



114 Rawlinson Street, Barrow-in-Furness, Cumbria, LA14 2DG  
Telephone: 01229 824342 Fax: 01229 835200 Out of Hours: 07811 652072  
Website: <http://www.twilighthomecare.co.uk> Email: [twilightyear@btconnect.com](mailto:twilightyear@btconnect.com)

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## STATEMENT OF PURPOSE

Twilight Years is an Independent Home Care Agency, providing a service to the elderly and disabled in the Furness and surrounding areas. The company is registered and monitored by the Care Quality Commission, it is also registered for work with the Social Services, Adult Social Care Team, both organisation conduct regulated inspections on an annual basis.

### 1. Aims

- To provide the highest standard of safe, caring and reliable home care services to all our clients irrespective of their age, gender, disability, ethnic origin, sexuality, religious or political beliefs
- To provide a service delivered by home care workers who have the appropriate skills and competencies to do so
- To ensure that the rights and welfare of service users are paramount and the rights and welfare of carers are protected
- To provide a service which involves our service users in their care planning

### 2. Objectives

To provide support to enable service users of all ages to be cared for in their own homes for as long as they are willing and able to do so or to enable them to return to their own homes from hospital or accommodation elsewhere, thereby promoting real choice in practice between care at home and residential care. The care provided is to take into account the needs and wishes of the service user and maximise their independence so that they feel confident and safe living in their own home. Our main objective is to ensure that the physical and emotional welfare of service users being is always of paramount importance. The term service user is used to encompass both consumers of care services, the person who needs the care and family members / friends who may arrange and / or purchase care on behalf of someone else. It is our objective to consider the differing and sometimes conflicting needs of the client if the care is to be appropriate.

### 3. Nature of Services

Service user bands provided include:

- Learning disabilities or autistic spectrum disorder
- Older People
- Younger adults
- Mental Health
- Physical Disability
- Sensory impairment

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Version: 8

Last Updated: Jun 2012

Page 1 of 4

Service Provider: Twilight Years Ltd:  
Registered Manager: Michelle Geldart

- Dementia
- People who misuse drugs and alcohol

We will undertake the following services for these service user bands:

- Mobility and transfers, helping individuals in and out of bed, chairs, toilet, showers
- Personal hygiene, prompting, washing, helping with bathing, tooth and denture care
- Support and assistance in dressing and undressing
- Food preparation, assistance with or supervision of eating
- Assistance with toileting, applying and removing continence pads, emptying catheter bags
- Prompting medicines and administration of medicines\*
- Light cleaning and essential house care
- Laundering and ironing
- Assistance with shopping, errands and pension collection
- Assistance at bed-time
- Sleepovers
- Companionship
- Overall monitoring of well-being

\*Prompting will only be conducted from pre-packed blister packs. Administration of Medicines will only be conducted by suitably trained persons and from original packaging which is supported by a MAR Chart

#### **4. Details of services not provided:**

We reserve the right to refuse to provide or continue to provide the following:

- Services that present a significant risk to the care staff
- Services not covered by insurance
- Services not listed above
- Services to groups not listed above

#### **5. Service Provider and Registered Manager Details**

##### **Service Provider**

The service provider is Twilight Years Ltd, 114 Rawlinson Street, Barrow-in-Furness, Cumbria, LA14 2DG. Telephone: 01229 824342 and 835200 Emergency contact is 07811652072 Email: [twilightyear@btconnect.com](mailto:twilightyear@btconnect.com)

##### **Registered Manager**

Twilight Years Ltd undertakes to ensure there is an identified manager responsible for the daily routine supervision and support of care staff. The registered manager of Twilight Years Ltd is currently Mrs Michelle Geldart.

#### **6. Legal Status of Service Provider, including Qualification and Experience**

Twilight Years Ltd is a family run business established for over 16 years. Originally Jean and Michael Keay started and run the business and have now handed over the business to their daughter Michelle. Michelle has worked in the business for over 8 years and holds Computing, Assessing Training, Management in Health and Social Care qualifications.

#### **7. Domiciliary Care Worker Qualifications**

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Version: 8  
Last Updated: Jun 2012*

Twilight Years Ltd undertakes to:

- Recruit people who can demonstrate the relevant qualities required for the role they will undertake
- Ensure that there are sufficient appropriate skilled carer workers to deliver the care at all times and to undertake the range of tasks required for each service user
- Ensure that staff are appropriately trained and skilled at all times and that staff competencies are maintained through regular training and review
- Ensure that staff are given the necessary induction training in accordance with the induction programme and are subsequently trained in the following:
  - NVQ
  - Health and Safety
  - Food Safety
  - Manual Handling
  - Administration of Medicines
  - And other training as required
- Ensure the training of care staff reinforces the objective that the service is provided jointly with the service user and carer(s) and that respect for differences and diversity of individuals and their lifestyle at home is of paramount importance
- Maintain up to date and accurate staff records and ensure that all necessary checks and references have been obtained prior to commencing work

## **8. Complaints Procedure**

To ensure that the service provided matches the needs and expectations of the service user, a policy of honesty and openness is encouraged. All comments the services users may care to make are welcomed by Twilight Years Ltd. It has therefore established the following complaints procedure to consider complaints made by a service user / representative or client:

- All service users and home care workers are fully aware of the existence of the complaints procedure and what it means to them
- Service users are encouraged to comment on the service they are receiving and do not feel that making a complaint is a difficult process
- All involved parties are aware that many problems which occur can be sorted out to everyone's satisfaction without becoming the subject of a formal complaint
- Every complaint made whether verbally or in writing is investigated with the investigation commencing within 48 hrs of receipt of the complaint and will be recorded in writing and logged in a complaints book
- To ensure that the process of complaining is easier for the service user, the person who is dealing with the complaint will be identified to them as soon as the complaint is logged
- Service users will be encouraged to record their complaint in writing
- Where necessary, service users will be encouraged to use a representative from their family / friends or an independent advocate
- All complaints are to be acted on within the period of 28 days beginning on the date when the complaint was made or shorter as may be reasonable in the circumstances
- Service users / representatives who are involved are to be informed of the action being taken
- Complaints will be resolved as quickly as simply as possible
- The most senior member of staff available will always be appointed to deal with the complaints. Individual members of staff or home care workers will not be involved in investigating complaints relating to his / her own behaviour

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*Version: 8*

*Last Updated: Jun 2012*

Page 3 of 4

*Service Provider: Twilight Years Ltd:  
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- Where serious allegations suggest a criminal offence may have been committed, the police will be informed and full cooperation given to them. In this instance, wherever possible the wishes of the service user, their representatives and the home care worker(s) involved will be taken into account
- Records will be maintained of each complaint, including details of the investigations made, the outcome and any action taken in consequence. Such records will be kept on file for a period of not less than 3 years beginning at the date of the last entry
- In the normal event it is expected that complaints will be investigated and resolved by the usual complaints procedure. However, should the complainant remain dissatisfied after the matter has been investigated, as a last resort they have the right to refer the matter to:
  - (if care is provided through Social Services)  
The Adult Social Care Team, Priory Grove  
Off Friars Lane  
Barrow-in-Furness  
LA13 9NP  
[barrowssd@cumbriacc.gov.uk](mailto:barrowssd@cumbriacc.gov.uk)  
Phone: 01229 407444 or 407446

or write to:

  - The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH. Phone: 0300 061 0614.
- The Care Quality Commission will be supplied at its request with a statement containing a summary of the complaint made during the twelve months ending on the date of the request and action taken in response
- The service user will never be victimised as a consequence of making a complaint