

Issued July 2023



*Your essential Guide to Understanding the  
Care Provided by Appletree.*

# CLIENT HANDBOOK



# WELCOME

Welcome to Appletree Support, we are a professional led home care service, with 15 years of experience.

We provide Specialist Clinical Care in complex care and support to children & young adults; with complex health care requirements additional needs and disabilities.

Our office hours are normally 9am-5pm Monday to Friday.

#### Office address:

Appletree Support Ltd  
Pelham House  
13 The Pallant  
Havant  
Hampshire  
PO9 1BE

**Office Number:** 02392 455888  
(Monday to Friday 9am-5pm)

If there is an emergency out of office hours, we can be contacted on our emergency line.

**Emergency Number:** 07545244558

Our office is closed on Bank Holidays, however the emergency phone will be answered during these hours.

CQC: As a provider of home care, Appletree is required to be registered with the Care Quality Commission. There is a set of fundamental standards of quality and safety that we are required to maintain under the Health and Social Care Act 2008 (Regulated Activities). These standards are there to protect you and ensure that you receive the best possible service at all times.

If you would like more information about the fundamental standards, please contact our manager or alternatively the CQC ([www.cqc.org.uk](http://www.cqc.org.uk)) where you can also **find our latest inspection report.**



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*Appletree believes that every child and their family have a right to a reliable and consistent support service that provides appropriately trained and experienced staff with whom they are able to build positive and supportive relationships.*

*We believe every child has a right to a secure and happy childhood and should have equal opportunities to develop through learning and play. We believe every young person has a right to independence and choice. We strive to support young people to achieve their goals and aspirations. We treat all people with dignity and respect in a non-discriminatory and non-judgemental fashion.*



## SUMMARY OF STATEMENT OF PURPOSE

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Appletree is a small local organisation offering care and support to children and young people with disabilities. We provide highly trained members of health care and social care staff to work with children and young people in their own homes and in the community. Appletree is run by a team

of health and social care professionals who have had extensive experience in the field of working with children and disability. Appletree encourages children and young people's participation in the planning of their support and welcomes feedback from all who use the service.

## HOW WE WORK

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Appletree recognises that children and young people with disabilities need reliable and consistent care and support in order for them to live as independently as possible. We will deliver a range of services with experienced and empathetic support workers to meet this need.

We aim to provide a flexible service that will meet the needs and requirements for children, young people and their families.

We believe people have the right to privacy, dignity, choice, confidentiality and understanding of the reasons of their need for care, regardless of their age, race, sexuality, gender, religion and disability and sexual orientation.

Children and young people are encouraged at all times to participate in the planning and delivery of their care and making choices and decisions around this. We expect our care workers to demonstrate respect & understanding to the families we work with and to encourage them to be participative in the planning for their support. The delivery of care will encompass the physical, emotional, spiritual, cultural and psychological needs of the children and young people.

## Children, young people and families are at the centre of all our work.

We believe that children have the right to be healthy, stay safe and enjoy and achieve their outcomes.

We endeavour to promote empowerment for children and young people in their own lives.

We believe in delivering child / person centred services that are designed to meet individual needs, promoting choice, independence and participation within the local community.

We believe that every child and their family have a right to build reliable and consistent service with trained and experienced staff whom they are able to build positive relationships with.

Every child has a right to participate in their planning and parents and other family members views are taken into account when making decisions and choices.

We believe in offering a quality value for money service offering tailored and flexible packages of care and support.

We invest in our support workers, offering regular training and supervision.

We are committed to equality of opportunities for children, young people and families as well as to our staff.

We will behave with openness and honesty in our communications and welcome feedback.

### WHO IS OUR SERVICE FOR?

We provide care and support to young children and people from 0 months to 40 years of age.

We provide support for children and young people who have:

- A physical disability
- A learning disability
- Challenging behaviour
- ASD
- A sensory impairment
- Complex medical needs
- Terminal illness
- Mental health needs

### OUR CORE SERVICE

Our main service provision falls into three categories: complex care, short breaks and personal assistants.

