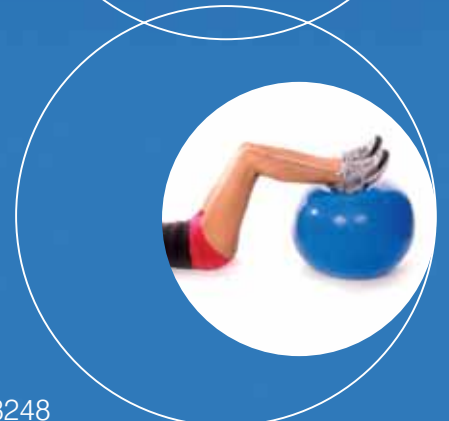




DRAYCOTT NURSING

The Professionals in Nursing and Care

CLIENT GUIDE



Always there to care

T: 020 7351 7171

Out of Hours Emergency Service: 07889 693248



DRAYCOTT NURSING

The Professionals in Nursing and Care

WHAT WE DO

Draycott Nursing, founded by Angela Hamlin in 1996, prides itself as being the most forward-thinking, discreet and professional service provider in the nursing and care industry.

We offer a full range of state of the art services in the UK and internationally, providing the most proficient care throughout adult life on a short term or long term basis.

Our own state registered nurses and experienced carers are trained to meet the very highest professional and personal standards, combining discretion, understanding and integrity. Their training is overseen by our Nurse Tutor / Clinical Nurse Manager.

HOW WE DO IT

When you are visited by our Nurse Liaison we will determine your exact requirements and develop integrated care advice. We will then be able to precisely match carer to client needs. The specific arrangements will be finalised in close consultation with the client, their family and doctors.

Each carer will be fully supported and monitored during their placements, and Care Managers are available to deal with emergencies 24-hours a day.

CONTENTS

- Our Service
- Statement of Purpose
- Rates
- Registration Form
- Who's Who
- Complaint Policy
- Data Protection



DRAYCOTT NURSING

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OUR SERVICE

PURPOSE OF THIS DOCUMENT

This document summarises basic information about Draycott Nursing for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and prospective users. It includes the material required by the Nurses Agencies Regulations 2003 and the Domiciliary Care Agencies Regulations 2002 and runs concurrently with our brochure and Statement of Purpose.

Draycott Nursing aims to give the ultimate care to patients in their own homes, always respecting their dignity and privacy. This professional service offers the highest standards of care, combining discretion, understanding and integrity.

Our completely confidential service is given in close consultation with the patient, family and the doctor. Draycott Nursing is a small and specialised agency offering an individual and personal service. Registered nurses and carers are supplied only after they have been personally interviewed, properly vetted and monitored. All grades of staff supplied are supervised throughout their employment.

The following information is listed in an A – Z format for your ease of reference, some of the sections have their own specific documents, which are to be found in the main body of the Client Guide.



Always there to care



DRAYCOTT NURSING

The Professionals in Nursing and Care

OUR SERVICE AND HOW WE WORK

ACCOMMODATION

Residential nurses / carers require free board and their own bedroom which affords them privacy day and night.

COMPLAINTS AND COMPLIMENTS

Patients should feel free to let the nurses or care workers working with them have any comments they wish to make. Please refer to our Complaints' Policy enclosed in the Client Guide.

CONDITIONS OF ENGAGEMENT

All staff supplied by the Agency have been carefully selected, references obtained and verified. Registered Nurses will comply with the Nursing Midwifery Council's 'Code of Professional Conduct'. They will also have to meet their PREP requirements regarding ongoing training.

CONTACTS

Commission for Social Care Inspection

We are inspected by the local office of the Commission for Social Care Inspection, 11th Floor West Wing 26-28 Hammersmith Grove, London, W6 7HA.

T: 020 8735 6370

F: 020 7979 2111

E: enquiries@csci.gov.uk

Social Services Department

We would deal with the Social Services Department local to the particular patient. The office covering our area is located at: Chelsea Old Town Hall, Kings Road, London, SW3 5EE.

T: 020 7361 4015.

