

CARE PACKAGES POLICY – Live-in Assignments

This policy aims to outline an explanation to the carers how the assignments are assessed. This policy applies to Promedica24's live-in clients and carers.

Services provided to people using the service categorized as

- * **Group A (Living Independently)**
- * **Group B (Living with Care and Support)**
- * **Group C (Living with Advanced Care and Support Needs)**

The categorization of people using the service to **specific groups (A, B, or C)** shall be based on information obtained by Promedica24 or a Group Company from the people using the service and/or persons acting on their behalf, which are then compared with the standards issued by Promedica24 under its package plans for **Groups A, B and C** as set out below.

LIVING INDEPENDENTLY (GROUP A)

Service scope / The outline of the people using the service's needs:

- * Everyday companionship;
- * Independent in relation to their mobility and transfer;
- * Independent around their personal care needs,
- * Day to day household tasks e.g., changing the beds, laundry, ironing;
- * Supporting a client with capacity to take their medication
- * Accompanying on trips to the shops;
- * Assist people using the service to fulfil activities of daily living e.g., working, leisure, and education, support to maintain social contacts and to attend events;
- * Respect for people using the service confidentiality and discretion at all times;
- * Completing clients daily care records

Outline of the people using the service 's medical profile: (Disease level: Early stage)

- * Allergies (may include Food or Environment);
- * Early stages of Dementia;

- * MRSA;
- * Asthma – managed through medication;
- * Depression and, or anxiety;
- * people using the service after a heart attack;
- * Osteoporosis;
- * Early stages of Parkinson’s;
- * Rheumatic Arthritis;
- * Insulin-dependent diabetes – managed through medication;
- * Recovery from a stroke;
- *(Italicised conditions are assumed to be self-managed or not requiring specialist knowledge outside of existing training material)

Services required of the Employee:

- * Running a household, day to day household tasks e.g., changing beds, laundry, ironing, shopping;
- * Cooking meals
- * Assist with medications as prescribed by medical team;
- * Assist people using the service to fulfil activities of daily living e.g., working, leisure, education;
- * Commitment for identifying and fulfilling ongoing personal development within active assistance;
- * Dealing with correspondence s as requested;
- * Respect for people using the service’s confidentiality and discretion at all times;
- * Reporting and recording as per company procedure (completing daily care needs records);
- * Cooperation with family members, GP, District Nurse
- * Notifying the company of any the changes in health conditions of the people using the service;
- * Adhering to relevant policies and procedures at all times;
- * Agree breaks with client to ensure that these are consented and mutually suitable, whilst monitoring working hours which should not exceed an average of 6,2 per day. Notifying the company of any difficulties or discrepancies.

LIVING WITH CARE AND SUPPORT (GROUP B)

Service scope / The outline of the people using the service's needs:

As Per Living Independently plus:

- * Support in transferring from bed to chair, chair to chair or chair to bath etc. through use of a hoist or manual handling equipment;
- * people using the service may use wheelchair;
- * people using the service may need regular checks, to reposition and, or monitor for bedsores, abrasions etc.;
- * Occasional disturbance * to sleep pattern, providing reassurance, orientation of a night time, support to use the bathroom;
- * * night time disturbance will be assessed in the following way-
- * 1. How many times per night and for how long
- * 2. If rest time can rest be factored into the day.
- * 3. Whether there is a need for support for personal care or whether related to behaviour
- * Provide assurance and re-orientation to place and time in relation to a SU who has early to moderate stage of dementia (marginal orientation and memory disorders);
- * Level 3 nursing tasks (for example: supporting with blood sugar levels, suction etc.) as outlined in a care plan;
- * Provide both verbal and visual cues and assistance (full or part) with basic personal care/hygiene, including skin care, bathing, shaving, oral care, toileting, help with dressing/undressing, hair care;
- * Under direction of physio, support with exercise or routine to maintain wellbeing and outlined in the care plan
- * Attend medical appointments and liaise with family members (nominated point of contact);
- * Day to day household tasks e.g., changing beds, laundry, ironing, shopping, etc.;
- * Provide support and or prepare nutritional meals (balanced diet, ensure food items are within date and prepared within guidelines);
- * Assist people using the service to fulfil activities of daily living e.g., working, leisure, education, support to maintain social contacts and to attend events;
- * Respect for people using the service confidentiality and discretion at all times;
- * Completing a daily care needs record with a regular description of hour-to hour care provided including activities, wellbeing and all charts required;

