



Caring in Your Community



# Agincare

# Easy Read guide to our care services



## Agincare: what we do

- **Care for people**

*Help with everyday things*



- **Train our staff**

*To give you the the best care possible*



- **Give you choice**

*So your care is just right*

*Read on to find out more!*



*Please note: Even though this is an “Easy Read” version, many people will still need help and support to understand the things in this guide.*



## Who we are

We are **Agincare Services**. We give care to people who need it. This means we take care of them and find them the right help and support.

We want people to be able to live their own lives and make choices. We give them the right support so they can do this.

## What we do



We give the best care to people that we can. We do this by making sure that

- everyone gets the right information so they can decide the care they want
- we ask every person what kind of care they want so they can get the right care and be treated in a good and fair way
- we follow the law and keep people safe



We want to make sure that we



- train our staff so they know how to care for people in the best way
- treat our staff well so they know they are important to us
- ask the people who get care from us if we are doing a good job
- train our managers so they know the best way to look after our staff – our managers are in charge of our staff and the work they do





## Our services – the things we can do for people

“Our services” means things like giving you help and care. We will ask you what kind of help and care you need and will try to find it for you.



You might need help with things like shopping and cooking. Or you might need help and support all day and all night – this is called **24 hour care**.

Here are some of the other things we can help with. We can help you to



- take a bath or a shower
- take the right amount of medicine at the right time
- have a meal brought to you – some people might need help to eat the meal too
- have someone there if you cannot sleep
- keep a job or start a new activity like going to the gym

We try and work as closely as we can with each person so you get the help and care you need.

## People we care for and give help to



We can help lots of different people. Some of these people might be disabled or have mental health problems. Some of them might have lots of different problems that they need help with.



## We can help

- older people who are over 65 years old
- younger people who are 18 – 65 years old
- children who are under 18 years old and their families

## Our staff



Our staff are the people who work for Agincare. They are people like **care workers** and **support workers**.

We train all our staff so they know the best way to give care and support to people.

All our staff are checked to make sure they are safe to work with you.

## Things our staff do not do

Our staff do **not**



- look after your money, but we can go shopping for you or get collect your pension money.



- work as nurses – this means doing jobs that a nurse in a hospital would do.



## How can you get care from us?

You can get care from us if you ask us directly. Or you can get care if **social services** ask us. Social services are in charge of finding help and support for people.



Someone from social services will visit you and find out what help and support you need. They will help you write a plan to make sure you get the right care. This is called a **care plan**.

## The cost of your care

The cost of the care you get depends on what kind of service you have. Some people will need a lot more care and this will cost more money.



You can find out more about the cost of care if you get in touch with our Head Office. You can find our address and phone number at the end of this guide. You can also read about it in our book of rules.

## Paying for your care



You can use your **Personal Budget**, **Individual Budget** or **Direct Payment** to pay for care. This is money from the government to help pay for your support. This money might be paid straight to you.



If you do not get money from the government like this then you can still pay us to give you care. You will have to sign a contract to get the care you need. A **contract** is a piece of paper that says what has to happen with your care and follows the law.



If you need help to decide things, we can talk to the person who helps you do this. This might be a friend, someone in your family or your support worker.

## Following the law and taking risks

We will



- follow a law called the **Mental Capacity Act** to make sure you get the right care and the right things are decided for you. This law keeps you safe so that other people can decide things for you. They can only do this if you and the law are OK with it



- find out if there is any **risk** to you when you get care from us. A **risk** means a chance that you take. Everyone has to take a risk when they choose things. We will look at any risks to do with your care. We will make sure that if there is a risk you are still kept safe.

## Putting you at the centre of things



We will put you at the centre of all the things that happen with your care. We train our staff so they know the best way to give you the care you need.

They will

- make sure you are treated in a good and fair way and feel part of things
- find out what you like and what you do not like
- write a **care plan** with you and your family to say how you want your care to work
- listen to what you say and keep things private if you want them to



We will keep looking at your **care plan** to check that it is still working.

## Our policy to give you the best care we can



We want you to get the best care that you can. We will follow rules to make sure that this happens. These rules are called our **policies**.



We might ask you some questions so you can tell us how we are doing. We might do this over the telephone or on a sheet called a **questionnaire**.

We want you to feel part of our work. This will help us do our job better.

We will keep all the information we have about you private. This means no one else can read about you or the care that you are getting.



## Treating everyone in a good and fair way

We will

- treat our staff and everyone we care for in a good and fair way
- **respect** what different people think and listen to what they say

We want everyone to feel part of our work, no matter who they are or where they are from.

## Making a complaint



You can make a **complaint** if you are not happy about something.

You can also tell us if you are **happy** about something.

We will

- listen to what you say and try to make things better
- write to you to let you know what we are doing to sort things out
- **keep a record** of your complaint and what we did to sort it out – **keeping a record** means we will write it down so we can look at it again
- be as fair as we can



If you are not happy with the way we sort things out then you can write to **Social Services** to see if they can help you.

You can also write to the Care Quality Commission:

**CQC**  
**City Gate**  
**Gallowgate**  
**Newcastle-Upon-Tyne**  
**NE1 4PA**



Or you can write to the

**Local Government Ombudsman:**  
**No.2 The Oaks**  
**Westwood Way**  
**Westwood Business Park**  
**Coventry**  
**CV4 8JB**

## How to get in touch with Agincare

You can get in touch with us by

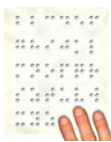


Post **Agincare Head Office**  
**Pike House,**  
**1 Trinity Street**  
**Weymouth**  
**Dorset**  
**DT4 8TW**



Telephone **01305 769418**

Website **www.agincare.com**



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