### COMPLEX CARE

Working in conjunction with social care and the community nursing teams, we are able to implement and co-ordinate training and care planning to suit each and every child or young person to a high standard.

The types of complex care support that we can provide:

- Morning / evening routines
- Waking night support
- Personal care
- Epilepsy and seizure management
- Medication administrations
- Feeding
- Enteral feeding (gastronomy or jejunostomy)
- Oral suction
- Oxygen therapy and saturation monitoring
- Breathing treatments (nebulisers)
- Bowel / bladder flushes
- Care of stomas
- Diabetes management (blood sugar monitoring and insulin)
- Management of mitrofanoff or indwelling urinary catheter
- Palliative care

### SHORT BREAKS

A short break is an opportunity for disabled children and young people to have fun, gain independence and learn and develop new skills. This allows families to take a much needed break from their 24 hour caring.

A short break could include:

- Morning and after-school routines

- Support to participate in community activities
- Support to attend a club or group
- Medication administration
- Personal care
- Moving and handling tasks
- Implementing emergency protocols
- Assistance with homework
- Evening sitting
- Preparing meals

### HEALTH CARE ASSISTANTS

A Health Care Assistant (HCA) is someone who can assist and support with healthcare, social care and educational needs. By offering a holistic service they can reduce the need for involving a variety of people to carry out these support needs. They do not have to be involved in every aspect of your life – just the parts that you choose them to be involved with. Our HCA service is all about promoting choice and individuality.



Referrals can be taken from social workers, community nurses, independent organisations, parents, guardians, family members or from yourself as the client.

We have a standard referral form which you complete on our website:

<https://www.appletreesupport.co.uk/our-services>

After which we will contact you to discuss meeting you.

When we meet with you we will give you an opportunity to tell us a bit more about the care and support you would like and ask any questions. Together, we will then draw up relevant care and support plans and risk assessments for your home care worker to follow.

## ASSESSING YOUR NEEDS

A trained assessor will work with you and the people involved in your life to put together a plan. This plan will go through information about the care and support you require how often and the times that this is required. We will make this plan completely individual to the child or young person requiring the support and will take into consideration personal information such as cultural, religious and dietary needs.

Under current Health and Safety legislation we are required to carry out an assessment of your home to make sure that it is safe for your family support worker to work with your child.

We will provide a copy of the plan for the home. This will contain all of the relevant information for the care and support to be provided.

If you have any questions please email: [hello@appletreesupport.co.uk](mailto:hello@appletreesupport.co.uk) or call: **02392 455888** (Monday to Friday 9am-5pm)

## WHAT HAPPENS IF MY CHILD'S NEEDS CHANGE?

We recognise that people's needs change and we will keep up to date of your child's needs by:

- Regular telephone and email communication with you
- Regular supervisions with your support staff
- Reviews with commissioners where relevant
- Updating of the Risk Assessments
- Joint reviews of your child's Care Plan

## HOW IS THIS SERVICE FUNDED?

We have a variety of funding streams from local authorities and charities. Depending on the area you live and your needs you will be entitled to different funding streams. If you are unaware of how your service will be funded, please get in touch with us.

We also work with direct payments, personal budgets and privately funded care.

Our Fee Scale information is available on request.

Supporting children and young people with disabilities requires a combination of skill and attributes. We understand that this is why it is essential for us to have a strict screening and selection criteria. Through liaising with children and families we have come up with some key qualities we are looking for when recruiting support staff:

- Skills and knowledge in the disability field
- Training and qualifications
- Reliability
- Punctuality
- Honesty and trustworthy
- A listening ear and a willingness to work together with families

Support workers or PA's will have had at least 12 months recent relevant experience and training in order to provide effective care and support. Support workers are required to have provided two professional references and an Enhanced Criminal Records Bureau check to ensure that they are suitable to work with children.

Staff are provided with an ID card with Appletree's name and contact information as well as the support worker's name and photo. They also receive a staff handbook containing the rules and regulations they need to follow.

