



DRAYCOTT NURSING & CARE

The Professionals in Nursing and Care

**IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN LARGE PRINT, AUDIO
OR BRAILLE PLEASE CONTACT US ON 0207 351 7171 OR EMAIL
ENQUIRIES@DRAYCOTTNURSING.CO.UK**

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www.draycottnursing.co.uk



DRAYCOTT NURSING & CARE

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DRAYCOTT NURSING & CARE

WELCOME TO DRAYCOTT NURSING & CARE

This document provides information about Draycott Nursing & Care which we hope will be beneficial for our clients, those who are considering using our service, or those who are friends, relatives or representatives of those who are interested in our service. Draycott Nursing & Care operates within the confines of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010, and the Care Quality Commission (Registration) Regulations 2009. These regulations describe the essential standards of quality and safety which people who use care services have a right to expect. Draycott Nursing & Care aims to provide the ultimate in care to clients within their own homes, always respecting the individual's dignity and privacy. Our professional service offers the highest standard of care, combining discretion with understanding and integrity. We provide a confidential service working in close consultation with the client, their family and the multidisciplinary medical team. Draycott Nursing & Care is a specialised agency, offering clients individual bespoke care.

HOW WE WORK

You are welcome to contact us to discuss your nursing or care requirements. We will provide you with as much detail as possible and send you our literature. We will also give you the opportunity to meet with our Nurse Liaison who will talk further with you, perform a Risk Assessment and, if you wish to proceed she will produce a Care Plan specific to your requirements. We will then seek to provide you with the most appropriate nurse or carer who will work with you according to the Care Plan. We take a collaborative approach to your needs, including family, friends and the multidisciplinary team as appropriate, in your Care Plan. We regularly review and reassess your situation, and adjust the level of care according to your changing requirements. We always endeavour to offer you the most cost effective solution for your unique needs.

SERVICES WE OFFER

These are just some of the services which we are able to provide -

- A wide choice of hours ranging from a minimum of a 1 hour visit to 24 hour care
- Day duty, night duty, sleeper duty
- Live-in nursing or care
- Post operative care
- Injections / dressings
- Personal care
- Meal preparation
- Light household tasks
- Shopping
- Assistance with visits to appointments or outings
- Contact details for a broad range of practitioners who visit clients at home
- Care of pets

WHO MIGHT REQUIRE OUR SERVICES

- Those needing respite care
- Older people
- Those who are convalescing
- Clients with chronic illnesses
- People with physical disabilities
- Mental health sufferers
- Stroke victims
- Those in need of end of life care
- Those with any form of dementia



OUR SERVICES A – Z

The following information is intended to answer many of your questions about our service and our agency. It is listed in A-Z format for your ease of reference. If you would like to discuss any aspect of this with Draycott Nursing & Care please do contact us on 020 7351 7171.

ACCOMMODATION

Live-in nurses and carers require free board and their own bedroom which affords them privacy day and night.

ADVANCED DECISIONS

If you have an Advanced Decision or Living Will we ask you to please provide us with a copy of the document so that we can carry out your wishes, made in line with the Mental Capacity Act 2005.

ADVOCACY

We respecting the right of those who use our services to have an advocate to assist them in understanding their care options and enable them to make an informed decision.

BANK HOLIDAYS

Charge rates are double for Bank Holidays – effective from midnight to midnight.

CANCELLATION OF A SHIFT OR PART OF A SHIFT

If a booking is cancelled less than 24 hours in advance the full charge will apply. Similarly, if a nurse is sent home early the client will be invoiced for the entire shift.

CARE FEES INVESTMENT LIMITED

An independent financial advisory service which can assist you to fund the cost of care in your home and the preparation of a financial plan based on your specific circumstances. Tel: 0845 077 5655 / www.carefeesinvestment.co.uk

CARE PLAN

This is an individual document, designed to address your unique care needs. Your input into the Care Plan is always encouraged. Our nurses and carers work according to the Care Plan. As your care requirements change so does the Care Plan which is reviewed and reconsidered on a regular basis. We will always aim to offer you the most cost effective care option.

CHARGE RATES

Our rates are kept in line with industry standards. The rate includes the nurse or carer's holiday pay, the agency's National Insurance contribution and commission.

CHOICE

We encourage our client's to exercise their right to choose independently from a range of options regarding their care.

