

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.

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.

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

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