Health Service

The Health Care Trust local to Draycott Nursing is the Kensington, Chelsea and Westminster Health Authority

T: 020 7725 3333

Kensington and Chelsea Primary Care Group,
No 125 Old Brompton Road, London, SW7 3RP.

T: 020 8237 2520.

General Social Care Council

The General Social Care Council can be contacted at
No 2 Hays Lane, Hays Galleria, London, SE1 2HB.

T: 020 7397 5100

Draycott Nursing

St. Luke's Church Crypt, Sydney Street, London, SW3 6NH.

T: 020 7351 7171

F: 020 7351 7717

E: enquiries@draycottnursing.co.uk

W: www.draycottnursing.co.uk

Our office hours of work are: – 9.00a.m. to 5.30p.m.

Monday to Friday. There is an emergency line for out of office hours:

T: 07889 693 248.

CRIMINAL RECORDS BUREAU

Draycott Nursing is registered with the Criminal Records Bureau and abides by their code of practice regarding Disclosure information.

DATA PROTECTION

Draycott Nursing abides by the Data Protection regulations currently in force. By signing the Addendum included with the Registration Form you are giving your consent to us to possess and process your data. Please refer to our Policy enclosed.

DELIVERY OF CARE

Initial Referral

Before providing any services Draycott Nursing will need to talk with you as the person who is going to be receiving the service, perhaps with your relative or carer if there is one. At the very outset we need to be sure that the services we provide are going to be suitable for you. Following the initial telephone call our Client Guide will be sent to the patient or patient's representative, and an appointment will be made for a member of the office team to visit.

Assessing the Need

He / she will visit to assess your needs. To do this we will need

to ask you some questions, and probably seek information from your carer, your doctor, and any other specialists who know about your health and needs. Please remember, all the information will be treated confidentially.

Assessing the Risks

In order for you to retain your independence, living at home carries a measure of risk which is generally accepted as worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. With you we carry out a risk assessment and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimised.

Patient Plan

The Patient Plan will specify the services we will provide, with details like timings of Nurse or care worker visits and the special tasks to be performed, and will state what we all hope are the objectives of the service and how we plan to achieve those objectives.

Reassessing the Need and Reviewing the Care

Over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, please let us know.

DIGNITY AT WORK

We require our nurses and carers to treat patients with dignity and respect and ask that they be afforded the same treatment in return. If an issue occurs, we will investigate and if it is felt that our nurses or carers are being subjected to offensive or inappropriate behaviour whilst working, then we reserve the right to discontinue the assignment.

EXCLUSIVITY

If a patient / client requires to employ or refer a nurse / carer on a private basis, who has been introduced by Draycott Nursing, a fee for this service will be negotiated. Currently 20% of the annual salary is charged.

FEES AND PAYMENTS

Fees will be as notified, as in our published rates, enclosed. Please note that there are different rates at the weekends and on public holidays. Invoices are sent out weekly and should be settled immediately. All nurses and carers are paid by Draycott

Nursing on a weekly basis. Notification of any increases in fees will be given at least two weeks in advance. If payment is not received within seven working days of invoice, interest will be charged at the current Barclays Bank unauthorised overdraft rate. Invoices can be paid by Standing Order, BACS or cheque.

FIRE SAFETY

We would ask all clients to provide adequate fire precautions including the installation and maintenance of smoke alarms and the provision of fire blankets (these can be arranged by Draycott Nursing, if necessary, through the Fire Service). Electrical equipment should be turned off at night. Draycott Nursing reserves the right to discontinue any assignment if it is felt, after investigations, that the health and safety of our staff is being compromised.

HEALTH AND SAFETY

We take seriously our Health and Safety responsibilities towards both our patients and our staff. Our nurses and carers are required to attend regular Health and Safety training in addition to their ongoing professional development and must follow good practice. On our initial visit we assess the level of care required and whether any equipment is needed, (such as hoists for lifting a patient) and whether there are any particular Health and Safety issues. If any equipment is needed Draycott Nursing will arrange this through social services or through the district nurses. This equipment will be checked regularly for safety.