CIVIL RIGHTS

We aim to assist our clients to continue to enjoy their civil rights in every way possible.

CLIENT'S RIGHTS

At Draycott Nursing & Care we promote a way of life for our clients which permits them to enjoy to the greatest possible extent their rights as individuals. We fundamentally believe in the client's right to privacy, to be treated with dignity and to have their independence upheld.

COMPLAINTS & COMPLIMENTS

We welcome your feedback and therefore ask our clients to complete our Quality Assurance questionnaire from time to time. Clients should also feel free to make comments to our nurses or carers. We hope that you will not have cause to complain but should you need to we will deal with this according to our Complaint Policy, which is enclosed on pages 8.



CONDITIONS OF ENGAGEMENT

All nurses and carers supplied by Draycott Nursing & Care have been carefully selected, interviewed, screened, reference and CRB checked. All of our workers are supervised and monitored throughout their placements. Our registered nurses are aware that they must practice within the Nursing & Midwifery Council's Code of Professional Conduct.

CONTACTS

Care Quality Commission

Citygate, Gallowgate, Newcastle-upon-Tyne, NE14PA tel: 0300 061 6161
enquiries@cqc.org.uk / www.cqc.org.uk

Draycott Nursing & Care

Alameda House 90 - 100 Sydney Street, London, SW3 6NJ. tel: 020 7351 7171, fax: 020 7858 2222 enquiries@draycottnursing.co.uk / www.draycottnursing.co.uk.
Office hours 09:00 – 17:30, Monday to Friday. Emergency out of hours tel: 07889 693 248

General Social Care Council

Goldings House, 2 Hay's Lane, Hays Galleria, London SE1 2HB, tel: 020 7397 5100
www.gsc.org.uk

Social Services

When required we deal with the Social Services Department which is local to each client. The office covering the Royal Borough of Chelsea is located at Chelsea Old Town Hall, Kings Road, London SW3 5EE, tel: 020 7361 4015

CONSENT

We seek to ensure that the client's consent to care, treatment and support is obtained only after sufficient information and options have been explained and discussed, including the risks, benefits and alternatives. We respect the client's right to refuse or withdraw consent. We understand that in accordance with the changing needs of the client consent will also need to be reviewed.

CRIMINAL RECORDS BUREAU (CRB)

All of our nurses and carers have an Enhanced Criminal Record check and an Independent Safeguarding Agency (see ISA below) POVA First, as part of their recruitment process. Draycott Nursing & Care abides by the CRB code of practice regarding disclosure information.

CULTURAL DIVERSITY

We cultivate an atmosphere and ethos in our care which welcomes and responds to cultural diversity.

DATA PROTECTION

Draycott Nursing & Care abides by the Data Protection Act 1998. By signing the Registration Form you are giving your consent for Draycott Nursing & Care to possess and process your data. Please refer to our Data Protection Policy on page 9.

DIGNITY

We expect our nurses and carers to treat our clients with dignity and respect and we ask that they are afforded the same treatment in return. If we consider our staff are being subjected to offensive or inappropriate behaviour we reserve the right to discontinue care.

DISCOUNT

A 5% discount will apply to your account if you pay **3 monthly in advance by credit card on the day the invoice is issued**. If for any reason our service is terminated during this period the balance of payment will be refunded to you within 30 days.

FIRE SAFETY

We require our clients to provide sufficient fire precautions including smoke alarms and fire blankets. Electrical equipment should be turned off at night.



FULFILLMENT

We believe that clients have a right to fulfilment, ie the opportunity to realise personal aspirations and abilities. This is central to the care our nurses and carers provide.

HEALTH & SAFETY

Our nurses and carers attend regular Health & Safety training. If you require any equipment as part of your care this will need to be checked / serviced regularly. We reserve the right to discontinue care if the health and safety of our staff is being compromised.

HOURS OF WORK

Nurses and carers can be provided on an hourly, daily or residential (live-in basis). Live-in nurses and carers require two hours off per day and one day (24 hours) off per week. If the live-in nurse or carer is required to attend to the client more than twice during the night this becomes a night duty shift and the client will be charged accordingly. During a 12 hour shift two rest periods of at least 20 minutes are obligatory and nurses and carers must have 11 hours rest in each 24 hour period. We abide by the EU Working Time Regulations and request our clients' cooperation to ensure that our nurses' and carers' working hours are not excessive.