Outline of the people using the service's medical profile: (Disease level: Early /Moderate)

- * Allergies (may include Food or Environment requiring daily support);
- * Early to Moderate stages of Dementia;
- * Asthma – generally managed through medication, but requiring daily monitoring;
- * Depression and, or anxiety – prone to periods of depression or anxiety;
- * people using the service after a heart attack;
- * Osteoporosis – requiring daily or regular physical exercises input;
- * Alzheimer
- * Parkinson's;
- * MRSA;
- * Insulin-dependent diabetes Type 2;
- * Rheumatic Arthritis;
- * Recovery from a stroke;
- * Visual or hearing Impairment (degenerative condition);
- * Living with Cancer;
- * Catheter/PEG/Stoma care;
- * Helping with mobility and transfers pushing wheelchair, using of: mobile hoists, ceiling track hoist, bath hoists, slings, rota stands, slide sheets, belts, transfer boards, turning discs etc.;

Services required of the Employee:

As Per Living Independently plus:

- * Regular change of position of bedridden people using the service when is required;
- * Enabling mobility of the people using the service, including moving and handling transfers, pushing a wheelchair, checking on specialist equipment, e.g., date of use, wheelchair seat cushion, driving of SU vehicle, as directed;
- * Help people using the service suffering from dementia (marginal orientation and memory disorders);
- * Help with nutrition (help with drinking/eating dietetics, including assistance with menu planning, preparing, serving and storing of food);
- * Respect for people using the service confidentiality and discretion at all times;
- * Reporting and recording as per company procedure (completing daily care needs records);
- * Cooperation with family members, GP, District Nurse;
- * Adhering to relevant policies and procedures at all times;

- * Notifying the company of any changes in health conditions of the people using the service calling PM24 Emergency Line
- * Agree breaks with client to ensure that these are consented and mutually suitable, whilst monitoring working hours which should not exceed an average of 6,4 per day. Notifying the company of any difficulties or discrepancies.

LIVING WITH ADVANCED CARE AND SUPPORT NEEDS (GROUP C)

Service scope / The outline of the people using the service's needs:

As Per Living Independently and as Living with Care and Support plus:

- * Support people using the service with sleep disorders due to their mental health condition/behaviour;
- * Help people using the service living with Dementia (moderate/massive memory and disorientation);
- * Help with nutrition (help with drinking/eating dietetics, including assistance with menu planning, preparing, serving and storing of food);
- * Other conditions - such as Korsakoff's syndrome ('alcohol related dementia', people with this condition experience loss of short-term memory but often recover with support and abstaining from alcohol).

Outline of the people using the service's medical profile: (Disease level: advancing/ Very advanced)

- * Advanced stages of Dementia;
- * Alzheimer's disease (serve);

Services required of the Employee:

As Per Living Independently and as Living with Care and Support plus:

- * Supporting people using the service with night sleep disorders
- * Help people using the service living with advancing dementia
- * Help with nutrition (help with drinking/eating dietetics, including assistance with menu planning, preparing, serving and storing of food);
- * Respect for people using the service confidentiality and discretion at all times;
- * Reporting and recording as per company procedure (completing daily care needs record);

- * Notifying the company of any changes in health conditions of the people using the service – calling PM24 Emergency Line
- * Cooperation with family members, GP, District Nurse;
- * Adhering to relevant policies and procedures at all times;
- * Agree breaks with client to ensure that these are consented and mutually suitable, whilst monitoring working hours which should not exceed an average of 6,8 per day. Notifying the company of any difficulties or discrepancies.

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Person responsible for updating: Katarzyna Twardowska