HOURS OF WORK

Nurses and carers can be provided on an hourly, daily or residential basis. Residential nurses / carers, working a six-day week, require two hours off per day and an extra day off. They should not be required to get up more than twice during the night. Nurses / carers who work a whole day should be provided with two meals (one of which could be light) during that shift. As a legal requirement nurses / carers must have eleven hours rest in 24 hours. In a 12-hour shift, two rest periods of at least 20 minutes are necessary. We abide by the provisions of the Working Time Regulations 1998 and request our clients' co-operation to ensure that our nurses and carers working hours are not excessive.

HOUSEWORK

We are not a domestic agency, therefore our nurses / carers should only be asked to carry out light household duties. This includes keeping the rooms the patient uses, neat and tidy.



DRAYCOTT NURSING

The Professionals in Nursing and Care

OUR SERVICE AND HOW WE WORK

INSURANCE

Car Insurance

Draycott Nursing will ensure the nurse / carer has a valid driving licence and insurance for business purposes should this be required by the client. If the client wishes the nurse or carer to drive the client's own car, or any car not belonging to the nurse or carer personally, then the client must ensure that their car insurance covers such use of the car by another person, and a copy of the valid insurance supplied to Draycott Nursing. Draycott Nursing will not be liable for any matters arising from a failure to ensure that insurance cover is adequate or for any accidents that may occur.

Household Insurance

Patients / clients are responsible for ensuring that their household insurance cover is not affected by having a nurse or carer living in.

Medical Insurance

Please note that Draycott Nursing's invoice should be paid first and then claimed from your medical insurer. Draycott Nursing cannot be responsible for the decision of an insurance company not to pay, or continue to pay, any claims.

Insurance Cover

Allianz Cornhill Assurance plc, Registered in England Number 84638, Registered office, No 57 Ladymead, Guildford, Surrey, GU1 1DB.

LIABILITY

Apart from normal legal liabilities Draycott Nursing cannot accept responsibility for:

- Any loss or damage to home or property
- Any injury or error in the treatment of the patient
- Any delay or failure to provide services caused by factors beyond the Agency's control

OFFICE OPENING TIMES

Draycott Nursing's office is open from 9.00am to 6.00pm, Monday to Friday. The telephone is manned from 9.00am to 5.30pm, outside those hours there is an emergency mobile telephone number for patients and staff to call – T: 07889 693 248.

PATIENTS' RIGHTS

The aim of good quality domiciliary care must always be to promote a way of life for patients which permit them to enjoy, to the greatest possible extent, their rights as individuals. The following rights are fundamental to our agency's work:-

PRIVACY

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our patients' privacy in the following ways: –

- Staff will enter a patient's property and rooms within the property only with express consent.
- A patient has the right not to have to interact with or be interrupted by a carer when, for example, they are entertaining a visitor.
- We respect the fact that a patient's possessions are private and always act in accordance with the principle that our workers are guests.
- Our staff respects a patient's right to make telephone calls and carry on conversations without being overheard or observed by a worker.
- We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

DIGNITY

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our patients' dignity in the following ways: –

- We arrange for patients who require assistance with personal care such as dressing, bathing and toileting to be helped as far as possible by the Nurse or care workers of their own choice and, if desired, of the sex of their choice.
- We will try to provide help for patients with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
- We aim to minimise any feelings of inadequacy, inferiority and vulnerability which patients' may have arising from disability.
- We treat patients with the sort of respect which reinforces individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and to maintain relationships which are warm and trusting but appropriate to the patient.

INDEPENDENCE

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our patients' independence in the following ways.

- We help patients to manage for themselves where possible rather than becoming totally dependent on carers and others.
- We encourage patients to take as much responsibility as possible for their own healthcare and medication.
- We involve patients fully in planning their own care, devising and implementing their care plans and managing the records of care wherever possible.
- We work with carers, relatives and friends of patients to provide as continuous a service as is feasible.
- We aim to create a climate in the delivery of care and to foster attitudes in those around a patient which focus on capacities rather than on disabilities.