HOUSEWORK

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

INDEPENDENT SAFEGUARDING AGENCY (ISA)

The ISA maintains a list of individuals who are barred from engaging in Regulated Activities (see the Statement of Purpose enclosed) with vulnerable adults. Draycott Nursing & Care screens new recruits according to ISA guidelines.

INFECTION CONTROL

Draycott Nursing believes that adherence to strict guidelines on infection control is of paramount importance in ensuring the safety of both clients and staff. If you have any concerns about infection control please contact The Infection Control Lead – Sharron Robertson RN on 02073517171.

INSURANCE

Car Insurance

Draycott Nursing & Care will ensure that the nurse or 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 then the client must ensure that their car insurance covers such use of the car by another person. A copy of the valid insurance must be supplied to Draycott Nursing & Care. Draycott Nursing & Care 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

Clients are responsible for ensuring that their household insurance is not affected by having a nurse or carer living in the premises.

Medical Insurance

Draycott Nursing & Care is unable to pay your private medical insurer directly, and we cannot be responsible for the decisions your medical insurance company makes regarding payment of your care or treatment.

Insurance Cover

Our insurer is Zurich Insurance plc, incorporated in Ireland, Registration no 13460, Registered Office Aurich House, Ballsbridge Park, Dublin 4, Ireland.

NURSE LIAISON

Our nurse liaison will visit you prior to care commencing to discuss and assess your requirements.



PAYMENT

Credit / Debit Cards – please contact the office to provide your details. We accept most major credit or debit cards except AMEX or Diners Card.

BACS / Internet – Royal Bank of Scotland, Account number 10128706, Sort Code 16 00 84

If you would like to make payment by an alternative method, please contact the office on 020 7351 7171

POLICIES & PROCEDURES

To ensure we operate consistently and within the confines of best practice we adhere to the numerous policies and procedures which reflect the Care Quality Commission (Registration) Regulations 2010. Clients are welcome to have a copy of these documents at any time.

QUALITY ASSURANCE (QA)

In order to continually monitor and improve our service we operate a quality assurance process which includes regular visits to clients, supervision of our nurses or carers in the client's home, and an annual QA survey which is sent to clients. We also proactively respond to recommendations from our regulators – the Care Quality Commission.

REGISTRATION

A Draycott Nursing & Care Contract and Registration form (as enclosed) must be completed and returned to Draycott Nursing & Care before we can begin to provide our services. The completion and signing of the Contract and Registration Form constitutes an agreement between the client and Draycott Nursing & Care and signifies acceptance of Draycott Nursing & Care's terms and conditions. The £70 fee which is added to the first invoice is a one-off payment which covers the cost of a consultation with an experienced Registered Nurse and secures permanent registration with Draycott Nursing & Care.

REVISION OF THIS DOCUMENT

We review our documents from time to time and welcome any comments on the content of these from our clients.

RISK ASSESSMENT

Whilst living at home helps you to retain your independence, it also carries a measure of risk, - which is generally accepted as worthwhile. We will carry out a risk assessment of your home and discuss any concerns and if necessary make suggestions as to how we can reduce these risks. Our nurses and carers work to ensure that help is tactfully at hand when a client needs or wishes to engage in an activity which involves some risk. We help to create a physical environment which is free from unnecessary sources of danger to vulnerable people.

SAFEGUARDING

Draycott Nursing will ensure that Government and local guidance about safeguarding people from abuse is accessible to all staff and put into practice.

STATEMENT OF PURPOSE

This document is enclosed.

TERMS OF NOTICE

If our services are no longer needed we would kindly ask you to provide us with 7 days notice.

TRAVEL

There are no charges for travelling in Zones 1,2 & 3 except on those days when there is no public transport eg. Christmas Day. At these times charges may be made for taxis. If the nurse or carer is required to travel outside Zone 3 their travel time and costs will be added to your invoice.

TIMESHEETS

We require our clients, or their representative to verify and sign the nurse or carer's timesheet. This forms a legally binding contract between the client and Draycott Nursing & Care.