## FINDING THE RIGHT SUPPORT WORKER FOR YOU

We will provide a support worker or PA that fits in with the dynamics of your home. Depending on the amount of time you have



support for / your individual needs you may require more than one support worker. Our main aim is for you to have a relationship with your support worker(s) and have the same worker(s) see you on a regular basis at the times that you require. We like to introduce you to more than one support worker so that in the event of sickness or staff holiday we are able to continue to support you with people whom you are already familiar with and who are trained to carry out your support needs.

All support workers are expected to act in accordance with the Skills for Care Codes of Conduct. A copy of this can be made available on request.

## TRAINING

We are able to offer a current and up-to-date training programme with a team of specialist trainers on hand, including: nurses, social workers and teachers. This training includes:

- Health and Safety and Fire Safety Awareness
- Equality and Diversity
- Autism Awareness and Strategies for Working With people with ASD
- Behaviours that Challenge
- Disability Awareness
- Child Protection
- Safeguarding Adults
- Basic Life Support
- Moving and Positioning
- Infection Control

- First Aid
- Food Hygiene
- Medication Management
- Respectful Personal Care
- Risk Assessment in the Community
- Lone Working
- Epilepsy and Buccal Midazolam
- Oral Suction
- NG, Gastronomy and Jejunostomy Care
- Oxygen Management
- Stoma Care
- PECS and Makaton
- Epi-Pen Training
- Recording and Reporting Skills
- Bi Pap
- Cough Assist

In addition, we also put our staff through Care Certificates and Diploma qualifications.



## HELPFUL INFORMATION

We do ask that you would:

- Let us know how best to offer a support system in your home and ways of caring for your child / young person
- Let us know within 48 hours prior if you do not need the service on a particular day or for a longer period
- Keep us up-to-date on any change of circumstances that might affect the type or level of support needed
- Give us permission to hold a set of records in your home and in our office relating to the support of your child (This is in line with our Privacy Notice in accordance with the GDPR. See Appendix 1 for Appletree's Privacy Notice.)
- Provide emergency contact numbers and addresses
- Keep to the support times agreed
- Sign a consent form for emergency medical treatment
- Tell us what you think of our service and how it might be improved
- Provide us with end of session feedback for our records

## EMERGENCY LINE

Our emergency number is **07545244558**. This service is for urgent issues only. Queries and general enquiries will be dealt with during office hours. The office is open Monday – Friday 9am to 5pm on **02392 455888**.

During these times there will be someone to assist with enquiries, issues or changes to support needs. It is important that the Emergency Line is only used for urgent issues as the staff members need to be free to respond immediately to a potential crisis.

## FINANCIAL INFORMATION

Support workers and PA's will tag in and tag out of sessions via the PASS app. The parent or young person over 18 years is required to check the registered sessions are in line with the Open PASS app.

Information from the PASS app will then be taken to draw up an invoice which will be sent to the person identified to pay for the service on your referral form. Invoice periods will be agreed at point of referral; more information of which can be found in our terms and conditions.

## PASS APP

You will have access to the care records we hold about you on the PASS app and the daily tasks and outcomes our care workers will complete. How to Get the App:



### I-Phone:

- Open App store
- Search for openPASS
- Download the app with this icon



### Android:

- Open play store
- Search for openPASS
- Download the app with this icon

How to Use the App:

- Click the "Sign Up" button in the app
- Enter your email address into the relevant box

Once the confirmation email has come through, read the email and then click the "Confirm and Complete Registration" link

- Fill in the account creation form
- Go to [app.openpass.com](http://app.openpass.com) and log in
- Click "Request access to Care Receiver" button and fill in the form

Once you have filled in the form, you will need to wait for the Appletree Support office to confirm the request. You will receive an email with a "Confirm and Complete Registration" link which you will need to click.

The link will take you to a final registration form that will ask you to confirm your details and answer a personalised security question.

Once you have completed this, you will be able to access the care records both on a computer or on the app by logging in.