CIVIL RIGHTS

We aim to help our patients to continue to enjoy their civil rights in the following ways: –

- We want to help our patients to make use of as wide a range as possible of public services such as libraries, education and transport.

- We will encourage our patients to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide easy access for our patients and their friends, relatives and representatives to complain about or give feedback on our services.
- If we can we will support our patients in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

CHOICE

Choice consists of the opportunity to select independently from a range of options. We will respond to our patients' right to choice in the following ways: –

- We avoid routine for its own sake.
- We will manage and schedule our services so as to respond as far as possible to patients' preferences as regards the staff with whom they feel most comfortable.
- We hope to cultivate an atmosphere and ethos in our care which welcomes and responds to cultural diversity.
- We encourage patients to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

FULFILLMENT

Fulfillment has been defined as the opportunity to realise personal aspirations and abilities. We respond to patients' right to fulfillment in the following ways: –

- We try to help patients to participate in as broad a range of social and cultural activities as possible.
- If requested, we will assist a patient to participate in practices associated with religious or spiritual matters, and to celebrate meaningful anniversaries and festivals.
- We aim to respond sensitively and appropriately to the special needs and wishes of patients who wish to prepare for, or are close to death.
- We will do everything possible to help a patient who wants to achieve an unfulfilled task, wish or ambition before the end of his or her life.



DRAYCOTT NURSING

The Professionals in Nursing and Care

OUR SERVICE AND HOW WE WORK

POLICIES AND PROCEDURES

What are Policies and Procedures?

Running an agency such as Draycott Nursing poses a variety of issues to be resolved, for patients, staff and managers. To be sure that we behave consistently, to capture good practice and to keep everybody informed of how the agency works, we have written down where we stand on certain key matters and how we handle certain frequently recurring situations. These are our policies and procedures. Together they form quite a long list. Patients are welcome to examine any of these documents and to have a copy of their own if they wish.

Samples of our policies and procedures are as follows: –

- Conditions of engagement for staff
- Staff contracts and job descriptions
- Range of activities undertaken and the limits of responsibility
- Personal safety for staff at work
- Quality assurance system
- Confidentiality of information
- Non-discriminatory practice
- Equal opportunities, including our response to sexual or racial harassment
- Health and safety
- Moving and handling
- Dealing with accidents and emergencies
- Dealing with abuse and bad practice
- Data protection and access to records by patients
- Assisting with medication
- Handling money and financial matters on behalf of a patient

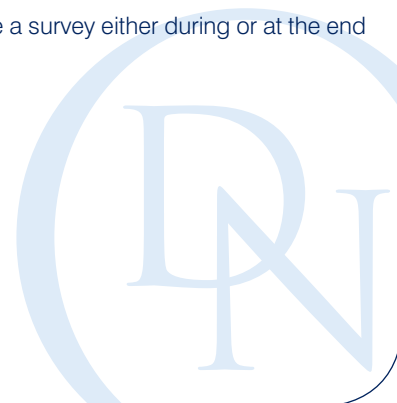
- Maintaining the records in the home
- Gifts and legacies made by patients
- Dealing with violence and aggression
- Entering and leaving the patient's home
- Safe keeping of keys
- Complaints and compliments
- Staff discipline and grievances
- Training and staff development

QUALITY ASSURANCE

Draycott Nursing is always keen to provide the best possible service and to do this we continually check on what we are doing, talk with our staff and with outsiders who have opportunities to see and judge our work, and above all listen to our customers. This process is called quality assurance. It involves: –

- an annual visit to all patients by a supervisor or a manager to hear your views at first hand.
- regular supervision meetings between each nurse or care workers.
- an annual survey of patients, and where appropriate their relatives or representatives, to obtain views and opinions.
- careful checks on all patient files, timesheets and other records.

We will ask you to complete a survey either during or at the end of an assignment.



REGISTRATION

A Registration Form (enclosed) must be completed and returned to Draycott Nursing before we can provide our services to the patient / client. The completion and signing of a Registration Form constitutes an agreement between the patient / client and Draycott Nursing that the terms and conditions are accepted. The registration fee, which is added to the first invoice, is a one-off payment of £60.00 and secures a permanent registration with the Agency.