WHO'S WHO



ANGELA HAMLIN RGN – Managing Director Draycott Nursing & Care is managed by its founder; Angela Hamlin who qualified in South Africa as a Registered Nurse and Midwife. Nineteen years of her career was spent at King Edward VII Hospital for Officers. From 1982 – 1994 she held the position of Deputy Matron. It is from this responsible position and personal experience that she knows how important it is to have the highest quality of staff working with clients. Today, because of her passion, Draycott Nursing & Care is regarded as the most forward-thinking, discreet and professional service provider in the nursing and care industry. Angela is now focusing on expanding into other areas of health care to provide quality agency care for the rapidly growing and ever more demanding future requirements of this sector.



DENISE MOORE BSc (Hons) RGN – General Manager Denise trained as a RGN in Australia, specialising in Paediatrics and Intensive Care. After moving to London, Denise's career focus changed to business and she gained significant management experience in both the public and private healthcare sectors. Denise worked for a global healthcare recruitment company prior to April 2008 when she joined Draycott Nursing & Care, in the role of General Manager.



SHARRON ROBERTSON BA Nurs Ed RGN – Clinical Nurse Manager / Tutor Sharron trained in South Africa as a Registered Nurse. She has many years experience, of which 16 were spent teaching in the Nursing Department at the University of Witwaterstrand, South Africa. Sharron is responsible for the training and supervision of nurses and carers.



CAROLINE MILWRIGHT Dip Nutr – HR Manager / Nutrition Advisor Caroline has previous experience working in the food, financial services and recruitment sectors. Having trained in Human Resources and then qualifying as a Nutritional Therapist, Caroline is responsible for managing the HR function as well as advising and delivering training on diet and nutrition.



ANGELA FOOT RGN – Nurse Liaison Angie trained at St. Thomas' Hospital and has many years of experience as a Registered Nurse. Angie is working with Draycott Nursing & Care as our Nurse Liaison and is responsible for visiting and assessing clients prior to Draycott Nursing & Care providing care.



KATE COX RGN – Senior Nurse Administrator Kate is a Registered Nurse who trained at Guys Hospital and has had a wide range of experience in her nursing career. She also has significant experience in the commercial field, particularly public relations. Kate joined Draycott Nursing & Care in November 1999 and is responsible for the placement of nurses and carers.



WHO'S WHO



JEAN JACOBS BSc (Hons) - Care Administrator Jean worked as a carer between 2001 and 2004 and after returning to the UK in 2009 she re-joined Draycott Nursing & Care as a Care Administrator. She has previous administration and office management experience with an Environmental Consultancy company in South Africa.



PAULA DAGGER - Receptionist / Events Organiser Paula has previously worked in the care industry, gaining 12 years of experience as a carer. More recently Paula has worked as a receptionist and a Personal Assistant.



FRANCESCA COOK – HR Administrator Francesca is a recent Geography graduate who has joined Draycott Nursing as an HR Administrator. She has experience of working in a variety of office and customer services environments and is also studying towards her HR qualification.



RACHEL BENEDICT – Care Administrator Rachel has a background in customer services, administration and healthcare. Rachel originally qualified as a Dental Nurse at the Royal London Hospital before gaining administrative experience with a London-based hospice home care team. Rachel joins Draycott Nursing as a Care Administrator.



INDI PEIRIS – Accounts Administrator Indi joined Draycott Nursing as the Accounts Administrator in 2011. She has extensive finance experience and has achieved a Masters degree in Financial Management. Indi's work experience includes over 5 years in the financial sector working in both customer service and accounts roles.



DEBORA RAMOS GRAHAM – Healthcare Assessor Debora originally qualified as a Nurse in Brazil practicing for 6 years in the paediatric/neonatal, ICU and adult Wards. After moving to the UK Debora joined Draycott Nursing in 2009, working originally as a Carer before moving into the Healthcare Assessor role in 2012.



COMPLAINT POLICY

Aim of the Complaints Procedure

Draycott Nursing & Care aims to ensure that its complaints procedure is properly and effectively implemented and that clients feel confident that their complaints are listened to and acted upon promptly and fairly. Specifically it aims to ensure that:

- a. clients, their representative, and relatives are aware of how to complain and that the agency provides easy to use opportunities to register complaints
- b. a named person will be responsible for the administration of the procedure
- c. every written complaint is acknowledged within 2 working days
- d. all complaints are investigated within 28 days of being made
- e. all complaints are responded to in writing within 28 days of being made
- f. details of complaints are recorded in the Complaints File, the client's file and in the home records.