## KEY POLICIES AND PROCEDURES

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Detailed accounts of all policies & procedures are available at the Appletree office please email: [hello@appletreesupport.co.uk](mailto:hello@appletreesupport.co.uk) or call: **02392 455888** for a copy of these.

## SAFEGUARDING

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We believe that every child, regardless of age, has at all times and in all situations a right to feel safe and protected from any situation or practice that results in a child being put at risk of harm.

We are committed to practices that protect children from harm. Support workers and PA's are rigorously trained in our safeguarding policies. We work in line with Hampshire's 4SLCB (local safeguarding boards) and update policies accordingly.

## CANCELLATIONS

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### Cancellations by a service user

A telephone call should be made to the Appletree office or the emergency line service (during the weekend) giving at least 48 hours' notice of cancellation of service. This gives the office staff opportunity to re-direct the staff member and reschedule the support time. If the 48 hours' notice is given, then these hours can be banked and used at a later point. If the 48 hours' notice is not given, we cannot guarantee that the hours can be rescheduled / accumulated for use at another time.

You should inform the office of planned hospital admissions, appointments and holidays in advance.

If a change in support worker or PA is required, we will respond as quickly as possible but cannot guarantee an immediate replacement. Reasons for the change will also be required. The service user will be kept informed and contacted as soon as a replacement is found.

### Cancellations by Appletree

Fulfilling your support requirements is of the utmost importance to us. However, we will not send you a member of staff who is not trained and skilled to meet your needs. In the event of staff sickness or absence wherever possible we will offer you a substitute member of staff. We will not substitute staff members without consulting you first. Where circumstances arise beyond our control, it may become necessary for us to withdraw our services. This includes:

- *If a member of our staff suffers abuse or harassment by the service user or other members of their family*
- *Should we be unable to supply the*

*necessary personnel with the special skills required to meet your needs*

- *If the service user refuses to allow access to the carers*
- *If the working environment is unsafe or unsuitable for our staff to carry out their duties*

If Appletree is unable to sustain a package of care, the service user and the referring agency will be informed in writing with at least seven days' notice as per our contractual agreement with local authorities. A full explanation for the cancellation of the service will be given.

If a support worker feels unsafe for any reason, Appletree reserves the right to cancel support with immediate effect. In this case, the referring agency will be contacted, and a resolution sought.

## DATA PROTECTION

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We hold computer records on all of our service users. Any written records are kept in a locked filing cabinet and our computer records are protected by authorised passwords. We retain sensitive data in accordance to the GDPR. More information regarding this can be given by the Appletree office.

## KEY HOLDING

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If it is necessary for a support worker in the care of your child to enter your home while you are there it is recommended that you have a key safe and inform us of the code. We then will give this information to the relevant staff.

## MONEY MANAGEMENT

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It is the responsibility of the child's parent / carer to provide money to cover transport fares, admission fees and a light snack and drink when the child is going out on social

excursions. The worker must provide you with receipts for all of these. There is a form on the PASS app to fill in when giving your worker money to look after while on outings. Support workers are required to sign the money management form on collecting and returning any money with a receipt. Young people age 16 whom are working towards independence would hold their own money. In this case, they would be supported with money management and can participate in the completion of the paperwork.

## MEDICATION

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If you require medication to be administered, we will provide the training for our support workers to do this. Workers can only give medication that is prescribed by a doctor with the correct dosage and details about how the medication is to be administered. A medication section will be available on the PASS app for the worker to complete to record that it has been administered and the time it was given.

## PERSONAL PROTECTIVE EQUIPMENT

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If personal care is required, we will provide our staff with disposable gloves and aprons. These are required to wear when providing personal care.

## CONFIDENTIALITY

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A confidentiality policy is included in our staff handbook. Support workers and PA's must never discuss your details with anyone other than Appletree management. Details that should not be discussed about your child include your address and telephone number, your child's medical history and your financial information. There may be occasions when Appletree staff are unable to keep information given to them confidential. They have a duty to report any

suspicions of abuse or discrimination to the Manager as soon as possible.