REVISION OF THIS DOCUMENT

Draycott Nursing reviews all of its policy documents from time to time. We welcome any comments on the contents of this Client Guide.

SECURITY

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of patients therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle. We respond to our patients' need for security in the following ways:

- We try to make sure that help is tactfully at hand when a patient needs or wishes to engage in any activity which places them in situations of substantial risk.
- We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the patient who is being helped.
- Our staff will advise patients about situations or activities in which their disability is likely to put them or their property at risk.
- The staff of our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a patient.
- Advice on equipment and home adaptations can be offered.

SERVICES WE PROVIDE

- Total patient care from one hour visits to care on a 24 hour basis.
- Dedicated staff are supplied for daily work, night and sleeper duties. Nurses and carers are also supplied to live-in on a residential basis, both in London and the country.
- Duties can involve assisting with bathing, dressing, preparing meals and light household tasks, including shopping and ironing.
- Accompaniment on visits e.g. to doctors' appointments, hairdressing, Church, family visits and shopping.
- Care of household pets.
- Post operative dressings, baths, injections.
- Advice on diet and nutrition.
- Recommendation of practitioners who will do home visits including occupational therapists, physiotherapists, chiropodists, dentists, alternative therapists, even a hairdresser and beautician.

PEOPLE FOR WHOM THE SERVICES CAN BE PROVIDED

- Older people.
- Those requiring respite care.
- Patients requiring rehabilitation or convalescent care.
- People with physical disabilities.
- People with sensory loss, including those with dual sensory impairment.
- People with mental health problems.





DRAYCOTT NURSING
The Professionals in Nursing and Care

OUR SERVICE AND HOW WE WORK

STATEMENT OF PURPOSE

This document is included in the pack for your perusal.

TERMS OF NOTICE

If Draycott Nursing's services are no longer required, one week's notice must be given, in writing. If for any reason we cannot continue to provide care, we will also give one week's notice to the patient / client, either verbally or in writing as preferred.

TRAVEL CHARGES

Travel time and expenses will only be charged when the nurse / carer is required to travel out of Central London (i.e. outside Greater London Travel Zone 3).

TIMESHEETS

Timesheets are issued to all nurses and carers for completion on a weekly basis, to be verified and signed by the patient, their representative, or the nurse / carer, as agreed. This forms a legally binding contract between the patient and the Agency.

WHO'S WHO

Please find enclosed our current listing for our Office Team.





DRAYCOTT NURSING

The Professionals in Nursing and Care

STATEMENT OF PURPOSE

AIMS AND OBJECTIVES

- Our primary objective is to give an all round service to our patients at all times, encouraging and involving their participation. Our constant awareness is to always respect their dignity and privacy.
- We aim to provide a holistic approach to the care of our patients being aware of our patient's physical, emotional and spiritual needs.

OUR PRINCIPLES

- We endeavour to employ nurses and carers of the highest calibre. They are trained, monitored and assessed at all times in order to provide the best possible service for our patients.
- We work closely with our medical colleagues e.g. District, Admiral and Macmillan nurses, doctors, occupational and speech therapists and physiotherapists, to ensure the best possible care is provided.
- We value feedback from our patients or patient's representatives in order to maintain and continue the high standard of care we provide.
- We examine our methods of providing care regularly to ensure our high standards are maintained or improved.

NAME AND ADDRESS OF THE REGISTERED PROVIDER

The "Registered Provider" is registered in England and Wales, with the Registered Office at Printing House, 66 Lower Road, Harrow, HA2 0DH, Number 3762970. The "Responsible Person" is Miss Angela Hamlin, (Registered Nurse), Managing Director of Draycott Nursing.

QUALIFICATIONS

Our Nurses hold the minimum qualification of RGN (Registered General Nurse), and comply with the Nursing & Midwifery

Council Regulations. All our carers undertake our Induction Training followed by Foundation Training, in preparation for working towards NVQ Level II Award.

NATURE OF SERVICE PROVIDED

We cover general nursing in patients' own homes, care of the elderly, terminally ill and rehabilitation. We do not undertake the care of children under the age of 16.