The named persons with responsibility for following through complaints are Sharron Robertson, Registered Manager, and Denise Moore, General Manager. If the client is not satisfied by the way in which their complaint is handled they may take their complaint to the Local Government Ombudsman. The Care Quality Commission (CQC) will hear any concerns, though it will not investigate any complaints directly. Contact details for CQC: 03000616161, enquiries@cqc.org.uk, or CQC Citygate, Gallowgate, Newcastle-Upon-Yyne NE1 4PA.

Verbal complaints

1. The agency accepts that all verbal complaints, no matter how seemingly unimportant, must be taken seriously.
2. Staff who receive a verbal complaint are expected to seek to solve the problem immediately.
3. If they cannot solve the problem immediately, they should offer to have their line manager deal with the problem.
4. If the complaint is being made on behalf of the client by an advocate, it must first be verified that the person has permission to speak for the client, especially if confidential information is involved. If in doubt it should be assumed that the client's explicit permission is needed prior to discussing the complaint with the advocate.
5. After talking the problem through, the manager or member of staff dealing with the complaint will suggest a course of action to resolve the complaint.
6. If the suggested plan of action is not acceptable to the complainant, the complainant will be asked to put their complaint in writing to the General Manager, Denise Moore.

Serious or written complaints

- a. If Draycott Nursing & Care receives a written complaint it is dealt with by the General Manager, who sends an acknowledgment letter within two working days to the complainant.
- b. The manager also includes information detailing the organisation's procedure for the complainant.
- c. On receipt of the complaint, the manager will start an investigation and, where possible, within 28 days a full explanation will be provided to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- d. If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.
- e. A written account of the investigation and any meetings will be sent to the complainant.
- f. The outcomes of the investigation and the meeting are recorded in the Complaints File and any shortcomings in the agency's procedures will be identified and acted upon.
- g. The management formally reviews complaints every six months as part of its Quality Assurance system, and subsequently makes changes to the organisations operations where needed.



DATA PROTECTION POLICY

Draycott Nursing & Care believes that all records required for the protection of clients and for the effective and efficient running of the agency should be maintained and kept according to the Data Protection Act 1998. Draycott Nursing & Care adheres fully to Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which relates to the extent to which the rights and best interests of clients are safeguarded by the agency keeping accurate, secure and up-to-date records. Draycott Nursing & Care is registered under the Data Protection Act 1998 and all storage and processing of personal data held in manual records and on computers by Draycott Nursing & Care complies with the Act. Draycott Nursing & Care understands that, according to the Data Protection Act 1998, personal data should:

- be obtained fairly and lawfully
- be held for specified and lawful purposes
- be processed in accordance with the person's rights under the DPA
- be adequate, relevant and not excessive in relation to that purpose
- be kept accurate and up to date
- not be kept for longer than is necessary for its given purpose
- be subject to appropriate safeguards against unauthorised use, loss or damage
- be transferred outside the European Economic Area only if the recipient country has adequate data protection.

Compliance with Outcome 21, (Regulation 20) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, is based on domiciliary care organisations such as Draycott Nursing & Care achieving the following Outcome –

“People who use (our) services can be confident that:

- (a) their personal records including medical records are accurate, fit for purpose, held securely and remain confidential
- (b) other records required to be kept to protect their safety and wellbeing are maintained and held securely where required.”

To achieve this Outcome Draycott Nursing & Care will:

- (a) keep accurate personalised care, treatment and support records for each person
- (b) ensure that the records are kept securely, and that confidentiality is maintained
- (c) keep the records for the correct amount of time
- (d) keep any other records the Care Quality Commission requires them to keep, in relation to the management of the service
- (e) store records in a secure, accessible way that allows them to be located quickly
- (f) securely destroy records as required, taking into account any relevant retention schedules



STATEMENT OF PURPOSE - HEALTH & SOCIAL CARE ACT 2008

In accordance with Regulation 12 of the Care Quality Commission (Registration) Regulations 2009 Draycott Nursing & Care is required to have a Statement of Purpose for each regulated activity.