## EQUAL OPPORTUNITIES

Appletree is an Equal Opportunities Employer and is committed to ensuring that the skill and resources of all are utilised to the full. As such we are committed to adopting, implementing and monitoring a Policy of Equal Opportunities for all to ensure a total absence of discrimination in the workplace and that equal opportunities do genuinely exist.

## HEALTH & SAFETY

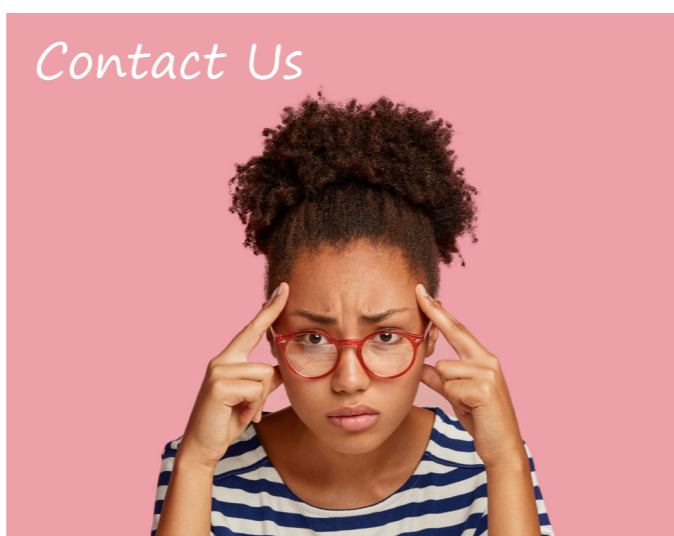
Under the Health and Safety at Work act we have a duty to ensure that all support workers are working in a safe environment. If we feel our workers are being put at risk we will need to negotiate an improvement in their working conditions with you.

- All support workers will be aware of their health and safety responsibilities
- An assessment of risk will be carried out for each individual care package
- We ensure that support workers know who to contact for help and advice at all times, and will know the action to take in an emergency
- Support workers will be trained to carry out specific tasks required of them in handling individual needs (such as the use of a hoist)
- Support workers will wear suitable protective clothing, (for example, plastic aprons, disposable gloves) which will be provided by Appletree
- If support workers use their own car to transport children, we will ensure that they have suitable insurance cover

- Support workers will respond both verbally and in writing to all incidents, accidents, or injuries that may occur
- Support workers will contact supervisors if they observe major changes in a child's health or well-being
- Support workers will report any hazards and defective equipment to the responsible adult in the home as well as to their line manager. Workers will not be expected to work with defective equipment.

## COMPLAINTS

Complaints should be made to our Manager who will respond initially within three working days and then investigate the complaint. You can make a complaint verbally, in writing or in an email. Dependent on the nature and severity, the complaint will be actioned accordingly. We make it a priority to effectively respond to concerns and investigate complaints by following our strict complaints policy.



## INSURANCE DETAILS

Appletree Support Ltd is insured for a Limit of Indemnity for 10 Million for both Public and Employers Liability through Towergate Patrick and Markel Insurance.

# DATA PRIVACY NOTICE

We take the safety of your data very seriously, please see below our policies on how we protect your information.

We will never sell your personal data or use it in any other way than is essential to the running of our business. It is important that you familiarise yourself with these policies so that you understand how we keep you and your data safe.

Appletree Support Ltd are committed to protecting and respecting your privacy. You can find our GDPR policy in full on our website, together with our terms of use and cookies policy here:

<https://www.appletreesupport.co.uk/policies-faqs>

The policy sets out how any personal data we collect from you, or that you provide to us, will be processed by us and stored. Please read the full policy carefully to understand our views and practices regarding your personal data and how we will treat it.

If you have any questions that you're unable to find the answer to, please do contact us.







Phone: 023 9245 5888  
Emergency Phone: 07545244558

[info@appletreesupport.co.uk](mailto:info@appletreesupport.co.uk)

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