COMPLAINTS

Draycott Nursing maintains a clear written procedure for handling complaints and ensures that every patient / client is informed of how to make a complaint. The timescales for written acknowledgement is identified in the policy as 48 hours of receipt, where practicable. For further information please refer to our complaints procedure.

CONTACTING THE COMMISSION FOR SOCIAL CARE INSPECTION

Commission for Social Care Inspection
11th floor West Wing
26-28 Hammersmith Grove
London
W6 7HA

Tel: 020 8735 6370
Fax: 020 7979 2111
Email: enquiries@csci.gsi.gov.uk
Website: www.csci.org.uk





COMPLAINT POLICY

Westward Consultants Ltd trading as Draycott Nursing is committed to providing a high level of service to our customers. If you do not receive a satisfactory service from us, we need you to tell us about it. This will help us to improve our standards.

The Procedure does not and is not intended to address complex issues of legal liability nor determine appropriate compensation levels in cases where negligence is alleged. Its function is to address grievances raised by patients, with a speedy and clear procedure for drawing attention to their concerns, and in appropriate cases, securing acceptance that the level of service provided has fallen below the required standard. Accordingly, this Policy specifically excludes from its coverage issues involving legal liability, legal causation and legal compensation, or the making of an ex-gratia payment where such issues remain unresolved.

INFORMAL PROCEDURE

We encourage patients to contact us if they have any queries or concerns whatsoever, and would hope to solve any problems informally at an early stage. However, if a patient wants to make a formal complaint, this procedure should be followed.

HOW DO I COMPLAIN?

A complaint may be described as a grievance raised by an aggrieved or dissatisfied user of Draycott Nursing services. The complaint may be raised by the patient, or their authorised representative, for example a relative or visitor. Complaints may relate to the quality of care, professional competencies, administrative and support services provided by or within the remit of Draycott Nursing.

If you have a complaint relating to the service you have received from Draycott Nursing you (or your authorised representative) should in the first instance raise it either verbally or in writing with a member of the Office Team. If you would like us to visit you to talk about the complaint then we are happy to do so.

WHAT HAPPENS THEN?

We will investigate the issues you have raised and will respond to you in writing. We will endeavour to settle complaints within 28 days and will keep you informed in writing as to the progress of the investigation.

A written acknowledgement will be sent within two working days of receipt of the complaint. A full response will be made within 28 days of receipt of the original complaint.

WHAT IF I AM NOT HAPPY WITH YOUR RESPONSES?

If the matter is not dealt with to your satisfaction then you should contact the Registered Manager of Draycott Nursing (or, in her absence, her appointed representative) either verbally or in writing and state why you are not satisfied with the resolution of the matter. The Registered Manager will consider your points and respond to you.

WHAT IF I AM STILL NOT HAPPY?

If you are still unhappy with the way your complaint has been handled following the internal appeal, then you may wish to refer the matter to the Commission for Social Care Inspection. Contact details are listed for you at the end of this document.

WHAT RECORDS ARE KEPT?

We are required under the Care Standards Act to keep records of complaints received and the actions taken to resolve them under this procedure. We will keep these records for the same length of time that we keep your medical records.

Continued overleaf





COMPLAINT POLICY CONTINUED

THE COMPLAINT PROCEDURE HAS THREE STAGES:

- Local resolution
- Internal appeal
- Independent external adjudication.

THE KEY PRINCIPLES OF OUR PROCEDURE ARE

- Accessibility
- Impartiality
- Simplicity
- Speed of redress
- Confidentiality
- Improvement in the quality of patient care

Commission for Social Care Inspection

33 Greycoat Street, London SW1P 2QF

Tel: 020 7979 2000

Fax: 020 7979 2111

Email: enquiries@csci.gsi.gov.uk

Website: www.csci.org.uk

PROCEDURE

If you have a complaint please contact: - the Senior Nurse Administrator, at **Draycott Nursing, St Luke's Church Crypt, Sydney Street, London, SW6 3NH.**

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We shall also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within two working days of us receiving your complaint.