Service Provider

Draycott Nursing & Care trading as Westward Consultants Ltd, Alameda House 90-100 Sydney Street, London SW3 6NJ tel: 020 73517171 enquiries@draycottnursing.co.uk / www.draycottnursing.co.uk

Certificate number 1-179559298

Provider ID 1-101642060

Aims

1. To ensure the dignity, privacy and independence of clients and to enable them to make, or participate in making decisions relating to their care or treatment.
2. To treat clients with consideration and respect.
3. Enable clients, or those acting on their behalf to understand the care or treatment choices available to the client and the balance of risks and benefits involved in any particular course of care or treatment.
4. To assist clients and/or their families or representatives to express their views about the service through regular communication including Quality Assurance Questionnaires.

Objective / Outcomes

1. Those who use our service will understand the care, treatment and support choices available to them.
2. Clients will be able to express their views so far as they are able to do so, and will be involved in making decisions about their care, treatment and support
3. Clients will have their privacy, dignity and independence respected.

Legal Status

Draycott Nursing & Care is a Limited Company which is registered as Westward Consultants. The registered company address is 66 Lower Road, Harrow HA2 0DH, registered in England, registered number 3762970.

Regulated Activity – PERSONAL CARE

Description of Services – The regulated activity of personal care consists of the provision of personal care for people who are unable to provide it for themselves, because of old age, illness or disability, in the place where they are living.

Location – 90-100 Sydney Street, London, SW3 6NJ. The office is situated on the 3rd floor of a dedicated office block. There are excellent facilities for disabled visitors or clients.

Registered Manager – Miss Sharron Robertson, tel: 020 7351 7171, sharronrobertson@draycottnursing.co.uk

Client Bands – older people, mental health, physical disability, sensory impairment, dementia.

Regulated Activity – TREATMENT OF DISEASE, DISORDER or INJURY

Description of Services – The regulated activity of Treatment of Disease, Disorder or Injury allows for a treatment service that includes emergency treatment, ongoing treatment for long-term conditions, and treatment and care for mental health problems. The treatment of disease, disorder or injury can take place in any setting.

Location – 90-100 Sydney Street, London, SW3 6NJ. The office is situated on the 3rd floor of a dedicated office block. There are excellent facilities for disabled visitors or clients.

Registered Manager – Miss Sharron Robertson, tel: 020 7351 7171, sharronrobertson@draycottnursing.co.uk

Client Bands – whole population, excluding children.

Regulated Activity – DIAGNOSTIC AND SCREENING PROCEDURES

Description of Services – This activity includes instances of taking a sample or biopsy because it captures procedures if they involve removal of tissue, cells or fluids from the body for the purpose of diagnosing disease, disorder or injury or monitoring its cause or extent.

Location – 90-100 Sydney Street, London, SW3 6NJ. The office is situated on the 3rd floor of a dedicated office block. There are excellent facilities for disabled visitors or clients.

Registered Manager – Miss Sharron Robertson, tel: 020 7351 7171, sharronrobertson@draycottnursing.co.uk

Client Bands – whole population, excluding children.



CHARGE RATES FOR CARERS effective from 2nd April 2012

HOURLY RATES*		
Hours	Mon - Fri	Sat - Sun
up to 1 hour	£ 39.70	£49.75
up to 2 hours	£58.00	£ 71.10
up to 3 hours	£ 77.00	£ 91.25
up to 4 hours	£ 88.85	£100.75
more than 4 hours & up to a maximum of 12 hours – day duty	£19.55 / hour	£21.90 / hour
night duty	£ 20.75 / hour	£22.90 / hour
sleeper duty per 12 hour night	£ 130.30 equivalent to £10.85/ hour	£154.00 equivalent to £12.84 /hour
RESIDENTIAL (LIVE-IN) RATES*		
<p>If full time residential care is required one day of the week must be a day off for the carer, and will be covered by a relief carer. The relief carer is charged at the hourly and sleeper rates as listed above. The cost differs if the day off is taken on a weekday or weekend. If the live-in carer is required to attend to the client more than twice during the night this becomes a night duty shift.</p>		
Monday – Friday	£154.00	equivalent to £6.42 / hour
Saturday - Sunday	£178.00	equivalent to £7.42 / hour
<p>For example, 6 days care = £948.00 + 7th day relief carer = £416.80 therefore a total of £1364.80 per 7 day week.</p>		
RESIDENTIAL (LIVE-IN) RATES ABROAD*		
£1495.50 per week, plus the cost of the carer's travel and insurance.		

