty, or to a replacement carer who is employed by TCECA. A carer from a registered agency may attend in an emergency.
- ❑ In an emergency when you pull your emergency cord (the orange cord) we will respond
  - verbally within 5 minutes and
  - physically attend within 10 minutes if we get no reply from you
- ❑ You will, if you wish, receive a bath or a shower twice a week.
- ❑ Following an assessment, we will give you support to take your medication as written in your extracare plan and providing we have your co-operation at all times
- ❑ We will provide a homely domestic help service which will include:
  - One hours flat cleaning every week
  - A weekly laundry service including machine washing of clothes (but not hand washing), ironing and change of bedclothes
  - The option of a cooked meal delivery from the scheme kitchen or help with simple menus in your own kitchen

- Shopping service from local supermarket
- Maintaining a healthy and safe home throughout the week
- Our staff will always:
  - Be flexible, bearing in mind the impact this might have on other extra care tenants
  - Wear identity badges and appropriate clothing for tasks
  - Observe Health and Safety
  - Be polite, fair and courteous to you
  - Seek your permission before entering your flat unless an emergency is suspected
  - Undertake regular training to keep up to date
  - Observe your privacy and dignity
- We will review your *extracare* plan with you every 3 months.
- Every year, we will ask you how we are doing and what you think of Tai Cymdogaeth Extra Care service. We will let you know about our progress in meeting these standards in writing every year. We may add further standards, particularly if you think there is something that we should be monitoring.
- On occasion you may request or need a service which a staff member or Tai Cymdogaeth Extra Care Agency cannot provide. In these instances, staff will help you to access the appropriate service, for instance
  - Assistance with Chiropody
  - Medical or Nursing Care
  - Social work assistance
- We will assist you to make a compliment, comment or complaint about any service to the appropriate person/organisation and give you feedback according to our policy.

**In return we hope you and your family/friends will help us to maintain these standards by:**

- Assisting us to work safely in your home, for instance, by:
  - Not smoking prior to and during our visits with you
  - Making safe any dangerous furnishings
  - Letting us know about any infectious illnesses you have
  - Disposing of out of date food
- Informing us of changes in your circumstances or needs which we may not be aware of.