We will record your complaint in our central register within 24 hours of having received it. We shall acknowledge all contacts you make with the office, verbally or written, confirming the next stage of the procedure.

Your complaint will be investigated using the following procedure: -

- The investigation procedure will commence within five working days from receipt of your complaint.
- All staff involved will be interviewed and asked to make a written statement
- We will then examine the member of staff's reply and the information you have provided for us.
- The Senior Nurse Administrator will then ask you to meet with her to discuss and, we hope, resolve your complaint.
- Within two working days of the meeting, the Senior Nurse Administrator will write to confirm what took place and detail any solutions she has agreed with you.
- If you do not want a meeting or it is not possible, the Senior Nurse Administrator will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter.
- From making your complaint to receiving Draycott Nursing's offer of a solution, will take no more than 28 days in total.
- At this stage, if you are still not satisfied, you can write to the Registered Manager, who will review the decision within ten working days. If the Registered Manager was involved in the original investigation, a Managing Director will deal with your appeal.
- You will be informed of the outcome of this review within five working days from the close of the review.
- If you remain unsatisfied, you can contact the Commission for Social Care Inspection.

Revision Date	Revision Number	Description of Revision
2003	00	Original Release
2004	01	Review of Policy
February 2005	02	Review of Policy
November 2006	03	Review of Policy



DRAYCOTT NURSING

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DATA PROTECTION

Westward Consultants Limited, trading as Draycott Nursing, takes the issue of data protection very seriously and therefore strives to comply with all prevailing data protection legislation, relating to the processing of data by it, in order to safeguard its clients against the potential risk of misuse.

Draycott Nursing needs to collect and use certain types of information about clients in order to operate its business, and to fulfil its contractual and legal obligations to you, as well as in order to comply with all relevant industry codes, standards and best practice requirements ("the Authorised Purposes").

All information containing personal (e.g. client identities) or sensitive personal data (e.g. relating to clients' mental and physical health, racial or ethnic origins etc.) is carefully classified and protected against unauthorised access, accidental loss or destruction, modification or disclosure.

Draycott Nursing will process all such data in accordance with the eight Data Protection Principles, the other requirements of prevailing legislation and in accordance with the principles laid down in this statement. Any data collected from you or about you will not be used for direct marketing. If there are any circumstances where direct marketing is proposed, your consent will be sought.

Where it proves necessary to share or disclose personal data about you to third parties (e.g. medical practitioners), it will be restricted to only those details that are absolutely necessary. Care will be taken that personal data is not disclosed to unauthorised persons.

Your retention of Draycott Nursing to provide professional services shall be deemed to be evidence of your explicit consent to Draycott Nursing processing your Personal Data, including your Sensitive Personal Data, including transferring this data to third parties (e.g. medical practitioners), where this is necessary or reasonably required to achieve one or more of the Authorised Purposes.

Individuals are given certain rights under prevailing data protection legislation in respect of their personal data and to this end should you require further details about the use of your personal data by Draycott Nursing, please write to:

**The Managing Director
Draycott Nursing
St Luke's Church Crypt
Sydney Street
London
SW3 6NH**

Please also notify the Managing Director if you become aware that any personal data, which is held about you, has become inaccurate or out of date, or if you require a copy of your personal data. Please note a copy of your records will be provided when a request is made in writing and a small fee will be charged.

All words and expressions used in this statement including but not limited to "Personal Data", "Processing" and "Sensitive Personal Data" shall have the meaning set out in Sections 1 and 2 of the Data Protection Act 1998.



“My personal vision for Draycott Nursing is to deliver the ultimate in patient care with the most qualified Nurses and Carers who are passionate about their roles, and who have the essential personal attributes to suit our individual clients.

Our success over the past ten years has been possible due to the exceptional training and support provided to staff, maintaining the exacting high standards of care that I have demanded during my 30 plus years in nursing; and the 150 years of collective experience in our management team.

I strongly believe that education, as well as personality, are central to providing professional care and nursing at home. Our approach will continue our unprecedented success into the future.”

Angela Hamlin
Founder and Managing Director
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