***ALL RATES ARE DOUBLE FOR 24 HOURS ON BANK HOLIDAYS AND ALSO IN THE EVENT THAT WE ARE ASKED TO COVER A SHIFT ON THE DAY, WHICH HAS NOT BEEN BOOKED PREVIOUSLY.**



CHARGE RATES FOR REGISTERED NURSES effective from 2nd April 2012

HOURLY RATES*		
Hours	Mon - Fri	Sat - Sun
up to 1 hour	£ 89.00	£ 113.75
up to 2 hours	£ 126.00	£ 149.00
up to 3 hours	£ 148.00	£ 166.50
more than 3 hours & up to a maximum of 12 hours – day duty	£ 32.60/ hour	£ 35.60 / hour
night duty	£ 35.60 / hour	£ 41.50 / hour
sleeper duty per 12 hour night or pro rata	£ 178.00 equivalent to £14.84 /hour	£ 215.60 equivalent to £ 17.97/hour
PACKAGES OF DRESSINGS OR INJECTIONS		
These rates apply to a package involving a minimum of 5 visits. Costs for injections or dressings are charged at the retail price unless provided by the client. To be eligible for these rates payment is required in advance.		
	Mon - Fri	Sat - Sun
package of 5 dressings or injections	£62.00 per visit	£82.00 per visit
phlebotomy	£60.00	£80.00
RESIDENTIAL (LIVE- IN) RATES*		
If full time residential care is required one day of the week must be a day off for the nurse, and will be covered by a relief nurse. The relief nurse is charged at the hourly and sleeper rates as listed above. The cost differs if the day is taken off on a weekday or weekend. If the live-in nurse is required to attend to the client more than twice during the night this becomes a night duty shift.		
Monday – Friday	£236.90	equivalent to £9.87/ hour
Saturday - Sunday	£296.15	equivalent to £12.34 / hour
For example, 6 days of nursing care = £1480.65 + 7 th day relief nurse = £642.80 therefore total = £2123.45 per 7 day week.		
RESIDENTIAL (LIVE-IN) RATES ABROAD*		
£2373.45 per week, plus the cost of the nurse's travel and insurance.		

***ALL RATES ARE DOUBLE FOR 24 HOURS ON BANK HOLIDAYS AND IN THE EVENT THAT WE ARE ASKED TO COVER A SHIFT ON THE DAY, WHICH HAS NOT BEEN BOOKED PREVIOUSLY.**



CONTRACT & REGISTRATION FORM
CLIENT COPY – TO BE RETAINED BY CLIENT

The following are the Terms and Conditions under which Draycott Nursing & Care’s nurses and carers are supplied. Please read, and ensure you fully understand these terms. We will be pleased to clarify any points with you.

The Contract

These Terms and Conditions constitute a contract between Westward Consultants Limited, trading as Draycott Nursing & Care (thereafter known as ‘Draycott Nursing & Care ’) and the Client, (the term Client refers to a patient or the patient’s representative) and are deemed to be accepted by the Client, by virtue of his or her engagement of Draycott Nursing & Care staff. No variation or alteration of these terms shall be valid unless approved in writing by the Director of Draycott Nursing & Care.

Exclusivity

If a client employs or refers a nurse or carer who has been introduced by Draycott Nursing & Care, on a private basis, a fee of 20% of the nurse or carer’s annual salary will be charged.

Policy and Procedures

By signing this Registration form, the client is entering into a contract with Draycott Nursing & Care and hereby agrees to abide by all policies and procedures laid down by Draycott Nursing & Care.

Charge Rates and Payments

Client charge rates are included in the client brochure. **Rates vary at the weekend, at night and on Bank Holidays. An initial Nurse Consultation & Registration Fee of £70 will be added to your first invoice (only).** Clients will be notified two weeks in advance of any increase in charges. Invoices are sent weekly, a week in arrears and payment terms are 7 days. For the purpose of invoicing the week is Monday to Sunday. If payment is not received within 7 days we will exercise our statutory right to claim interest (8% over the Bank of England Base Rate) and compensation for debt recovery costs under the Late Payment Legislation. The preferred method of payment for invoices is BACS or credit card, however we do currently continue to accept cheques. Please note we do not accept AMEX.

