

# Live Well at Home



## **Rapid Response For Domiciliary Service Users**

### **The Service**

The Rapid Response service is provided throughout the County of Gloucestershire by Live Well at Home, one of Gloucestershire's largest domiciliary care providers.

CRB checked, trained and experienced care-workers are available on call 24 hours a day to respond to emergency care situations. Responders are employed directly by Live Well at Home.

Service Users must be registered and have been assessed by a Live Well at Home Care Co-ordinator prior to registering for the Rapid Response service.

The Care Co-ordinator will collate information relevant to each service user such as medical history, contact details for friends/family, doctor's information etc.

Access to service users' homes should be via a Keysafe facility. LWH can provide estimates for provision and erection of Keysafe units if required.

Response times will be between 15 and 30 minutes depending upon the location of the service user.

The Responder will liaise with other health professionals if required to ensure the service user receives the correct assistance at all times.

### **How Much Does It Cost?**

Rapid Response is available on a weekly or annual subscription at a cost of £1 a day plus a call out charge.

Call out charges are £25 per hour for the first hour and £18.75 for further hours on the same call (this is charged from the time of leaving home/base to attend your call to returning to home/base)

VAT is not charged. Payment can be made through invoice or by direct debit. Invoices will be sent at the end of each month by post. Payment is due on receipt of invoice. Live Well at Home reserves the right to make a charge of 5% of the invoice total on all accounts that are overdue after 14 days. No payments should be made directly to a care worker.

Charges apply per household (only to relatives/partners etc. They do not apply to lodgers living in the same household as the registered service user).

Service users will be notified of any changes to charges in writing, giving one month's notice of the change.

## **Our Commitment**

The Responder will wear company uniform and be well presented when visiting service users at all times.

The Responder will present their Identity Badge upon arrival.

The Responder will carry all relevant equipment within their Rapid Response vehicle and ensure that it is well maintained at all times.

The Responder will treat all information in confidence including any information given by the service user at the time of the visit.

Where it is deemed necessary for two care-workers to attend, a second care-worker will be called upon to assist.

LWH will provide service users with guidance on how to use the Rapid Response service.

## **Insurance**

All staff are covered by Live Well at Home's Employers' Liability insurance however if service users have any equipment within their home that care staff will be using it is their responsibility to ensure the equipment is serviced on a regular basis. It is Live Well at Home's responsibility to ensure staff are properly trained in the use of the equipment. Service users are advised to ensure their household insurance covers any breakages or damage that may be caused accidentally by a member of staff within their home.

## **Behaviour Policy**

In Compliance with health and safety law, Live Well at Home will not allow its staff to be subjected to abusive behavior of any nature and reserves the right that staff leave the premises should such behaviour be displayed. Should this situation occur an investigation will be carried out by the Care Service Manager with the outcomes reported to the appropriate persons where deemed necessary.

## **Ending the agreement**

To end this agreement Live Well at Home requires at least two week's notice in writing.

Live Well at Home can end this agreement immediately if:

- A service user has not paid the invoice after four weeks
- at the end of one month's notice which Live Well at Home has given in writing
- if Live Well at Home cannot be certain of the safety of our staff while they are working within a service user's home.

All service users must have signed a Rapid Response Agreement Form prior to commencement of this service.