Liability

Draycott Nursing & Care cannot accept responsibility for any loss or damage to a client’s home or property, any injury or error in treatment, or any delay or failure to provide services, caused by factors beyond the control of Draycott Nursing & Care.

DECLARATION

I have read and agree to abide by Draycott Nursing & Care’s Contractual Terms. I consent to the treatment, care and support which Draycott Nursing will provide. I understand that this consent is ongoing, but may be reviewed, refused or withdrawn at any time.

Client Name or Name of Client’s Representative _____

Signature _____ Date _____

Draycott Nursing & Care Signatory – Denise Moore, General Manager

Signature 



CONTRACT & REGISTRATION FORM

**DRAYCOTT NURSING & CARE & CARE COPY – TO BE RETURNED WITH THE CLIENT
DETAILS FORM, to Draycott Nursing & Care & Care 100 Sydney St, London SW3 6NJ.**

The following are the Terms and Conditions under which Draycott Nursing & Care's nurses and carers are supplied. Please read, and ensure you fully understand these terms. We will be pleased to clarify any points with you.

The Contract

These Terms and Conditions constitute a contract between Westward Consultants Limited, trading as Draycott Nursing & Care (hereafter known as 'Draycott Nursing & Care ') and the Client, (the term Client refers to a patient or the patient's representative) and are deemed to be accepted by the Client, by virtue of his or her engagement of Draycott Nursing & Care staff. No variation or alteration of these terms shall be valid unless approved in writing by a Director of Draycott Nursing & Care.

Exclusivity

If a client employs or refers a nurse or carer who has been introduced by Draycott Nursing & Care, on a private basis, a fee of 20% of the nurse or carer's annual salary will be charged.

Policy and Procedures

By signing this Registration form, the client is entering into a contract with Draycott Nursing & Care and hereby agrees to abide by all policies and procedures laid down by Draycott Nursing & Care.

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Client Name or Name of Client's Representative _____

Signature _____ Date _____

Draycott Nursing & Care Signatory – Denise Moore, General Manager

Signature 



CLIENT DETAILS		
TITLE	FIRST NAME	SURNAME
DOB	RELIGION	MARITAL STATUS
ADDRESS		
POSTCODE		
TEL. N° (H)	(W)	(M)
EMAIL ADDRESS		
INVOICE DETAILS (COMPLETE ONLY IF DIFFERENT TO DETAILS ABOVE)		
TITLE	FIRST NAME	SURNAME
ADDRESS		
POSTCODE		
TEL. N° (H)	(W)	(M)
EMAIL ADDRESS		
RELATIONSHIP TO CLIENT		
NEXT OF KIN / EMERGENCY CONTACT DETAILS		
TITLE	FIRST NAME	SURNAME
ADDRESS		
POSTCODE		
TEL. N° (H)	(W)	(M)
EMAIL ADDRESS		
RELATIONSHIP TO CLIENT		
IS THE NEXT OF KIN AWARE OF THIS CONTRACT & REGISTRATION FORM YES / NO		
ALTERNATIVE EMERGENCY CONTACT DETAILS		
TITLE	FIRST NAME	SURNAME
TEL. N° (H)	(W)	(M)
EMAIL ADDRESS		
RELATIONSHIP TO CLIENT		
POWER OF ATTORNEY (PLEASE COMPLETE ONLY IF APPLICABLE)		
HAS THE CLIENT DESIGNATED SOMEONE TO HAVE POWER OF ATTORNEY? YES / NO		
<i>PLEASE NOTE, IF YOU HAVE ANSWERED YES WE WILL NEED TO HAVE A COPY OF THIS DOCUMENT IN ORDER TO CARRY OUT THE CLIENT'S WISHES.</i>		
LIVING WILL (PLEASE COMPLETE ONLY IF APPLICABLE)		
DOES THE CLIENT HAVE A LIVING WILL? YES / NO		
<i>PLEASE NOTE, IF YOU HAVE ANSWERED YES WE WILL NEED TO HAVE A COPY OF THIS DOCUMENT IN ORDER TO CARRY OUT THE CLIENT'S WISHES.</i>		
GP DETAILS		
TITLE	FIRST NAME	SURNAME
NAME OF PRACTICE		
TEL. N° (W)	(M)	
EMAIL ADDRESS		